



Australian Government

AMP Australian Meat Processing Training Package

Release: 1.0

CONTENTS

AMP20415 Certificate II in Meat Processing (Meat Retailing)	11
AMP30815 Certificate III in Meat Processing (Retail Butcher)	15
AMP40215 Certificate IV in Meat Processing (General)	21
AMP40315 Certificate IV in Meat Processing (Leadership)	26
AMP40415 Certificate IV in Meat Processing (Quality Assurance)	29
AMP50115 Diploma of Meat Processing (Meat Retailing)	32
AMP50215 Diploma of Meat Processing	35
AMP60115 Advanced Diploma of Meat Processing	38
AMP80115 Graduate Certificate in Agribusiness	41
AMP80215 Graduate Diploma of Agribusiness	44
AMPA400 Utilise refrigeration index	47
Assessment Requirements for AMPA400 Utilise refrigeration index	50
AMPA401 Implement a Meat Hygiene Assessment program	52
Assessment Requirements for AMPA401 Implement a Meat Hygiene Assessment program	55
AMPA402 Oversee plant compliance with the Australian standards for meat processing	57
Assessment Requirements for AMPA402 Oversee plant compliance with the Australian standards for meat processing	60
AMPA403 Apply meat science	62
Assessment Requirements for AMPA403 Apply meat science	65
AMPA404 Conduct and validate pH and temperature declines to MSA standards	67
Assessment Requirements for AMPA404 Conduct and validate pH and temperature declines to MSA standards	70
AMPA405 Develop and implement Quality Assurance program for a rendering plant	72
Assessment Requirements for AMPA405 Develop and implement Quality Assurance program for a rendering plant	74
AMPA407 Contribute to abattoir design and construction processes	76
Assessment Requirements for AMPA407 Contribute to abattoir design and construction processes	78
AMPA411 Oversee humane handling of animals	80
Assessment Requirements for AMPA411 Oversee humane handling of animals	83
AMPA412 Conduct an animal welfare audit of a meat processing plant	85
Assessment Requirements for AMPA412 Conduct an animal welfare audit of a meat processing plant	89
AMPCOR201 Maintain personal equipment	91
Assessment Requirements for AMPCOR201 Maintain personal equipment	93
AMPCOR202 Apply hygiene and sanitation practices	95
Assessment Requirements for AMPCOR202 Apply hygiene and sanitation practices	97
AMPCOR203 Comply with Quality Assurance and HACCP requirements	99
Assessment Requirements for AMPCOR203 Comply with Quality Assurance and HACCP requirements	101
AMPCOR204 Follow safe work policies and procedures	103
Assessment Requirements for AMPCOR204 Follow safe work policies and procedures	106
AMPCOR205 Communicate in the workplace	108
Assessment Requirements for AMPCOR205 Communicate in the workplace	110
AMPCOR206 Overview the meat industry	112
Assessment Requirements for AMPCOR206 Overview the meat industry	115
AMPCOR401 Manage own work performance	117
Assessment Requirements for AMPCOR401 Manage own work performance	120
AMPCOR402 Facilitate Quality Assurance Process	122

Assessment Requirements for AMPCOR402 Facilitate Quality Assurance Process	125
AMPCOR403 Participate in workplace health and safety risk control process	128
Assessment Requirements for AMPCOR403 Participate in workplace health and safety risk control process.....	131
AMPCOR404 Facilitate hygiene and sanitation performance.....	133
Assessment Requirements for AMPCOR404 Facilitate hygiene and sanitation performance	135
AMPMGT501 Design and manage the food safety system	137
Assessment Requirements for AMPMGT501 Design and manage the food safety system.....	140
AMPMGT502 Manage new product or process development.....	143
Assessment Requirements for AMPMGT502 Manage new product or process development.....	147
AMPMGT503 Develop and assess a meat retailing business opportunity.....	149
Assessment Requirements for AMPMGT503 Develop and assess a meat retailing business opportunity.....	152
AMPMGT504 Develop, manage and maintain quality systems	154
Assessment Requirements for AMPMGT504 Develop, manage and maintain quality systems	158
AMPMGT505 Manage maintenance systems.....	161
Assessment Requirements for AMPMGT505 Manage maintenance systems	164
AMPMGT506 Manage utilities and energy.....	167
Assessment Requirements for AMPMGT506 Manage utilities and energy	170
AMPMGT507 Manage and improve meat industry plant operations	173
Assessment Requirements for AMPMGT507 Manage and improve meat industry plant operations	176
AMPMGT508 Manage environmental impacts of meat processing operations.....	179
Assessment Requirements for AMPMGT508 Manage environmental impacts of meat processing operations	183
AMPMGT509 Manage, maintain and continuously improve workplace health and safety plans and systems.....	186
Assessment Requirements for AMPMGT509 Manage, maintain and continuously improve workplace health and safety plans and systems	190
AMPMGT510 Manage transportation of meat, meat products and meat by-products....	193
Assessment Requirements for AMPMGT510 Manage transportation of meat, meat products and meat by-products.....	196
AMPMGT601 Benchmark to manage and improve enterprise performance.....	198
Assessment Requirements for AMPMGT601 Benchmark to manage and improve enterprise performance	201
AMPMGT602 Monitor and manage organisational legal responsibilities	203
Assessment Requirements for AMPMGT602 Monitor and manage organisational legal responsibilities.....	206
AMPMGT603 Manage meat processing systems to maintain and improve product quality.....	208
Assessment Requirements for AMPMGT603 Manage meat processing systems to maintain and improve product quality	211
AMPMGT604 Manage effective operation of meat enterprise cold chain and refrigeration systems	214
Assessment Requirements for AMPMGT604 Manage effective operation of meat enterprise cold chain and refrigeration systems	217
AMPMGT605 Assess and purchase livestock	220
Assessment Requirements for AMPMGT605 Assess and purchase livestock.....	223
AMPMGT606 Analyse and develop enterprise systems for new opportunities.....	226
Assessment Requirements for AMPMGT606 Analyse and develop enterprise systems for new opportunities.....	229

AMPMGT607 Establish new markets	232
Assessment Requirements for AMPMGT607 Establish new markets	235
AMPMGT801 Manage financial performance.....	237
Assessment Requirements for AMPMGT801 Manage financial performance	240
AMPMGT802 Provide strategic leadership	242
Assessment Requirements for AMPMGT802 Provide strategic leadership	245
AMPMGT803 Communicate and negotiate in a culturally diverse context.....	247
Assessment Requirements for AMPMGT803 Communicate and negotiate in a culturally diverse context.....	250
AMPMGT804 Develop and enhance collaborative partnerships and relationships.....	252
Assessment Requirements for AMPMGT804 Develop and enhance collaborative partnerships and relationships	255
AMPMGT805 Develop and manage international business operations	258
Assessment Requirements for AMPMGT805 Develop and manage international business operations	261
AMPMGT806 Commercialise research and technology product or idea.....	263
Assessment Requirements for AMPMGT806 Commercialise research and technology product or idea	266
AMPMGT807 Manage change to organisational electronic technology systems.....	269
Assessment Requirements for AMPMGT807 Manage change to organisational electronic technology systems.....	272
AMPMGT808 Undertake research project	274
Assessment Requirements for AMPMGT808 Undertake research project.....	276
AMPMGT809 Analyse data for business decision making	278
Assessment Requirements for AMPMGT809 Analyse data for business decision making.....	281
AMPR101 Identify species and meat cuts.....	283
Assessment Requirements for AMPR101 Identify species and meat cuts	285
AMPR102 Trim meat for further processing	287
Assessment Requirements for AMPR102 Trim meat for further processing.....	289
AMPR103 Store meat product.....	291
Assessment Requirements for AMPR103 Store meat product	293
AMPR104 Prepare minced meat and minced meat products.....	295
Assessment Requirements for AMPR104 Prepare minced meat and minced meat products.....	298
AMPR105 Provide service to customers	300
Assessment Requirements for AMPR105 Provide service to customers.....	303
AMPR106 Process sales transactions	305
Assessment Requirements for AMPR106 Process sales transactions.....	307
AMPR107 Undertake minor routine maintenance	309
Assessment Requirements for AMPR107 Undertake minor routine maintenance.....	312
AMPR108 Monitor meat temperature from receipt to sale	314
Assessment Requirements for AMPR108 Monitor meat temperature from receipt to sale.....	317
AMPR201 Break and cut product using a bandsaw	319
Assessment Requirements for AMPR201 Break and cut product using a bandsaw	321
AMPR202 Provide advice on cooking and storage of meat products	323
Assessment Requirements for AMPR202 Provide advice on cooking and storage of meat products	326
AMPR203 Select, weigh and package meat for sale	328
Assessment Requirements for AMPR203 Select, weigh and package meat for sale.....	330
AMPR204 Package products using manual packing and labelling equipment.....	332
Assessment Requirements for AMPR204 Package products using manual packing and labelling equipment	334
AMPR205 Use basic methods of meat cookery	336
Assessment Requirements for AMPR205 Use basic methods of meat cookery	338

AMPR206 Vacuum pack products in a retail operation	340
Assessment Requirements for AMPR206 Vacuum pack products in a retail operation...	343
AMPR207 Undertake routine preventative maintenance	345
Assessment Requirements for AMPR207 Undertake routine preventative maintenance.	348
AMPR208 Make and sell sausages	350
Assessment Requirements for AMPR208 Make and sell sausages.....	353
AMPR209 Produce and sell value-added products.....	355
Assessment Requirements for AMPR209 Produce and sell value-added products	358
AMPR210 Receive meat products	360
Assessment Requirements for AMPR210 Receive meat products.....	362
AMPR211 Provide advice on meal solutions in a meat retail outlet.....	364
Assessment Requirements for AMPR211 Provide advice on meal solutions in a meat retail outlet.....	367
AMPR212 Clean meat retail work area.....	369
Assessment Requirements for AMPR212 Clean meat retail work area	372
AMPR301 Prepare specialised cuts.....	374
Assessment Requirements for AMPR301 Prepare specialised cuts	376
AMPR302 Assess carcase or product quality	378
Assessment Requirements for AMPR302 Assess carcase or product quality	380
AMPR303 Calculate yield of carcase or product	382
Assessment Requirements for AMPR303 Calculate yield of carcase or product.....	384
AMPR304 Manage stock.....	386
Assessment Requirements for AMPR304 Manage stock.....	389
AMPR305 Meet customer needs.....	391
Assessment Requirements for AMPR305 Meet customer needs	393
AMPR306 Provide advice on nutritional role of meat.....	395
Assessment Requirements for AMPR306 Provide advice on nutritional role of meat	397
AMPR307 Merchandise products, services	399
Assessment Requirements for AMPR307 Merchandise products, services.....	402
AMPR308 Prepare, roll, sew and net meat.....	404
Assessment Requirements for AMPR308 Prepare, roll, sew and net meat	406
AMPR309 Bone and fillet poultry	408
Assessment Requirements for AMPR309 Bone and fillet poultry	410
AMPR310 Cost and price meat products	412
Assessment Requirements for AMPR310 Cost and price meat products.....	414
AMPR311 Prepare portion control to specifications	416
Assessment Requirements for AMPR311 Prepare portion control to specifications.....	418
AMPR312 Bone game meat.....	420
Assessment Requirements for AMPR312 Bone game meat	422
AMPR313 Order stock in a meat enterprise	424
Assessment Requirements for AMPR313 Order stock in a meat enterprise.....	426
AMPR314 Calculate and present statistical data in a meat enterprise.....	428
Assessment Requirements for AMPR314 Calculate and present statistical data in a meat enterprise	430
AMPR315 Utilise the Meat Standards Australia system to meet customer requirements	432
Assessment Requirements for AMPR315 Utilise the Meat Standards Australia system to meet customer requirements.....	435
AMPR316 Cure, corn and sell product.....	437
Assessment Requirements for AMPR316 Cure, corn and sell product	440
AMPR317 Assess and sell poultry products	443
Assessment Requirements for AMPR317 Assess and sell poultry products.....	446
AMPR319 Locate, identify and assess meat cuts	448
Assessment Requirements for AMPR319 Locate, identify and assess meat cuts	451

AMPR320 Assess and address customer preferences	453
Assessment Requirements for AMPR320 Assess and address customer preferences	455
AMPR321 Collect and prepare standard samples	457
Assessment Requirements for AMPR321 Collect and prepare standard samples	460
AMPR322 Prepare and produce value added products	462
Assessment Requirements for AMPR322 Prepare and produce value added products	465
AMPR323 Break small stock carcasses for retail sale	467
Assessment Requirements for AMPR323 Break small stock carcasses for retail sale	469
AMPR324 Break large stock carcasses for retail sale	471
Assessment Requirements for AMPR324 Break large stock carcasses for retail sale	473
AMPR325 Prepare cooked meat product for retail sale	475
Assessment Requirements for AMPR325 Prepare cooked meat product for retail sale	478
AMPX201 Prepare and operate bandsaw	480
Assessment Requirements for AMPX201 Prepare and operate bandsaw	482
AMPX209 Sharpen knives	484
Assessment Requirements for AMPX209 Sharpen knives	486
AMPX210 Prepare and slice meat cuts	488
Assessment Requirements for AMPX210 Prepare and slice meat cuts	490
AMPX211 Trim meat to specifications	492
Assessment Requirements for AMPX211 Trim meat to specifications	494
AMPX212 Package product using automatic packing and labelling equipment	496
Assessment Requirements for AMPX212 Package product using automatic packing and labelling equipment	499
AMPX213 Despatch meat product	501
Assessment Requirements for AMPX213 Despatch meat product	503
AMPX214 Package meat and smallgoods product for retail sale	505
Assessment Requirements for AMPX214 Package meat and smallgoods product for retail sale	508
AMPX304 Prepare primal cuts	510
Assessment Requirements for AMPX304 Prepare primal cuts	512
AMPX305 Smoke product	514
Assessment Requirements for AMPX305 Smoke product	517
AMPX306 Provide coaching	520
Assessment Requirements for AMPX306 Provide coaching	523
AMPX307 Provide mentoring	525
Assessment Requirements for AMPX307 Provide mentoring	528
AMPX309 Identify and repair equipment faults	530
Assessment Requirements for AMPX309 Identify and repair equipment faults	533
AMPX401 Monitor meat preservation process	535
Assessment Requirements for AMPX401 Monitor meat preservation process	538
AMPX402 Monitor and overview the production of processed meats and smallgoods	540
Assessment Requirements for AMPX402 Monitor and overview the production of processed meats and smallgoods	543
AMPX403 Monitor and overview the production of Uncooked Comminuted Fermented Meat (UCFM)	545
Assessment Requirements for AMPX403 Monitor and overview the production of Uncooked Comminuted Fermented Meat (UCFM)	550
AMPX404 Conduct an internal audit of a documented program	552
Assessment Requirements for AMPX404 Conduct an internal audit of a documented program	555
AMPX405 Conduct statistical analysis of process	557
Assessment Requirements for AMPX405 Conduct statistical analysis of process	559
AMPX406 Manage or oversee an external audit of the establishment's quality system	561

Assessment Requirements for AMPX406 Manage or oversee an external audit of the establishment's quality system.....	564
AMPX407 Oversee export requirements	566
Assessment Requirements for AMPX407 Oversee export requirements.....	569
AMPX408 Coordinate contracts.....	571
Assessment Requirements for AMPX408 Coordinate contracts	574
AMPX409 Prepare and evaluate resource proposals	576
Assessment Requirements for AMPX409 Prepare and evaluate resource proposals.....	579
AMPX410 Facilitate achievement of enterprise environmental policies and goals	581
Assessment Requirements for AMPX410 Facilitate achievement of enterprise environmental policies and goals.....	584
AMPX411 Foster a learning culture in a meat enterprise	586
Assessment Requirements for AMPX411 Foster a learning culture in a meat enterprise	589
AMPX412 Build productive and effective workplace relationships.....	591
Assessment Requirements for AMPX412 Build productive and effective workplace relationships	594
AMPX413 Manage and maintain a food safety plan	596
Assessment Requirements for AMPX413 Manage and maintain a food safety plan.....	599
AMPX414 Assess and evaluate meat industry requirements and processes	601
Assessment Requirements for AMPX414 Assess and evaluate meat industry requirements and processes.....	604
AMPX415 Specify beef product using AUS-MEAT language.....	606
Assessment Requirements for AMPX415 Specify beef product using AUS-MEAT language.....	609
AMPX416 Specify sheep product using AUS-MEAT language.....	611
Assessment Requirements for AMPX416 Specify sheep product using AUS-MEAT language	614
AMPX417 Specify pork product using AUS-MEAT language.....	616
Assessment Requirements for AMPX417 Specify pork product using AUS-MEAT language	619
AMPX418 Lead communication in the workplace	621
Assessment Requirements for AMPX418 Lead communication in the workplace.....	624
AMPX419 Participate in product recall.....	626
Assessment Requirements for AMPX419 Participate in product recall	628
AMPX420 Participate in the ongoing development and implementation of a HACCP and Quality Assurance system	630
Assessment Requirements for AMPX420 Participate in the ongoing development and implementation of a HACCP and Quality Assurance system.....	633
AMPX421 Establish sampling program	635
Assessment Requirements for AMPX421 Establish sampling program	637
AMPX422 Develop and implement work instructions and SOPs.....	639
Assessment Requirements for AMPX422 Develop and implement work instructions and SOPs.....	642
AMPX423 Supervise new recruits.....	645
Assessment Requirements for AMPX423 Supervise new recruits	648
AMPX424 Raise and validate requests for export permits and Meat Transfer Certificates.....	650
Assessment Requirements for AMPX424 Raise and validate requests for export permits and Meat Transfer Certificates	653
AMPX425 Conduct a document review	655
Assessment Requirements for AMPX425 Conduct a document review	658
AMPX426 Undertake chiller assessment to AUS-MEAT requirements.....	660
Assessment Requirements for AMPX426 Undertake chiller assessment to AUS-MEAT requirements	663
BSBCOM501 Identify and interpret compliance requirements	665

Assessment Requirements for BSBCOM501 Identify and interpret compliance requirements	669
BSBCOM601 Research compliance requirements and issues	671
Assessment Requirements for BSBCOM601 Research compliance requirements and issues	675
BSBCUS402 Address customer needs	677
Assessment Requirements for BSBCUS402 Address customer needs	680
BSBDES801 Research and apply design theory	682
Assessment Requirements for BSBDES801 Research and apply design theory	685
BSBDIV601 Develop and implement diversity policy	687
Assessment Requirements for BSBDIV601 Develop and implement diversity policy	691
BSBFIM501 Manage budgets and financial plans	693
Assessment Requirements for BSBFIM501 Manage budgets and financial plans	696
BSBFIM601 Manage finances	698
Assessment Requirements for BSBFIM601 Manage finances	702
BSBHRM405 Support the recruitment, selection and induction of staff	704
Assessment Requirements for BSBHRM405 Support the recruitment, selection and induction of staff	708
BSBINM401 Implement workplace information system	710
Assessment Requirements for BSBINM401 Implement workplace information system	713
BSBINN301 Promote innovation in a team environment	715
Assessment Requirements for BSBINN301 Promote innovation in a team environment	719
BSBINN801 Lead innovative thinking and practice	721
Assessment Requirements for BSBINN801 Lead innovative thinking and practice	725
BSBITU101 Operate a personal computer	727
Assessment Requirements for BSBITU101 Operate a personal computer	730
BSBLDR403 Lead team effectiveness	732
Assessment Requirements for BSBLDR403 Lead team effectiveness	735
BSBLED401 Develop teams and individuals	737
Assessment Requirements for BSBLED401 Develop teams and individuals	741
BSBMGT402 Implement operational plan	743
Assessment Requirements for BSBMGT402 Implement operational plan	747
BSBMGT403 Implement continuous improvement	749
Assessment Requirements for BSBMGT403 Implement continuous improvement	752
BSBMGT605 Provide leadership across the organisation	754
Assessment Requirements for BSBMGT605 Provide leadership across the organisation	758
BSBMGT617 Develop and implement a business plan	760
Assessment Requirements for BSBMGT617 Develop and implement a business plan	764
BSBMKG414 Undertake marketing activities	766
Assessment Requirements for BSBMKG414 Undertake marketing activities	769
BSBMKG502 Establish and adjust the marketing mix	771
Assessment Requirements for BSBMKG502 Establish and adjust the marketing mix	774
BSBRES801 Initiate and lead applied research	776
Assessment Requirements for BSBRES801 Initiate and lead applied research	780
BSBRKG404 Monitor and maintain records in an online environment	782
Assessment Requirements for BSBRKG404 Monitor and maintain records in an online environment	785
FDFAU4001A Assess compliance with food safety programs	787
FDFAU4002A Communicate and negotiate to conduct food safety audits	798
FDFAU4003A Conduct food safety audits	806
FDFAU4004A Identify, evaluate and control food safety hazards	821
FDFOP2061A Use numerical applications in the workplace	831
LMFGG2002B Apply First Aid	837
MSL916005A Manage complex projects	844

MSS407001A Prepare for and implement change	853
MSS407006A Build relationships between teams in an operations environment	862
MSS408003A Develop models of future state operations practice	871
NWP704A Lead a project development.....	879
NWP706A Review and evaluate water and wastewater sustainability objectives	885
NWP707A Analyse and review water treatment plant technology	892
PSPREG412A Gather and manage evidence.....	901
SIRXCLM402 Manage store facilities	908
SIRXEBS001A Acquire and retain online customers.....	914
SIRXFIN004A Manage financial resources.....	921
SIRXFIN201 Balance and secure point-of-sale terminal.....	928
SIRXINV004A Buy merchandise	933
SIRXINV005A Control inventory	944
SIRXMER303 Coordinate merchandise presentation.....	949
SIRXMGT005A Set strategic plans.....	955
SIRXMGT006A Initiate and implement change.....	960
SIRXSLS201 Sell products and services	966
TAEASS401B Plan assessment activities and processes.....	972
TAEASS402B Assess competence.....	979
TAEDEL301A Provide work skill instruction.....	987
AMP Australian Meat Processing Training Package	995

Imprint Oct 24

Copyright Statement

© Commonwealth of Australia 2024.



The content of this Training Package is licensed under a Creative Commons Attribution 4.0 International Licence, with the exception of:

- the Department's logo,
- the Commonwealth Coat of Arms,
- material protected by a trademark, and
- any third party material,

More information on this CC BY licence is set out at the Creative Commons website (www.creativecommons.org.au).

Use of all or part of this content must contain the following attribution:

AMP Australian Meat Processing Training Package Release 1.0 © **Commonwealth of Australia.**

The terms of use for the Commonwealth Coat of Arms available from the Department of the Prime Minister and Cabinet's website.

Disclaimer

The content of this Training Package was prepared in consultation with Australian industry participants. It does not necessarily represent the view of the Department of Employment and Workplace Relations (Department) or any specific body. The Department does not make any representation or warranty about the accuracy, reliability, currency or completeness of any training material and you should exercise your own independent skill and judgement before you rely on it. The Department is not liable for any loss resulting from any action taken or reliance made by you on any information contained in the training material or incorporated into it by reference (including, without limitation, third party information). No responsibility is taken for any information or services which may appear on any linked websites.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMP20415 Certificate II in Meat Processing (Meat Retailing)

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Qualification Description

This qualification covers work activities undertaken by workers working in meat retailing enterprises.

No occupational licensing, legislative or certification requirements are known to apply to this qualification at the time of publication.

Entry Requirements

Nil.

Packaging Rules

Total number of units = 27

- Core units = 5
- Elective units = 22

Core Units

Unit Code	Unit Title
AMPCOR202	Apply hygiene and sanitation practices
AMPCOR204	Follow safe work policies and procedures
AMPCOR205	Communicate in the workplace
AMPCOR206	Overview the meat industry
FDFOP2061A	Use numerical applications in the workplace

Elective Units

Select:

- 8 units from Group A
- 8 units from Group A or Group B
- 6 additional units from the elective list, or this or any other endorsed Training Package or Accredited Course. Selected units must be relevant to job outcomes in meat retailing and must be chosen to ensure the integrity of the qualification outcome at AQF level 2.

Group A

Unit Code	Unit Title
AMPCOR201	Maintain personal equipment
AMPR101	Identify species and meat cuts
AMPR102	Trim meat for further processing* <i>AMPX209 Sharpen knives</i>
AMPR103	Store meat product
AMPR104	Prepare minced meat and minced meat products* <i>AMPX209 Sharpen knives</i>
AMPR105	Provide service to customers
AMPR106	Process sales transactions
AMPR107	Undertake minor routine maintenance
AMPR108	Monitor meat temperature from receipt to sale
AMPR203	Select, weigh and package meat for sale
AMPR212	Clean a meat retail work area
AMPX209	Sharpen knives
LMFGG2002B	Apply First Aid

Group B

Unit Code	Unit Title

AMPCOR203	Comply with Quality Assurance and HACCP requirements
AMPR201	Break and cut product using a bandsaw* <i>AMPX201 Prepare and operate bandsaw</i>
AMPR202	Provide advice on cooking and storage of meat products* <i>AMPR105 Provide service to customers</i>
AMPR204	Package product using manual packing and labelling equipment
AMPR205	Use basic methods of meat cookery* <i>AMPX209 Sharpen knives</i>
AMPR206	Vacuum pack product in a retail operation
AMPR207	Undertake routine preventative maintenance
AMPR208	Make and sell sausages
AMPR209	Produce and sell value-added products* <i>AMPX209 Sharpen knives</i>
AMPR210	Receive meat products
AMPX201	Prepare and operate bandsaw
AMPX210	Prepare and slice meat cuts* <i>AMPX209 Sharpen knives</i>
AMPX211	Trim meat to specifications* <i>AMPX209 Sharpen knives</i>
AMPX212	Package product using automatic packing and labelling equipment
AMPX213	Despatch meat product
AMPX214	Package meat and smallgoods product for retail sale
BSBITU101	Operate a personal computer
SIRXFIN201	Balance and secure point-of-sale terminal

Qualification Mapping Information

MTM20311 Certificate II in Meat Processing (Meat Retailing)	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMP30815 Certificate III in Meat Processing (Retail Butcher)

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Qualification Description

This qualification is the trade qualification for butchers.

No occupational licensing, legislative or certification requirements are known to apply to this qualification at the time of publication.

Entry Requirements

Nil.

Packaging Rules

Total number of units = 44

- Core units = 37
- Elective units = 7

Core Units

Stage 1

Unit Code	Unit Title
AMPCOR201	Maintain personal equipment
AMPCOR202	Apply hygiene and sanitation practices
AMPCOR204	Follow safe work policies and procedures
AMPCOR205	Communicate in the workplace
AMPCOR206	Overview the meat industry

AMPR101	Identify species and meat cuts
AMPR102	Trim meat for further processing* <i>AMPX209 Sharpen knives</i>
AMPR103	Store meat product
AMPR104	Prepare minced meat and minced meat products* <i>AMPX209 Sharpen knives</i>
AMPR105	Provide service to customers
AMPR203	Select, weigh and package meat for sale
AMPR212	Clean a meat retail work area
AMPX209	Sharpen knives
FDFOP2061A	Use numerical applications in the workplace

Core Units

Stage 2

Unit Code	Unit Title
AMPCOR203	Comply with Quality Assurance and HACCP requirements
AMPR201	Break and cut product using a bandsaw* <i>AMPX201 Prepare and operate bandsaw</i>
AMPR202	Provide advice on cooking and storage of meat products* <i>AMPR105 Provide service to customers</i>
AMPR204	Package product using manual packing and labelling equipment
AMPR205	Use basic methods of meat cookery* <i>AMPX209 Sharpen knives</i>
AMPR208	Make and sell sausages
AMPR209	Produce and sell value-added products* <i>AMPX209 Sharpen knives</i>
AMPX201	Prepare and operate bandsaw

AMPX210	Prepare and slice meat cuts* <i>AMPX209 Sharpen knives</i>
AMPX211	Trim meat to specifications* <i>AMPX209 Sharpen knives</i>

Core Units**Stage 3**

Unit Code	Unit Title
AMPR301	Prepare specialised cuts* <i>AMPX209 Sharpen knives</i>
AMPR302	Assess carcase or product quality
AMPR303	Calculate yield of carcase or product
AMPR304	Manage stock
AMPR305	Meet customer needs* <i>AMPR105 Provide service to customers</i>
AMPR306	Provide advice on nutritional role of meat
AMPR307	Merchandise products, services
AMPR316	Cure, corn and sell product
AMPR317	Assess and sell poultry product
AMPR319	Locate, identify and assess meat cuts
AMPR320	Assess and address customer preferences
AMPR322	Prepare and produce value added products
AMPX304	Prepare primal cuts* <i>AMPX304 Prepare primal cuts</i>

Elective Units

Select:

- 1 unit from Group A (Stage 1)

- 1 unit from Group B (Stage 2)
- 1 unit from Group C (Stage 3)
- 4 units from Groups C or D

Group A: Stage 1

Unit Code	Unit Title
AMPR106	Process sales transactions
AMPR107	Undertake minor routine maintenance
AMPR108	Monitor meat temperature from receipt to sale

Group B: Stage 2

Unit Code	Unit Title
AMPR206	Vacuum pack product in a retail operation
AMPR207	Undertake routine preventative maintenance
AMPR210	Receive meat product
AMPR211	Provide advice on meal solutions in a meat retail outlet
AMPX212	Package product using automatic packing and labelling equipment
AMPX213	Despatch meat product
BSBITU101	Operate a personal computer
SIRXFIN201	Balance and secure point-of-sale terminal

Group C: Stage 3

Unit Code	Unit Title
AMPR312	Bone game meat* <i>AMPX209 Sharpen knives</i>
AMPR323	Break small stock carcasses for retail sale* <i>AMPX209 Sharpen knives</i>

	<i>AMPR319 Locate, identify and assess meat cuts</i>
AMPR324	Break large stock carcasses for retail sale* <i>AMPX209 Sharpen knives</i> <i>AMPR319 Locate, identify and assess meat cuts</i>

Group D: Stage 3

Unit Code	Unit Title
AMPR308	Prepare, roll, sew and net meat
AMPR309	Bone and fillet poultry* <i>AMPX209 Sharpen knives</i>
AMPR310	Cost and price meat products
AMPR311	Prepare portion control to specifications* <i>AMPX209 Sharpen knives</i>
AMPR313	Order stock in a meat enterprise
AMPR314	Calculate and present statistical data in a meat enterprise
AMPR315	Utilise the Meat Standards Australia system to meet customer requirements
AMPR321	Collect and prepare standard samples
AMPR325	Prepare cooked meat product for retail sale
AMPX305	Smoke product
AMPX306	Provide coaching
AMPX307	Provide mentoring
AMPX309	Identify and repair equipment faults
LMFGG2002B	Apply First Aid
SIRXSLS201	Sell products and services
SIRXMER303	Coordinate merchandise presentation
TAEDEL301A	Provide work skill instruction

Qualification Mapping Information

MTM30813 Certificate II in Meat Processing (Meat Retailing)	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMP40215 Certificate IV in Meat Processing (General)

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Qualification Description

This qualification covers work activities undertaken by workers at supervisory or post-trade level in the meat industry. It is designed to enable candidates to select a mix of technical and leadership units to suit their job roles and career requirements. This qualification is also designed to enable candidates to gain cross-sectoral experience in the meat industry.

No occupational licensing, legislative or certification requirements are known to apply to this qualification at the time of publication.

Entry Requirements

Nil.

Packaging Rules

Total number of units = 12

- Core units = 4
- Elective units = 8

Core Units

Unit Code	Unit Title
AMPCOR401	Manage own work performance
AMPCOR402	Facilitate Quality Assurance process
AMPCOR403	Participate in workplace health and safety risk control process
AMPCOR404	Facilitate hygiene and sanitation performance

Elective Units

Select:

- 1 unit from Group A
- 1 unit from Groups B or C or D or E
- 3 units from the elective list (any group)
- 3 additional units from the elective list, or this or any other endorsed Training Package or Accredited Course. Selected units must be relevant to job outcomes in meat processing and must be chosen to ensure the integrity of the qualification outcome at AQF level 4.

Group A: Technical Units

Unit Code	Unit Title
AMPA400	Utilise refrigeration index
AMPA401	Implement a Meat Hygiene Assessment program
AMPA402	Oversee plant compliance with the Australian standards for meat processing
AMPA403	Apply meat science
AMPA404	Conduct and validate pH and temperature declines to MSA standards
AMPA407	Contribute to abattoir design and construction processes
AMPA411	Oversee humane handling of animals
AMPX401	Monitor meat preservation process
AMPX402	Monitor and overview the production of processed meats and smallgoods
AMPX403	Monitor and overview the production of Uncooked Comminuted Fermented Meat (UCFM)* <i>AMPCOR202 Apply hygiene and sanitation practices</i> <i>AMPCOR404 Facilitate hygiene and sanitation practices</i>
AMPX405	Conduct statistical analysis of process
AMPX407	Oversee export requirements
AMPX415	Specify beef product using AUS-MEAT language
AMPX416	Specify sheep product using AUS-MEAT language

AMPX417	Specify pork product using AUS-MEAT language
AMPX420	Participate in the ongoing development and implementation of a HACCP and Quality Assurance system
AMPX421	Establish sampling program
AMPX424	Raise and validate requests for export permits and Meat Transfer Certificates
AMPX426	Undertake chiller assessment to AUS-MEAT requirements

Group B: Management units

Unit Code	Unit Title
AMPA405	Develop and implement Quality Assurance program for a rendering plant
AMPX406	Manage or oversee an external audit of the establishment's quality system
AMPX408	Coordinate contracts
AMPX409	Prepare and evaluate resource proposals
AMPX410	Facilitate achievement of enterprise environmental policies and goals
AMPX413	Manage and maintain a food safety plan
AMPX414	Assess and evaluate meat industry requirements and processes
AMPX419	Participate in product recall
AMPX422	Develop and implement work instructions and SOPs
BSBCUS402	Address customer needs
BSBHRM405	Support the recruitment, selection and induction of staff
BSBINM401	Implement workplace information system
BSBMGT402	Implement operational plan
BSBMGT403	Implement continuous improvement
BSBMKG414	Undertake marketing activities

BSBRKG404	Monitor and maintain records in an online environment
PSPREG412A	Gather and manage evidence
SIRXEBS001A	Acquire and retain online customers
SIRXFIN004A	Manage financial resources
SIRXINV004A	Buy merchandise
SIRXINV005A	Control inventory

Group C: Leadership units

Unit Code	Unit Title
AMPX411	Foster a learning culture in a meat enterprise
AMPX412	Build productive and effective workplace relationships
AMPX418	Lead communication in the workplace
AMPX423	Supervise new recruits
BSBINN301	Promote innovation in a team environment
BSBLDR403	Lead team effectiveness
BSBLED401	Develop teams and individuals

Group D: Auditing units

Unit Code	Unit Title
AMPA412	Conduct an animal welfare audit of a meat processing plant* <i>AMPA411 Oversee of humane handling of animals</i> <i>AMPX404 Conduct an internal audit of a documented program</i> <i>MTMP2010A Apply animal welfare and handling requirements</i>
AMPX404	Conduct an internal audit of a documented program
AMPX425	Conduct a document review
FDFAU4001A	Assess compliance with food safety programs

FDFAU4002A	Communicate and negotiate to conduct food safety audits
FDFAU4003A	Conduct food safety audits
FDFAU4004A	Identify, evaluate and control food safety hazards

Group E: Training units

Unit Code	Unit Title
TAEASS401B	Plan assessment activities and processes
TAEASS402B	Assess competence

Qualification Mapping Information

MTM40411 Certificate IV in Meat Processing (General)	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMP40315 Certificate IV in Meat Processing (Leadership)

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Qualification Description

This qualification covers work activities undertaken by experienced meat workers who are carrying out supervisory roles.

No occupational licensing, legislative or certification requirements are known to apply to this qualification at the time of publication.

Entry Requirements

Nil.

Packaging Rules

Total number of units = 12

- Core units = 4
- Elective units = 8

Core Units

Unit Code	Unit Title
AMPCOR401	Manage own work performance
AMPCOR402	Facilitate Quality Assurance process
AMPCOR403	Participate in workplace health and safety risk control process
AMPCOR404	Facilitate hygiene and sanitation performance

Elective Units

Select:

- 5 units from the elective list
- 3 additional units from the elective list, or this or any other endorsed Training Package or Accredited Course. Selected units must be relevant to job outcomes in meat processing supervisory roles and must be chosen to ensure the integrity of the qualification outcome at AQF level 4.

Unit Code	Unit Title
AMPX403	Monitor and overview the production of Uncooked Comminuted Fermented Meat (UCFM)* <i>AMPCOR202 Apply hygiene and sanitation practices</i> <i>AMPCOR404 Facilitate hygiene and sanitation performance</i>
AMPX408	Coordinate contracts
AMPX409	Prepare and evaluate resource proposals
AMPX410	Facilitate achievement of enterprise environmental policies and goals
AMPX411	Foster a learning culture in a meat enterprise
AMPX412	Build productive and effective workplace relationships
AMPX413	Manage and maintain a food safety plan
AMPX414	Assess and evaluate meat industry requirements and processes
AMPX418	Lead communication in the workplace
AMPX419	Participate in product recall
AMPX422	Develop and implement work instructions and SOPs
AMPX423	Supervise new recruits
BSBCUS402	Address customer needs
BSBINM401	Implement workplace information system
BSBINN301	Promote innovation in a team environment
BSBLDR403	Lead team effectiveness
BSBLED401	Develop teams and individuals

BSBMGT402	Implement operational plan
BSBMGT403	Implement continuous improvement
SIRXFIN004A	Manage financial resources
SIRXINV004A	Buy merchandise
SIRXINV005A	Control inventory
TAEASS401B	Plan assessment activities and processes
TAEASS402B	Assess competence

Qualification Mapping Information

MTM40111 Certificate IV in Meat Processing (Leadership)	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMP40415 Certificate IV in Meat Processing (Quality Assurance)

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Qualification Description

This qualification covers work activities undertaken by Quality Assurance officers in meat processing enterprises.

No occupational licensing, legislative or certification requirements are known to apply to this qualification at the time of publication.

Entry Requirements

The following units must be completed prior to commencing this qualification:

- AMPCOR201 Maintain personal equipment
- AMPCOR202 Apply hygiene and sanitation practices
- AMPCOR203 Comply with Quality Assurance and HACCP requirements
- AMPCOR204 Follow safe work policies and procedures
- AMPCOR205 Communicate in the workplace
- AMPCOR206 Overview the meat industry

Packaging Rules

Total number of units = 12

- Core units = 6
- Elective units = 6

Core Units

Unit Code	Unit Title
AMPCOR401	Manage own work performance

AMPCOR402	Facilitate Quality Assurance process
AMPCOR403	Participate in workplace health and safety risk control process
AMPCOR404	Facilitate hygiene and sanitation performance
AMPX404	Conduct an internal audit of a documented program
AMPX420	Participate in the ongoing development and implementation of a HACCP and Quality Assurance system

Elective Units

Select:

- 4 units from the elective list
- 2 additional units from the elective list, or this or any other endorsed Training Package or Accredited Course. Selected units must be relevant to job outcomes in Quality Assurance and must be chosen to ensure the integrity of the qualification outcome at AQF level 4.

Unit Code	Unit Title
AMPA400	Utilise refrigeration index
AMPA401	Implement a Meat Hygiene Assessment program
AMPA402	Oversee plant compliance with the Australian standards for meat processing
AMPA403	Apply meat science
AMPA405	Develop and implement Quality Assurance program for a rendering plant
AMPA412	Conduct an animal welfare audit of a meat processing plant* <i>AMPA411 Oversee of humane handling of animals</i> <i>AMPX404 Conduct an internal audit of a documented program</i> <i>MTMP2010A Apply animal welfare and handling requirements</i>
AMPX403	Monitor and overview the production of Uncooked Comminuted Fermented Meat (UCFM)* <i>AMPCOR202 Apply hygiene and sanitation practices</i> <i>AMPCOR404 Facilitate hygiene and sanitation performance</i>

AMPX405	Conduct statistical analysis of process
AMPX406	Manage or oversee an external audit of the establishment's quality system
AMPX415	Specify beef product using AUS-MEAT language
AMPX416	Specify sheep product using AUS-MEAT language
AMPX417	Specify pork product using AUS-MEAT language
AMPX419	Participate in product recall
AMPX422	Develop and implement work instructions and SOPs
AMPX424	Raise and validate requests for export permits and Meat Transfer Certificates
AMPX425	Conduct a document review
AMPX426	Undertake chiller assessment to AUS-MEAT requirements
FDFAU4001A	Assess compliance with food safety programs
FDFAU4002A	Communicate and negotiate to conduct food safety audits
FDFAU4003A	Conduct food safety audits
FDFAU4004A	Identify, evaluate and control food safety hazards

Qualification Mapping Information

MTM40311 Certificate IV in Meat Processing (Quality Assurance)	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMP50115 Diploma of Meat Processing (Meat Retailing)

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Qualification Description

The qualification is for people who are in a management position or who have the potential to move into these positions. People who enter this qualification will usually have substantial experience in a meat retailing sector, and will be seeking to improve their business expertise and experience.

People who are considering undertaking this qualification need to be aware that it requires extensive reading, writing of assignments and project work.

The Diploma qualification is designed for people who are already employed in the industry and who have the opportunity to draw upon workplace experiences and to carry out assignments and projects in the workplace.

No occupational licensing, legislative or certification requirements are known to apply to this qualification at the time of publication.

Entry Requirements

The following units must be completed prior to commencement of this qualification:

- AMPCOR401 Manage own work performance
- AMPCOR402 Facilitate Quality Assurance process
- AMPCOR403 Participate in workplace health and safety risk control process
- AMPCOR404 Facilitate hygiene and sanitation performance

Or deemed equivalence in industry skills and knowledge

Packaging Rules

Total number of units = 6

- Core units = 0

- Elective units = 6

Elective Units

Select:

- 4 units from the elective list
- 2 additional units from the elective list, or this or any other endorsed Training Package or Accredited Course. Selected units must be relevant to job outcomes in meat retailing management and must be chosen to ensure the integrity of the qualification outcome at AQF level 5.

Unit Code	Unit Title
AMPMGT501	Design and manage the food safety system
AMPMGT502	Manage new product or process development
AMPMGT503	Develop and assess a meat retailing business opportunity
BSBCOM501	Identify and interpret compliance requirements
BSBFIM501	Manage budgets and financial plans
BSBMGT617	Develop and implement a business plan
BSBMKG502	Establish and adjust the marketing mix
SIRXCLM402	Manage store facilities
SIRXMGT005A	Set strategic plans
SIRXMGT006A	Initiate and implement change

Qualification Mapping Information

MTM50211 Diploma of Meat Processing (Meat Retailing)	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMP50215 Diploma of Meat Processing

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Qualification Description

The qualification is for people who are in a management position or who have the potential to move into these positions. People who enter this qualification will usually have substantial experience in a meat industry sector, and will be seeking to improve their business expertise and experience.

People who are considering undertaking this qualification need to be aware that it requires extensive reading, writing of assignments and project work.

The Diploma qualification is designed for people who are already employed in the industry and who have the opportunity to draw upon workplace experiences and to carry out assignments and projects in the workplace.

No occupational licensing, legislative or certification requirements are known to apply to this qualification at the time of publication.

Entry Requirements

The following units must be completed prior to commencement of this qualification:

- AMPCOR401 Manage own work performance
- AMPCOR402 Facilitate Quality Assurance process
- AMPCOR403 Participate in workplace health and safety risk control process
- AMPCOR404 Facilitate hygiene and sanitation performance

Or deemed equivalence in industry skills and knowledge

Packaging Rules

Total number of units = 6

- Core units = 0

- Elective units = 6

Elective Units

Select:

- 4 units from the elective list
- 2 additional units from the elective list, or this or any other endorsed Training Package or Accredited Course. Selected units must be relevant to job outcomes in meat processing management and must be chosen to ensure the integrity of the qualification outcome at AQF level 5.

Unit Code	Unit Title
AMPMGT501	Design and manage the food safety system
AMPMGT502	Manage new product or process development
AMPMGT504	Develop, manage and maintain quality systems
AMPMGT505	Manage maintenance systems
AMPMGT506	Manage utilities and energy
AMPMGT507	Manage and improve meat industry plant operations
AMPMGT508	Manage environmental impacts of meat processing operations
AMPMGT509	Manage, maintain and continuously improve workplace health and safety plans and systems
AMPMGT510	Manage transportation of meat, meat products and meat by-products
BSBFIM501	Manage budgets and financial plans
BSBMGT605	Provide leadership across the organisation
MSL916005A	Manage complex projects

Qualification Mapping Information

MTM50111 Diploma of Meat Processing	E

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMP60115 Advanced Diploma of Meat Processing

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Qualification Description

The qualification is for people who are in a management position and who seek to move into senior positions within their own enterprise or in related industry originations. People who enter this qualification will usually have substantial experience in a meat industry sector, and will be seeking to improve their business expertise and experience, and broader knowledge and understanding of the industry.

People who are considering undertaking this qualification need to be aware that it requires extensive reading, research capability, writing of assignments and project work.

The AMP60115 Advanced Diploma of Meat Processing is designed for people who are already employed in the industry and who have the opportunity to draw upon workplace experiences and to carry out assignments and projects in the workplace.

No occupational licensing, legislative or certification requirements are known to apply to this qualification at the time of publication.

Entry Requirements

The following units must be completed prior to commencement of this qualification:

- AMPCOR401 Manage own work performance
- AMPCOR402 Facilitate Quality Assurance process
- AMPCOR403 Participate in workplace health and safety risk control process
- AMPCOR404 Facilitate hygiene and sanitation performance

Or deemed equivalence in industry skills and knowledge

Packaging Rules

Total number of units = 10

- Core units = 0
- Elective units = 10

Elective Units

Select:

- 5 units from Group A
- 3 units from Group B
- 2 units from the elective list, or this or any other endorsed Training Package or Accredited Course. Selected units must be relevant to job outcomes in meat processing management and must be chosen to ensure the integrity of the qualification outcome at AQF level 6.

Group A

Unit Code	Unit Title
AMPMGT501	Design and manage the food safety system
AMPMGT502	Manage new product or process development
AMPMGT503	Develop and assess a meat retailing business opportunity
AMPMGT504	Develop, manage and maintain quality systems
AMPMGT505	Manage maintenance systems
AMPMGT506	Manage utilities and energy
AMPMGT507	Manage and improve meat industry plant operations
AMPMGT508	Manage environmental impacts of meat processing operations
AMPMGT509	Manage, maintain and continuously improve workplace health and safety plans and systems
AMPMGT510	Manage transportation of meat, meat products and meat by-products
BSBCOM501	Identify and interpret compliance requirements
BSBFIM501	Manage budgets and financial plans
BSBMGT605	Provide leadership across the organisation
BSBMGT617	Develop and implement a business plan
BSBMKG502	Establish and adjust the marketing mix

MSL916005A	Manage complex projects
SIRXCLM402	Manage store facilities
SIRXMGT005A	Set strategic plans
SIRXMGT006A	Initiate and implement change

Group B

Unit Code	Unit Title
AMPMGT601	Benchmark to manage and improve enterprise performance
AMPMGT602	Monitor and manage organisational legal responsibilities
AMPMGT603	Manage meat processing systems to maintain and improve product quality
AMPMGT604	Manage effective operation of meat enterprise cold chain and refrigeration systems
AMPMGT605	Assess and purchase livestock
AMPMGT606	Analyse and develop enterprise systems for new opportunities
AMPMGT607	Establish new markets
BSBDIV601	Develop and implement diversity policy
BSBFIM601	Manage finances

Qualification Mapping Information

MTM60111 Advanced Diploma of Meat Processing	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMP80115 Graduate Certificate in Agribusiness

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Qualification Description

This qualification provides a general vocational outcome in agribusiness. It reflects the role of individuals who apply substantial specialised knowledge and skills to the managerial role in an organisation or business area. In these roles they make significant high-level independent judgements in major planning, research, design, operational, compliance and management functions within highly varied or specialised agribusiness contexts.

No occupational licensing, legislative or certification requirements are known to apply to this qualification at the time of publication.

Entry Requirements

Candidates must enter the qualification through one of the following entry points which demonstrate their potential to undertake study at graduate level:

- an Advanced Diploma or Diploma qualification relevant to an agrifood industry
- relevant extensive vocational experience in middle management in an agrifood industry at a skill level commensurate with the AQF level 6 attributes and criteria
- higher education qualification (e.g. Bachelor Degree), with relevant vocational experience in an agrifood industry

Packaging Rules

Total number of units = 4

- Core units = 0
- Elective units = 4

Elective Units

Select:

- 3 units of competency from Group A: Business Leadership Stream

- 1 unit of competency from either Group A, not previously selected, or Group B: Technical Stream, or from a relevant Graduate Certificate or Diploma from this Training Package or any other Training Package or accredited course. Selected units must be relevant to job outcomes in agribusiness and must be chosen to ensure the integrity of the qualification outcome at AQF level 8.

Group A: Business Leadership Stream

Unit Code	Unit Title
AMPMGT801	Manage financial performance
AMPMGT802	Provide strategic leadership
AMPMGT803	Communicate and negotiate in a culturally diverse context
AMPMGT804	Develop and enhance collaborative partnerships and relationships
BSBDES801	Research and apply design theory
MSS407001A	Prepare for and implement change
MSS407006A	Build relationships between teams in an operations environment
NWP704A	Lead a project development

Group B: Technical Stream

Unit Code	Unit Title
AMPMGT605	Assess and purchase livestock
AMPMGT805	Develop and manage international business operations
AMPMGT806	Commercialise research and technology product or idea
BSBCOM601	Research compliance requirements and issues
NWP706A	Review and evaluate water and wastewater sustainability objectives
NWP707A	Analyse and review water treatment plant technology

Qualification Mapping Information

MTM70111 Vocational Graduate Certificate in Agribusiness	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMP80215 Graduate Diploma of Agribusiness

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Qualification Description

This qualification provides a general vocational outcome in agribusiness. It reflects the role of individuals who apply substantial specialised knowledge and skills to the senior managerial and leadership role in an organisation or business area. In these roles they are required to generate and evaluate complex ideas, and to initiate, design and execute the major planning, research, design, operational, compliance and management functions within highly varied or specialised agribusiness contexts. Typically, they would have full responsibility and accountability for the personal output and work of others.

No occupational licensing, legislative or certification requirements are known to apply to this qualification at the time of publication.

Entry Requirements

Candidates must enter the qualification through one of the following entry points which demonstrate their potential to undertake study at graduate level:

- an Advanced Diploma or Diploma qualification relevant to an agrifood industry
- relevant extensive vocational experience in middle management in an agrifood industry at a skill level commensurate with the AQF level VI attributes and criteria
- higher education qualification (e.g. Bachelor Degree), with relevant vocational experience in an agrifood industry

Packaging Rules

Total number of units = 8

- Core units = 0
- Elective units = 8

Elective Units

Select:

- 3 units from Group A: Business Leadership Stream 1
- 1 unit from either Group A, not previously selected, or Group B: Technical Stream 1, or from a relevant Graduate Certificate from this Training Package or any other Training Package or accredited course (the selected unit must not duplicate units already contained within the qualification)
- 3 units from Group C: Business Leadership Stream 2
- 1 unit from Group D: Technical Stream 2 or from any other group, or from a relevant Graduate Diploma from this Training Package or any other Training Package or accredited course (the selected unit must not duplicate units already contained within the qualification).

Selected units must be relevant to job outcomes in agribusiness and must be chosen to ensure the integrity of the qualification outcome at AQF level 8

Group A: Business Leadership Stream 1

Unit Code	Unit Title
AMPMGT801	Manage financial performance
AMPMGT802	Provide strategic leadership
AMPMGT803	Communicate and negotiate in a culturally diverse context
AMPMGT804	Develop and enhance collaborative partnerships and relationships
BSBDES801	Research and apply design theory
MSS407001A	Prepare for and implement change
MSS407006A	Build relationships between teams in an operations environment
NWP704A	Lead a project development

Group B: Technical Stream 1

Unit Code	Unit Title
AMPMGT605	Assess and purchase livestock
AMPMGT805	Develop and manage international business operations
AMPMGT806	Commercialise research and technology product or idea
BSBCOM601	Research compliance requirements and issues

NWP706A	Review and evaluate water and wastewater sustainability objectives
NWP707A	Analyse and review water treatment plant technology

Group C: Business Leadership Stream 2

Unit Code	Unit Title
AMPMGT809	Analyse data for business decision making
BSBINN801	Lead innovative thinking and practice
BSBRES801	Initiate and lead applied research
MSS408003A	Develop models of future state operations practice

Group D: Technical Stream 2

Unit Code	Unit Title
AMPMGT807	Manage change to organisational electronic technology systems
AMPMGT808	Undertake research project

Qualification Mapping Information

MTM80111 Vocational Graduate Diploma of Agribusiness	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPA400 Utilise refrigeration index

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to use the Refrigeration Index (RI) to validate compliance of a chilling and freezing process.

The Export Control Orders (ECO), which came into effect in July 2005, require the validation of all chilling processes using the RI.

This unit is applicable to Quality Assurance (QA) staff and regulators who utilise the RI to validate compliance of a chilling or freezing process.

The unit must be delivered and assessed in the context of Australian meat industry standards and regulations.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.

Element	Performance criteria
1. Define the RI	1.1 Explain RI measure and the uses of predictive microbiological model 1.2 Identify regulatory requirements for process compliance using the RI 1.3 Identify factors affecting microbial growth 1.4 Identify RI model parameters
2. Collect temperature data for RI	2.1 Set up data logger correctly 2.2 Place temperature sensor in product, taking into account the point of microbiological concern and recommended placement 2.3 Process time-temperature data into correct format for RI calculator
3. Select and define process to be validated	3.1 Define process in terms of output 3.2 Define production lot 3.3 Identify variables in the process 3.4 Identify number of measurements required 3.5 Identify when and where data collection should occur 3.6 Identify RI criteria
4. Calculate RI index	4.1 Load and open software 4.2 Select correct calculator options for process being validated 4.3 Calculate RI for process to be validated
5. Utilise RI to validate process	5.1 Compare RI with ECO requirements 5.2 Assess appropriateness of the data where RI does not comply 5.3 Take action to correct a non-conforming process 5.4 Make decisions on production disposition for a refrigeration breakdown
6. Document a validation process using the RI	6.1 Describe purpose, process and arrangements for validation 6.2 Describe data collection methods and calculation options used and summarise data collected 6.3 State validation decision

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMP401B Utilise refrigeration index	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPA400 Utilise refrigeration index

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Evidence must demonstrate the candidate's consistency of performance over time at production speed.

The candidate must use the Refrigeration Index (RI) to validate compliance of a chilling and freezing process.

The candidate must demonstrate ability to:

- define a process and the relevant variables
- plan and manage the collection of data for a validation exercise
- arrange and document the validation of a chilling process using the RI
- input data into the RI index
- identify and resolve data inconsistencies
- process data into the correct format for the RI calculator
- review RI calculated and make decisions on process validation or product disposition
- maintain currency of knowledge and techniques through informal learning and personal research utilising resources including the internet, industry journals, Department of Agriculture notices and conference workshops
- identify and apply relevant workplace health and safety, regulatory and workplace requirements

Knowledge Evidence

The candidate must demonstrate a broad factual, technical and theoretical knowledge of:

- growth phases of microbes
- purpose of predictive microbiological models
- how and why RI is used
- parameters of the RI model
- product disposition using the RI

- ECO criteria for RI
- requirements for data collection
- different RI calculator options
- documentation requirements for process validation using RI
- factors affecting the growth of microbes
- meaning of log values
- regulatory requirements underpinning use of the RI

Assessment Conditions

Competency must be demonstrated utilising the RI calculator.

Assessment may involve processing real or simulated data.

A minimum of three different forms of assessment must be used.

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPA401 Implement a Meat Hygiene Assessment program

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to implement all aspects of a product and process monitoring system in a slaughter floor and/or boning room.

Process and product monitoring systems are mandatory in all meat industry export works and staff undertaking monitoring duties must be trained in these systems.

This unit is applicable to regulatory, Quality Assurance (QA) and supervisory staff overseeing the implementation of a Meat Hygiene Assessment (MHA) program in a meat processing plant.

All work is carried out to comply with workplace procedures, MHA program requirements and appropriate legislation.

This unit applies to individuals who take responsibility for their own work and undertake a range of routine and non-routine activities.

This unit must be delivered in the context of Australian meat processing standards and regulations.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Monitor carcase product	1.1 Select samples for assessment according to approved sampling plan 1.2 Conduct assessment using appropriate facilities, lighting and time 1.3 Monitor products for defects according to agreed criteria and classification 1.4 Scan carcasses using approved scanning lines 1.5 Record defects using correct forms or electronic system 1.6 Implement immediate corrective action 1.7 Monitor carcasses according to workplace requirements for hygiene and sanitation, and workplace health and safety
2. Monitor offal and/or assess carton meat	2.1 Select samples for assessment according to approved sampling plan 2.2 Conduct assessment using appropriate facilities, lighting and time 2.3 Monitor offal and/or carton meat for defects according to agreed criteria and classification 2.4 Record defects using correct forms or electronic system 2.5 Identify levels for triggering corrective actions 2.6 Implement corrective action immediately 2.7 Monitor offal and/or carton meat according to workplace requirements for hygiene and sanitation, and workplace health and safety
3. Monitor process	3.1 Monitor process according to enterprise monitoring plan 3.2 Record results on appropriate process monitoring sheets 3.3 Rate process according to established criteria 3.4 Implement corrective action immediately 3.5 Calculate and record a conformity index after each process monitoring exercise 3.6 Monitor process according to workplace requirements for hygiene and sanitation, and workplace health and safety 3.7 Track results of process monitoring over time and reconcile with product monitoring outcomes

Element	Performance criteria
4. Analyse data gathered	4.1 Plot product and process monitoring results on simple trend charts 4.2 Plot product and process monitoring result on control charts 4.3 Interpret trends and take remedial or corrective actions where necessary
5. Implement MHA program	5.1 Prepare and implement work instructions for monitoring activities

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMP402B Implement a Meat Hygiene Assessment program	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPA401 Implement a Meat Hygiene Assessment program

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Evidence must demonstrate the candidate's consistency of performance over time at production speed.

The candidate must implement a Meat Hygiene Assessment program.

The candidate must:

- monitor product for defects according to the MHA program
- identify and resolve data inconsistencies
- monitor the process for conformity with the plant's HACCP-based QA system in accordance with the MHA program
- observe hygiene and sanitation requirements when monitoring product and process
- graph and interpret trends in product and process monitoring results
- instigate corrective and preventative actions when appropriate
- apply relevant communication and mathematical skills
- comply with workplace health and safety requirements when monitoring product and process
- maintain currency of knowledge and techniques through informal learning, regular professional development or personal research
- provide relevant information to work colleagues to facilitate understanding of, and compliance with, the applicable standards and regulations
- record the monitoring results accurately

Knowledge Evidence

The candidate must demonstrate a broad factual, technical and theoretical knowledge of:

- purpose of an MHA program
- classification of defects
- when and how corrective actions should be taken in response to monitoring outcomes

- types and purposes of control charts
- purpose of trend charts
- what a trend is and why it is important when monitoring process and product
- how to undertake process compliance monitoring
- how to implement the approved sample plan for product monitoring
- purpose of the process conformity index
- types of defects to be identified in carcase, offal and carton product
- relevant regulatory requirements

Assessment Conditions

Assessment must occur in an operating abattoir or boning room. This unit must be delivered in the context of Australian meat processing standards and regulations.

Competency must be demonstrated when implementing a real MHA program.

A minimum of three different forms of assessment must be used.

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPA402 Oversee plant compliance with the Australian standards for meat processing

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to oversee compliance with the relevant Australian Standards for meat processing in abattoirs and boning rooms.

Some state meat authorities will require competency in this unit to prove currency when meat inspectors, who have been out of the industry for some time, seek re-registration.

This unit is applicable to meat inspectors, supervisors and Quality Assurance personnel responsible for ensuring a meat processing plant complies with the relevant Australian Standards.

This unit must be delivered in the context of Australian meat processing standards and regulations.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the	Performance criteria describe the performance needed to demonstrate

Element	Performance criteria
essential outcomes.	achievement of the element.
1. Identify major regulatory requirements relevant to meat processing plants supplying the domestic market	1.1 Identify relevant legislation and its application to meat processing plants 1.2 Identify relevant Australian Standards in legislation 1.3 Identify the agency responsible for the enforcement of this legislation 1.4 Explain process for registration of a domestic meat processing plant 1.5 Describe registration process for meat inspectors
2. Identify and describe requirements of the Australian Standard	2.1 Describe nature of Approved Arrangements and pre-requisite programs 2.2 Describe and explain meat inspection requirements of the Australian Standard 2.3 Describe and explain disposition requirements of the Australian Standard 2.4 Describe requirements for reporting exotic or notifiable diseases
3. Identify government review and audit processes	3.1 Identify relevant government agencies regulating the meat industry at state level 3.2 Describe review and audit processes used by agencies to ensure compliance with the Australian Standard
4. Oversee compliance with the Australian Standard	4.1 Participate in internal verification activities for compliance 4.2 Prepare for external review or audit 4.3 Manage external review or audit of compliance 4.4 Close out corrective action requests from external or internal audits

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMP403B Oversee plant compliance with the Australian standards for Meat Processing	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPA402 Oversee plant compliance with the Australian standards for meat processing

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Evidence must demonstrate the candidate's consistency of performance over time.

The candidate must oversee plant compliance with the Australian standards for meat processing.

The candidate must:

- apply relevant communication and mathematical skills
- identify and resolve data inconsistencies
- maintain currency of knowledge and techniques through informal learning, regular professional development and personal research
- demonstrate initiative and creativity in proposing solutions and contributing to the development of appropriate actions to close out corrective action requests
- identify and apply relevant workplace health and safety, and workplace requirements
- provide relevant information to work colleagues to facilitate understanding of, and compliance with the Australian Standards and associated regulations
- use technology to access information, prepare reports, and to access and prepare relevant data

Knowledge Evidence

The candidate must demonstrate a broad factual, technical and theoretical knowledge of:

- the legislation and regulations relevant to meat processing in their jurisdiction
- the Australian Standard for the hygienic production and transportation of meat and meat products for human consumption
- livestock identification processes and procedures
- how to prepare for an internal or external audit
- meat industry data collection systems and reporting requirements
- how to close out corrective action requests from external or internal audits

- reporting requirements for emergency and notifiable diseases
- Animal Welfare Standards and requirements as called up by State regulations

Assessment Conditions

Competency must be demonstrated in terms of specific legislation relevant to export or domestic meat processing plants.

Assessment must occur in the context of simulated breaches and simulated review processes.
Assessment must involve using the current Australian Standards.

A minimum of three different forms of assessment must be used.

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPA403 Apply meat science

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to apply meat science to the eating quality of meat and to interpret scientific data to predict probable impacts on meat eating quality.

It is a Meat Standards Australia (MSA) requirement that enterprises with a licence Level 1(b) have a MSA Coordinator who has completed this unit or a MSA approved equivalent unit.

The skills and knowledge gained from this unit will enable an individual to interpret meat processing data and to recommend improvements to control and enhance the eating quality of meat products.

This unit is suitable for people working in the red meat industry in a Quality Assurance (QA) or management role.

MSA requirements include adherence to the MSA Standards Manual for Grading, MSA Standards Manual for Saleyard Consignment and MSA Standards Manual for Trade Mark Usage.

This unit must be delivered in the context of Australian meat processing standards and regulations.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Apply knowledge of muscle structure and biochemistry to meat quality and the factors that affect it	1.1 Explain biological mechanisms (both pre and post slaughter) that affect meat quality in beef 1.2 Identify the pattern of tissue development in the body and the pattern of deposition within the muscle and fat deposits, including the extent to which the composition of fat deposits can be manipulated by production factors 1.3 Identify structure of skeletal muscles in terms of the myofibre and connective tissue components and the effect these structures have on eating quality 1.4 Identify biochemical events that occur in muscle early post-mortem and their significance in subsequent meat quality
2. Identify production and pre-slaughter factors that affect meat quality	2.1 Identify impacts of production factors on meat quality 2.2 Explain pre-slaughter factors
3. Identify processing factors that impact eating quality	3.1 Explain pH/temperature window and how it impacts palatability 3.2 Describe role of electrical stimulation in controlling the rate of glycolysis in the carcass 3.3 Explain impact of stretching muscles pre-rigor on palatability 3.4 Describe process of ageing, its impact on tenderness and methods for extending the storage life of fresh meat including the application of packaging technologies 3.5 Describe impact of cooking on palatability of meat
4. Describe quality attributes of meat	4.1 Identify factors that control changes in colour of fresh meat 4.2 Describe development of marbling fat and its impact on palatability 4.3 Explain impact of drip on both the appearance and palatability of meat
5. Identify and evaluate the MSA cuts based grading scheme	5.1 Explain Palatability Analysis Critical Control Points (PACCP) approach to meat grading 5.2 Describe principles behind the development of the MSA carcass pathways system, including tasting protocols 5.3 Establish impact of various production, processing and value-adding inputs on the palatability of beef using the MSA model

Element	Performance criteria
	5.4 Evaluate potential benefits of a cuts-based grading system to various industry sectors 5.5 Analyse alternative grading schemes and their various attributes
6. Interpret and analyse data to predict probable impacts on meat eating quality	6.1 Predict probable impacts of production and processing on meat quality 6.2 Identify potential solutions for eating quality problems

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMP404B Apply meat science	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPA403 Apply meat science

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Evidence must demonstrate the candidate's consistency of performance over time.

The candidate must apply meat science.

The candidate must:

- explain the processing factors that impact on eating quality, including pH, electrical stimulation, ageing and stretching, to relevant personnel involved in the production process
- apply relevant communication skills when explaining scientific principles simply and clearly
- collate and analyse eating quality data
- maintain currency of knowledge through independent research or professional development
- identify and apply relevant workplace health and safety, regulatory and workplace requirements
- identify and recommend improvements that could be made to improve meat eating quality to management

Knowledge Evidence

The candidate must demonstrate a broad factual, technical and theoretical knowledge of:

- consumer taste testing protocols and how they have been used to set grade standards and develop the cuts-based grading system
- factors that control changes in colour of fresh meat and other quality factors including drip and marbling which impact on both appearance and palatability
- factors that occur between the knocking box and chiller assessment and their impact on meat palatability
- visual and palatability attributes of meat quality that are important to customers
- physical and chemical changes that occur when meat is cooked
- anatomical and biochemical determinants of meat palatability

- factors in animal husbandry, transport, lairage, slaughter, carcase storage, packaging, further processing and cooking that will impact on tenderness and palatability
- minimum standards of enterprise performance as specified in relevant regulations

Assessment Conditions

Competency must be demonstrated over time and under typical operating and production conditions for the enterprise.

Competency must be assessed in the workplace or under simulated conditions. Assessment is to occur under standard and authorised work practices, safety requirements and regulatory requirements.

A minimum of three different forms of assessment must be used.

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPA404 Conduct and validate pH and temperature declines to MSA standards

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit covers the skills and knowledge required to accurately calibrate and maintain pH equipment, conduct pH and temperature declines and weekly monitoring, as well as to validate results to ensure conformance to the pH and temperature window.

It is a license requirement for Meat Standards Australia (MSA) enterprises to achieve the pH and temperature window.

The skills and knowledge gained from this unit will allow individuals to monitor pH or temperature window to AUS-MEAT and MSA standards. This unit is suitable for people working in Quality Assurance (QA) or a company grading role.

This unit must be delivered and assessed using Australian meat industry standards and regulations.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Operate and calibrate pH equipment	1.1 Conduct temperature calibrations 1.2 Conduct pH calibrations
2. Conduct monthly and weekly monitoring of the pH or temperature window	2.1 Demonstrate correct technique for pH and temperature measurement 2.2 Collect necessary information for validating monitoring 2.3 Collect valid and sufficient readings 2.4 Record and report results
3. Analyse results of pH and temperature monitoring	3.1 Recognise effects of heat shortening and cold shortening 3.2 Identify pH and temperature window
4. Suggest corrective action plans for window non-conformance	4.1 Identify and evaluate factors impacting on pH or temperature window conformance 4.2 Identify reasons for non-conformance 4.3 Conduct trials to achieve window conformance

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMP405B Conduct and validate pH/temperature declines to Meat Standards Australia standards	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPA404 Conduct and validate pH and temperature declines to MSA standards

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Evidence must demonstrate the candidate's consistency of performance over time at production speed.

The candidate must conduct and validate pH and temperature declines to MSA standards.

The candidate must:

- collect information on live animals for use in pH and temperature monitoring
- conduct monthly and weekly monitoring of the pH and temperature window
- observe, time and follow carcasses through the slaughter floor recording the following:
 - carcase information
 - chiller number
 - immobiliser information (if applicable)
 - rigidity probe information (if applicable)
 - stimulation information (if applicable)
 - time entering the chiller
 - time stunned
- analyse results to verify conformance
- apply relevant communication and mathematical skills
- generate individual and lot average graphs to show pH and temperature window conformance
- identify and apply relevant workplace health and safety, regulatory and workplace requirements
- maintain currency of knowledge through professional development or self-directed research
- operate and calibrate pH and temperature readings
- suggest corrective action procedures

Knowledge Evidence

The candidate must demonstrate a broad factual, technical and theoretical knowledge of:

- the scope and nature of MSA standards
- impact of electrical stimulation on pH decline
- impact of chilling factors on pH and temperature decline
- how the time it takes a carcass to reach the chiller can impact on the rate of pH decline
- pH and temperature window
- how cold shortening occurs and characteristics of cold shortened product
- how heat shortening occurs and characteristics of heat shortened product
- how other electrical inputs can impact the rate of pH decline
- the impact of slaughter floor temperature on rate of pH and temperature decline
- glycogen and the relationship between stress and pH
- what pH is and its importance for eating quality

Assessment Conditions

Competency must be demonstrated over time and under typical operating and production conditions for the enterprise.

The application of competency is to be assessed in the workplace. Assessment is to occur under standard and authorised work practices, safety requirements and regulatory requirements.

A minimum of three forms of assessment must be used.

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPA405 Develop and implement Quality Assurance program for a rendering plant

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to develop and implement a Quality Assurance (QA) program for a rendering plant.

This unit is suitable for people working in the rendering sector. Work must involve interaction between staff and the individual and a detailed understanding of the rendering process.

This unit must be delivered in the context of Australian meat industry standards and regulations.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Develop a QA program for rendering plant	1.1 Develop process flow chart for rendering plant 1.2 Identify Control and Critical Control Points (CCPs) 1.3 Identify procedures to be carried out at control and CCPs

Element	Performance criteria
	1.4 Validate critical limits 1.5 Develop operations manual, monitoring sheets and verification procedures
2. Implement the QA program at the rendering plant	2.1 Clearly explain QA procedures and requirements to relevant personnel 2.2 Coach and mentor staff when introducing work instructions and operating procedures 2.3 Introduce and monitor verification and recording procedures 2.4 Conduct internal audit to verify program

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMP406A Develop and implement Quality Assurance program for a rendering plant	E

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPA405 Develop and implement Quality Assurance program for a rendering plant

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Evidence must demonstrate the candidate's consistency of performance over time at production speed.

Candidates must be able to develop and implement a QA program that meet the requirements of current Australian Standards and relevant legislation.

The candidate must:

- develop an implementation plan
- develop and document work instructions and Standard Operating Procedures (SOPs)
- establish and validate critical limits
- explain the process flow chart for the rendering operation
- form, instruct and lead a Hazard Analysis Critical Control Point (HACCP) team
- identify and observe workplace health and safety requirements
- identify and manage environmental hazards
- identify corrective action
- identify CCPs for QA monitoring
- identify hazards
- implement the QA program
- mentor staff implementing the procedures
- prepare a HACCP chart for rendering operations
- use relevant communication skills
- verify the program using sampling, testing and auditing

Knowledge Evidence

The candidate must demonstrate a broad factual, technical and theoretical knowledge of:

- verification and validation procedures
- regulations, standards and workplace requirements affecting rendering operations

Assessment Conditions

Assessment can be conducted in actual or simulated environments.

The following three forms of assessment must be used:

- written test or quiz
- workplace referee report
- on the job assessment with assessor observation

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPA407 Contribute to abattoir design and construction processes

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This describes the skills and knowledge required to assess the suitability of abattoir design and construction.

This unit is applicable to individuals who review and approve abattoir designs. It is also applicable to individuals who are responsible for planning new meat establishments or extensions to existing plants.

This unit must be delivered in the context of Australian meat industry standards and regulations.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Assess proposed site for a meat processing	1.1 Identify workplace production requirements 1.2 Assess site suitability for a meat processing establishment in

Element	Performance criteria
plant	terms of regulatory requirements 1.3 Identify factors that will affect key stakeholders in the site
2. Assess the design and construction of a proposed meat processing establishment	2.1 Identify and apply relevant regulations and importing country requirements, for the design and construction of a meat processing establishment 2.2 Identify and apply all statutory and practical requirements for Quality Assurance (QA), animal welfare, workplace health and safety, and hygiene and sanitation to the design 2.3 Assess yard design in terms of achieving safe, effective and efficient movement of stock 2.4 Assess design in terms of achieving effective and efficient product flow and separation of edible and inedible products

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMP409A Maintain abattoir design and construction standards	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPA407 Contribute to abattoir design and construction processes

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Evidence must demonstrate the candidate's consistency of performance over time.

The candidate must maintain abattoir design and construction standards.

The candidate must:

- assess plans for a meat processing establishment against regulatory requirements
- describe the layout, operation, stock and product flow of a range of meat processing establishments
- identify elements of production process design that demonstrate efficient, hygienic and practical production procedures for edible and inedible products
- consult with relevant stakeholders to ensure all requirements are addressed
- identify and apply relevant workplace requirements
- interpret flow charts and plans relating to the design and construction of meat processing plants
- prepare reports relevant to the task
- use relevant communication skills

Knowledge Evidence

The candidate must demonstrate a broad factual, technical and theoretical knowledge of:

- relevant statutory requirements for design and construction of abattoirs to meet hygienic production, workplace health and safety, and animal welfare requirements
- critical points in meat processing establishments that relate to design

Assessment Conditions

Plans can be assessed in simulated situations but must be assessed against current legislation and codes.

Assessment must be undertaken utilising realistic plans for slaughtering or boning facilities.

A minimum of three different forms of assessment must be used.

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPA411 Oversee humane handling of animals

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to oversee the handling and, where applicable, the slaughtering of animals by a range of company personnel and/or government inspection staff to meet regulatory requirements.

Ensuring animals are produced, handled and slaughtered humanely is the responsibility of both regulatory authorities and companies. This unit is therefore applicable to meat safety officers, lairage supervisors, Animal Welfare Officers and Quality Assurance (QA) Officers in meat processing establishments, and livestock transport and saleyard staff.

This unit must be delivered in the context of Australian meat industry standards and regulations.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Oversee humane	1.1 Identify potential animal welfare risks and existing

Element	Performance criteria
handling of animals	management procedures 1.2 Identify animal welfare requirements in legislation, regulation and workplace procedures 1.3 Oversee handling of animals in accordance with workplace and regulatory requirements 1.4 Monitor procedures for minimising animal stress and preventing injury
2. Oversee humane euthanasia or slaughter of animals	2.1 Oversee effective restraint and stunning (where appropriate), prior to euthanasing or slaughtering of animals to ensure compliance with workplace and regulatory requirements 2.2 Oversee bleeding of animals to ensure compliance with workplace and regulatory requirements 2.3 Oversee monitoring of bleed chain insensibility to ensure compliance with workplace and regulatory requirements
3. Oversee facilities, equipment and people involved with the handling of animals	3.1 Oversee facilities, equipment, and people handling and slaughtering animals in accordance with workplace and regulatory requirements 3.2 Monitor data about bruising and hide or pelt damage and take corrective action where appropriate
4. Handle contingencies	4.1 Oversee handling of sick or injured stock in accordance with workplace and regulatory requirements 4.2 Oversee handling of wild or uncooperative animals in accordance with workplace and regulatory requirements 4.3 Interpret and implement contingency plans for managing animal welfare

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMP414A Oversee humane handling of animals	E

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPA411 Oversee humane handling of animals

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Evidence must demonstrate the candidate's consistency of performance over time at production speed.

The candidate must:

- explain consequences of incorrect animal handling techniques
- explain why correct animal handling helps ensure that meat attains an acceptably low ultimate pH
- work effectively as an individual and as part of a team
- ensure bruising and/or hide or pelt damage due to livestock handling is minimised
- ensure stock handlers remain calm and are not injured or put at risk of injury
- ensure stress in animals is minimised through correct handling
- identify and apply relevant animal welfare and workplace health and safety requirements
- monitor the handling of livestock to ensure minimisation of stress
- identify sick and injured stock
- identify features of effective restraint, stun and bleed and/or oversee humane destruction
- monitor bleed chain insensibility
- plan stock movement to meet production requirements and minimise stress
- use relevant communication skills

Knowledge Evidence

The candidate must demonstrate a broad factual, technical and theoretical knowledge of:

- regulatory and workplace requirements for the humane handling and slaughtering of animals
- animal welfare standards and regulations
- strategies to minimise stress to livestock
- the stunning and bleeding process and/or humane destruction requirements
- causes of ineffective stunning and bleeding

- regulatory and workplace requirements for monitoring stunning and bleeding

Assessment Conditions

Competency must be demonstrated against the current animal welfare codes and regulations. Assessment must involve handling livestock in working stockyards or slaughtering premises. This may take the form of supervising or auditing livestock handling or slaughtering operations.

A minimum of three different forms of evidence is required to demonstrate competency.

As a minimum, these must include:

- quiz of underpinning knowledge
- workplace demonstration
- workplace referee or third-party report of performance over time.

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPA412 Conduct an animal welfare audit of a meat processing plant

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to conduct an audit of animal welfare prior of slaughter and an animal welfare audit of the slaughter process.

This unit is for individuals who are employed to undertake animal welfare audits at a slaughtering establishment.

It is anticipated that this unit will complement existing auditor training by providing animal welfare related information.

Animal welfare audits conducted under this unit must be carried out in accordance with the Industry Animal Welfare Standards for Livestock Processing Establishments Preparing Meat for Human Consumption.

This unit must be delivered in the context of Australian meat industry standards and regulations.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

AMPA411 Oversee humane handling of animals

AMPX404 Conduct an internal audit of a documented program

MTMP2010A Apply animal welfare and handling requirements

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Identify relevant animal welfare regulations and standards	1.1 Identify and interpret relevant regulations and legislation about animal welfare/cruelty 1.2 Identify the responsibilities of business operators and personnel under relevant legislation 1.3 Identify relevant animal welfare standards, voluntary codes of practice and quality systems 1.4 Identify sections of acts, regulations, voluntary Codes of Practice or equivalent standards relevant to species being processed 1.5 Identify relevant and applicable animal welfare measures for receival, lairage, stunning and slaughtering during audit
2. Audit the animal welfare component of an Approved Arrangement for compliance with regulatory and relevant standard requirements	2.1 Audit Approved Arrangement or equivalent quality assurance systems for compliance with customer, commercial and regulatory requirements 2.2 Identify and confirm that workplace procedures for livestock receival, unloading, lairage, handling, restraining, stunning, slaughter, personnel training and animal welfare monitoring comply with relevant regulations and standards
3. Audit transport and unloading arrangements for livestock	3.1 Check the establishment's Approved Arrangement to ensure that it incorporates procedures and practices that enable compliance with customer, corporate and regulatory requirements 3.2 Audit the unloading and receival or ante-mortem inspection, sorting and yarding against workplace, customer, commercial and regulatory requirements 3.3 Identify facilities and equipment as operational, appropriately maintained and confirm their suitability for use
4. Audit management of livestock in lairage prior to slaughter	4.1 Assess inputs into the welfare of livestock in lairage against regulatory, customer and workplace requirements including facilities, handling practices, inspections, access to feed and water and pen density 4.2 Assess welfare of animals against pre-determined welfare measures
5. Audit treatment of sick/injured or uncooperative animals	5.1 Assess the handling of suspect, sick, injured or uncooperative stock against workplace and customer standards and regulatory requirements
6. Audit stunning of	6.1 Review inputs into the stunning process including equipment

Element	Performance criteria
livestock	maintenance, training and facilities for compliance with work place, standards and regulatory requirements 6.2 Assess effectiveness of restraint and stunning against workplace, customer and regulatory requirements 6.3 Assess monitoring of effective stunning by company personnel against workplace, customer and regulatory requirements
7. Audit slaughtering and shackling	7.1 Observe and assess exsanguination process for compliance with workplace and regulatory requirements 7.2 Assess bodies on the bleed chain for insensibility 7.3 Observe operators to ensure they are complying with workplace procedures including checking for an effective stun
8. Audit animal welfare monitoring, internal auditing, corrective and preventative action program	8.1 Review routine monitoring records for livestock handling, stunning and effective slaughter to ensure compliance with workplace, regulatory and customer requirements 8.2 Review internal audit records to assess control of animal welfare outcomes, including training of personnel 8.3 Assess effectiveness of preventative and corrective action programs
9. Audit contingency arrangements	9.1 Review and assess contingency plans for livestock emergencies against regulatory and standard requirements
10. Plan for an animal welfare audit	10.1 Interpret audit schedule and plan and organise the timely conduct of audit 10.2 Determine objectives, scope and criteria of audit according to workplace requirements 10.3 Assemble and brief audit team (if applicable), as required, for the objectives, scope and criteria of the audit 10.4 Notify those affected by and involved in the audit and document responsibilities according to workplace requirements 10.5 Notify stakeholders involved in an internal audit according to workplace requirements 10.6 Identify procedures, records and workplace documentation needed for the audit 10.7 Document evidence collection methods and sources to be used in the audit, including developing workplace checklists to workplace specifications 10.8 Conduct a document review prior to audit
11. Report outcomes of an animal welfare audit	11.1 Prepare an audit report, detailing areas of the program which were audited and findings against the audit criteria, including non-conformances, where applicable 11.2 Document objective evidence according to workplace

Element	Performance criteria
	standards
	11.3 Keep records of audit process, objective evidence and findings in accordance with workplace and regulatory requirements
	11.4 Report findings according to workplace requirements

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

New unit.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPA412 Conduct an animal welfare audit of a meat processing plant

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

The candidate must be observed throughout the process of conducting at least one complete animal welfare audit at a meat processing facility.

The candidate must:

- assess the welfare of livestock at receipt and in lairage
- assess livestock handling against requirements during unloading and handling in the lead up to slaughter
- assess the handling of sick/injured and uncooperative animals against workplace and regulatory requirements
- make an assessment of effective restraint, stunning and humane slaughter of livestock
- use of effective interpersonal skills in a range of contexts, including audit interview situations
- comply with Workplace Health and Safety (WHS) requirements for working around livestock
- read and interpret relevant legislation, regulations, standards and Codes of Practice
- effectively record and communicate audit findings to relevant stakeholders

The candidate must explain and interpret a range of relevant animal welfare measures relevant to the audit situation.

Knowledge Evidence

The candidate must:

- be able to locate, read and interpret relevant animal welfare and cruelty legislation (Acts) and regulations
- have a working knowledge of relevant voluntary industry animal welfare standards for processing establishments
- have a working knowledge of relevant codes of practice or equivalent animal welfare standards (underpinning the Acts)

The candidate must demonstrate a broad factual, technical and theoretical knowledge of:

- humane destruction and emergency slaughter arrangements
- relevant measures of animal welfare
- acceptable livestock handling techniques and measures
- impact of stress during handling on the ultimate pH and quality of meat
- WHS requirements for handling stock
- regulatory and workplace requirements for animal welfare
- regulatory requirements when dealing with sick and injured animals
- requirements for contingency plans for dealing with animal-handling emergencies

Assessment Conditions

All evidence must be collected in the context of current Australian meat industry standards and regulations.

A minimum of three different forms of evidence is required to demonstrate competency.

This must include as a minimum:

- written test or quiz
- a complete onsite mock audit of animal welfare.

Assessment must be conducted in a slaughtering establishment under real working conditions.

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPCOR201 Maintain personal equipment

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to maintain, clean and store personal equipment, including Personal Protective Equipment (PPE).

This unit can be used as part of a worker's induction to a meat processing establishment, smallgoods producer, retail premises or other meat establishment.

This unit must be delivered in the context of Australian meat industry standards and regulations.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Maintain personal equipment	1.1 Maintain personal equipment to ensure manufacturer specifications are met, where relevant 1.2 Meet workplace health and safety, hygiene and sanitation, workplace and regulatory requirements

Element	Performance criteria
2. Store personal equipment	2.1 Carry out appropriate maintenance for the equipment used 2.2 Store personal equipment in accordance with workplace and regulatory requirements
3. Clean personal equipment	3.1 Clean personal equipment to ensure that workplace requirements, workplace health and safety, hygiene and sanitation requirements, and manufacturer's specifications are all met, where relevant

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMCOR201A Maintain personal equipment	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPCOR201 Maintain personal equipment

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

The individual must be observed, on at least three separate occasions, following accepted workplace requirements for the maintenance of personal equipment.

The candidate must:

- apply communication skills relevant to the task
- demonstrate procedures for maintaining personal equipment
- check and prepare equipment in time for the start of work
- apply hygiene and sanitation, workplace health and safety requirements when using, cleaning and storing personal equipment, including Personal Protective Equipment (PPE)

Knowledge Evidence

The candidate must demonstrate a basic factual, technical and procedural knowledge of:

- maintenance techniques for personal equipment
- relevant work instructions, Standard Operating Procedures (SOPs) and reports
- hygiene and sanitation, workplace health and safety, workplace and regulatory requirements related to maintaining, cleaning and storing personal equipment
- manufacturer specifications for use, maintenance, cleaning and storage of personal equipment, where relevant

Assessment Conditions

All assessment must be conducted against Australian meat industry standards and regulations.

Competency must be demonstrated during the normal operations of a meat processing workplace.

Competency must be assessed using the personal equipment issued to the individual.

The following three forms of evidence must be used:

- quiz of underpinning knowledge
- workplace demonstration
- workplace referee or third-party report of performance over time

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPCOR202 Apply hygiene and sanitation practices

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit covers the skills and knowledge workers require to apply personal hygiene and sanitation practices in a meat operation. It also covers appropriate methods for cleaning equipment and immediate work areas during operations.

This unit is applicable to workers in abattoirs, boning rooms, smallgoods plants, wild game harvester operations, wild game depots, game processing plants, knackerries, food service premises, wholesalers and retail meat establishments.

This unit must be delivered and assessed in the context of Australian meat industry standards and regulations.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Clean own work area and equipment during	1.1 Hygienically clean worksite during operations to workplace health and safety, workplace and regulatory requirements

Element	Performance criteria
operations	1.2 Hygienically clean equipment and surfaces to regulatory and workplace requirements 1.3 Monitor cleanliness of work area according to workplace requirements
2. Identify sources of contamination and spoilage	2.1 Identify contamination and cross-contamination risks and take steps to reduce the risk 2.2 Take corrective action, in accordance with workplace and regulatory requirements, when contamination is identified
3. Follow workplace hygiene and sanitation requirements	3.1 Follow personal hygiene practices to workplace requirements 3.2 Handle product in accordance with workplace, and hygiene and sanitation requirements 3.3 Conduct work hygienically in accordance with workplace requirements 3.4 Process products in accordance with regulatory requirements

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMCOR202A Apply hygiene and sanitation practices	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPCOR202 Apply hygiene and sanitation practices

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

The candidate must be observed consistently applying required workplace hygiene and sanitation practices under normal production conditions.

The candidate must:

- consistently follow workplace hygiene and sanitation procedures
- keep work areas clean, while working as an individual and as part of a team
- demonstrate basic hygiene and sanitation practices in all workplace activities
- use communication skills relevant to the task
- use and mix cleaning chemicals (if used) according to manufacturer specifications, regulatory and workplace requirements

Knowledge Evidence

The candidate must demonstrate a basic factual, technical and procedural knowledge of:

- hygiene and sanitation requirements for own area
- procedures for reporting contamination
- chemical contamination risks to product and how they are controlled
- consequences of contaminated or spoiled meat leaving the establishment
- consequences of failing to follow workplace requirements for hygienic handling and processing of meat
- time, temperature and moisture requirements for microbial growth
- causes of food spoilage and poisoning
- possible sources of contamination and cross-contamination in the worksite
- visual evidence of contamination
- microbes which may affect meat
- the scope and coverage of AS 4696:2007 *Hygienic production and transportation of meat and meat products for human consumption*

- sources of physical and microbiological contamination in meat establishments and how these hazards are controlled
- monitoring methods (including site, scent and use of protein sticks)

Assessment Conditions

Assessment must include demonstration of on-the-job competency in the workplace.

The following three forms of evidence must be used:

- quiz of underpinning knowledge
- workplace demonstration
- workplace referee or third-party report of performance over time

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPCOR203 Comply with Quality Assurance and HACCP requirements

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to apply Quality Assurance (QA) procedures and Hazard and Critical Control Points (HACCP) requirements in a meat establishment.

This unit is applicable to workers in abattoirs, knackerries, boning rooms, game processing plants, food services operations, wholesalers and meat retail operations.

This unit must be delivered and assessed in the context of Australian meat industry standards and regulations.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Identify hazards and control points	1.1 Identify hazards to food safety and quality for own work area according to workplace and regulatory requirements

Element	Performance criteria
	1.2 Identify control points for own work area according to workplace requirements
2. Identify elements of the Quality Assurance (QA) system	2.1 Identify the purpose and elements of the QA and Hazard Analysis Critical Control Point (HACCP) systems and relate them to workplace requirements 2.2 Identify product specifications for own work area
3. Follow requirements of a HACCP-based QA system	3.1 Identify and follow workplace requirements of the HACCP system 3.2 Communicate non-conforming products to supervisor where this forms part of workplace requirements 3.3 Explain the consequences of not following workplace requirements
4. Identify quality control practices in a HACCP-based QA system	4.1 Identify quality control measures (including receipt procedures and temperature monitoring) 4.2 Identify inspection and re-inspection procedures
5. Inspect own work	5.1 Inspect own work according to workplace requirements 5.2 Take corrective action according to workplace requirements

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMCOR203B Comply with Quality Assurance and HACCP requirements	E

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPCOR203 Comply with Quality Assurance and HACCP requirements

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

The candidate must be observed consistently complying with Quality Assurance and HACCP requirements in the workplace under normal production conditions.

The candidate must:

- comply with regulatory requirements
- determine critical control points
- follow workplace requirements related to HACCP and QA
- identify hazards to food safety
- inspect own work
- identify and apply relevant workplace health and safety requirements
- monitor critical control points

Knowledge Evidence

The candidate must demonstrate a basic factual, technical and procedural knowledge of:

- corrective actions relevant to critical control points
- nature of food safety hazards
- purpose of a HACCP program
- requirements for, and the nature of a HACCP plan
- regulatory requirements relevant to own work area
- nature and importance of work instructions, Standard Operating Procedures (SOPs), explanations and reports
- potential risk, loss or damage if the required actions are not performed
- control points for a specific task or activity and how hazards are controlled
- hazards to food safety and quality for specific work areas
- reasons for quality control, including inspection and sampling

Assessment Conditions

As a minimum, the following three forms of evidence must be used:

- quiz of underpinning knowledge
- workplace demonstration
- workplace referee or third-party report of performance over time

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPCOR204 Follow safe work policies and procedures

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to work safely in a meat establishment.

This unit is applicable to workers in abattoirs, knackerries, boning rooms, game processing plants, smallgoods plants, food services operations, wholesalers and meat retail premises.

This unit must be delivered and assessed in the context of Australian meat industry standards and regulations.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Understand and fulfil workplace health and safety responsibilities	1.1 Meet workplace health and safety responsibilities according to regulatory and workplace requirements 1.2 Recognise and explain workplace health and safety responsibilities of key personnel
2. Follow workplace workplace	2.1 Follow workplace health and safety policies,

Element	Performance criteria
health and safety policies and procedures	procedures and programs 2.2 Use, maintain and store Personal Protective Equipment (PPE) as appropriate
3. Follow legal provisions related to workplace health and safety	3.1 Follow relevant provisions of workplace health and safety legislation and codes of practice
4. Contribute to workplace health and safety	4.1 Raise workplace health and safety issues with designated personnel in accordance with workplace requirements and relevant legislation 4.2 Contribute to WHS through participation appropriate to the scope of own responsibilities and competencies
5. Follow workplace requirements for hazard identification and risk control	5.1 Recognise and report hazards to health and safety in the work area to designated personnel according to workplace requirements 5.2 Follow workplace requirements for controlling risks to health and safety
6. Follow emergency procedures	6.1 Follow emergency procedures according to workplace requirements 6.2 Follow reporting procedures for emergencies according to workplace requirements
7. Operate machinery safely	7.1 Operate machinery according to safe work practices and procedures 7.2 Operate and maintain machinery according to manufacturer specifications and workplace requirements

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMCOR204A Follow safe work policies and procedures	E

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPCOR204 Follow safe work policies and procedures

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

The candidate must be observed consistently complying with workplace health and safety requirements in the workplace under normal production conditions.

The candidate must:

- work safely as an individual and as a member of a team
- explain and report on workplace health and safety issues
- demonstrate safe work practices in all worksite activities
- follow workplace health and safety policies and procedures
- identify and apply relevant regulatory requirements as applicable
- identify and follow emergency procedures, including evacuation procedures, according to workplace requirements
- identify workplace health and safety hazards especially slips, falls and manual handling
- list hazards at the work site and control measures that have been implemented
- outline and observe own workplace health and safety legal responsibilities
- outline the employer's workplace health and safety legal requirements
- seek advice from more experienced colleagues or from manuals in order to operate new machinery and equipment safely
- use relevant communication skills

Knowledge Evidence

The candidate must demonstrate a basic factual, technical and procedural knowledge of:

- use, maintenance and storage of PPE required for different areas of the worksite, according to workplace requirements and manufacturer specifications
- ways of minimising manual handling hazards
- safe operating procedures for machinery at own work station
- procedures for reporting accidents at the work site
- functions of workplace health and safety committees and representatives at the work site

- PPE that must be worn for different areas at the work site
- process for making suggestions for improvement

Assessment Conditions

As a minimum, the following three forms of evidence must be used:

- quiz of underpinning knowledge
- workplace demonstration
- workplace referee or third-party report of performance over time

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPCOR205 Communicate in the workplace

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to carry out workplace communication practices. It includes the competencies to identify the enterprise's communication channels, use communication skills to undertake and complete workplace requirements, and contribute to positive workplace relations.

This unit can be used as part of a meat establishment workplace induction program introducing an individual to the industry and workplace communication requirements.

This unit must be delivered and assessed in the context of Australian meat industry standards and regulations.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Contribute to the maintenance and improvement of	1.1 Solve problems by communicating with others 1.2 Exchange information to perform workplace tasks and take

Element	Performance criteria
workplace operations and requirements	appropriate action 1.3 Provide clear and prompt spoken and written reports (where applicable)
2. Identify key personnel in the workplace	2.1 Identify the organisational structure of the workplace, mission statements and strategic plan 2.2 Identify key personnel and their roles in the organisation 2.3 Identify the role of trainees
3. Contribute to positive workplace relations	3.1 Recognise and consider communication styles of cultural, social and ethnic groups 3.2 Use appropriate communication style for context, audience and purpose 3.3 Consider regulatory and workplace ethical standards in verbal and non-verbal communications

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMCOR205A Communicate in the workplace	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPCOR205 Communicate in the workplace

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

The candidate must be observed consistently complying with workplace communication requirements under normal production conditions.

The candidate must:

- copy and record workplace information accurately in routine formats and proformas
- demonstrate effective communication techniques with supervisors and colleagues
- demonstrate the exchange of relevant routine information with others to:
 - explain issues or problems
 - meet quality and food safety requirements
 - offer suggestions for improvement
 - reach conclusions
- describe forms of feedback provided to colleagues and key personnel
- participate in, and contribute to, meetings and discussions
- read and write to a level typically required in the workplace
- use appropriate communication styles when:
 - negotiating sensitive issues
 - obtaining views and information from others
 - working with cultural, social and ethnic groups

Knowledge Evidence

The candidate must demonstrate a basic factual, technical and procedural knowledge of:

- roles of key personnel in the workplace
- sources of information relevant to own work, including workplace health and safety, regulatory, work instructions and workplace requirements
- workplace standards of behaviour

Assessment Conditions

As a minimum, the following three forms of evidence must be used:

- quiz of underpinning knowledge
- workplace demonstration
- workplace referee or third-party report of performance over time

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPCOR206 Overview the meat industry

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to provide employees with an understanding of the structure of the meat industry, their own workplace and the policies, procedures and conditions relevant to their employment.

This unit provides an introduction to the meat industry and all its sectors. It gives the individual an introduction to the types of products produced in a meat company, the conditions workers enjoy and their responsibilities to follow the company's policies and procedures.

This unit can be used as part of an employee's induction or pre-employment training program.

This unit must be delivered and assessed in the context of Australian meat industry standards and regulations.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the	Performance criteria describe the performance needed to demonstrate

Element	Performance criteria
essential outcomes.	achievement of the element.
1. Work within the industry sector	1.1 Examine composition and structure of the meat industry to provide an overview for work priorities 1.2 Examine major species and trade markets 1.3 Trace path of meat from paddock to plate 1.4 Trace flow of product from stockyards to meat processing plant, to meat wholesalers and retailers, and through smallgoods plants 1.5 Identify products
2. Apply workplace policies	2.1 Obtain and apply relevant workplace policies including environmental policies; mission statements; workplace health and safety policies; organisational structure; Quality Assurance (QA); strategic planning; anti-bullying; and work instructions 2.2 Identify role of trainees in relation to workplace policies 2.3 Obtain information on working conditions and identify important elements
3. Follow award or employment agreement provisions	3.1 Obtain and apply information about relevant award provisions and employment conditions 3.2 Obtain and explain information on employee rights and responsibilities
4. Identify appropriate industry organisations and associations	4.1 Identify major industry organisations, peak bodies and regulatory bodies, and explain their roles
5. Follow Equal Employment Opportunity (EEO) legislative requirements	5.1 Obtain and apply relevant information about EEO provisions 5.2 Obtain information on sexual harassment policies and explain them in terms of personal responsibility
6. Demonstrate awareness of environmental issues in the meat industry	6.1 Identify relevant environmental regulatory requirements 6.2 Identify workplace environmental policies and practices 6.3 Identify consequences of not following workplace environmental policies and practices
7. Demonstrate awareness of industry animal welfare policies	7.1 Explain the importance of animal welfare considerations to the meat industry 7.2 Identify key industry policies and approaches to addressing animal welfare issues

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMCOR206A Overview the meat industry	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPCOR206 Overview the meat industry

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Evidence must demonstrate the candidate's consistency of performance over time.

The candidate must:

- explain employee responsibilities
- explain the flow of product from receipt to sale in own workplace
- follow relevant workplace policies
- identify relevant workplace requirements, policies and procedures and explain their implications for trainees
- list the markets where the company's products are distributed
- name the products produced in own workplace
- outline the path of meat from paddock to plate
- relate to others in an effective and non-discriminatory way
- use relevant communication skills

Knowledge Evidence

The candidate must demonstrate a basic factual, technical and procedural knowledge of:

- dispute resolution procedures in the workplace
- nature and role of work instructions, Standard Operating Procedures (SOPs), explanations and reports
- principles of EEO and policies to prevent sexual harassment
- relevance of WHS and regulatory requirements for meat industry employees
- workplace employment conditions
- enterprise ethical standards and requirements for interacting with other employees and staff
- animal welfare policies and procedures

Assessment Conditions

Competency must be demonstrated utilising actual or representative documentation of policies and procedures.

Three different forms of assessment must be used.

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPCOR401 Manage own work performance

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required for personnel in leadership positions to assume responsibility for their own work performance and be role models for others. This unit covers the competencies to set work goals and plans, manage and improve own work performance and provide an example for others.

This unit is applicable to those in supervisory or leadership positions in meat processing, smallgoods and retailing operations who have responsibility for setting and achieving operational and administrative goals.

This unit must be delivered and assessed in the context of Australian meat industry standards and regulations.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Set and achieve	1.1 Reflect pride in achievement, commitment to customer service

Element	Performance criteria
personal goals	and enterprise requirements in personal performance standards 1.2 Set personal goals to reflect roles and responsibilities within the organisation 1.3 Identify and use opportunities to extend personal performance and goals 1.4 Provide a role model to others through personal qualities and workplace relationships 1.5 Demonstrate consistency in personal performance over changes in workplace conditions and contexts
2. Establish and achieve personal work priorities	2.1 Prioritise responsibilities, duties and tasks to achieve personal, team and organisational goals 2.2 Develop and follow work plans and schedules to achieve personal and enterprise targets 2.3 Use technology efficiently and effectively to manage work priorities and commitments 2.4 Implement strategies for minimising and managing stress
3. Maintain and update professional skills and knowledge	3.1 Assess personal skill and knowledge against position/job description, competency standards and personal goals to identify areas and priorities for development 3.2 Use feedback from clients, customers and colleagues to improve competence 3.3 Identify and utilise opportunities for professional development
4. Review own work performance	4.1 Analyse personal performance 4.2 Review personal goals according to changing industry directions, enterprise goals and personal performance 4.3 Identify new skills and knowledge required to maintain professional excellence and competitive edge 4.4 Prepare strategies for achieving personal goals

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMCOR205A Communicate in the workplace	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPCOR401 Manage own work performance

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Evidence must demonstrate the candidate's consistency of performance over time.

The candidate must manage own work performance.

The candidate must:

- apply judgement, experience and knowledge of enterprise deadlines and targets
- develop strategies for minimising and managing stress
- document professional development and training achievements
- identify and apply relevant Workplace Health and Safety (WHS), regulatory and workplace requirements
- identify personal career path and opportunities
- keep up-to-date with enterprise procedures and processes
- make decisions within own responsibility and accountability
- manage time effectively
- participate in internal and external networks to develop own knowledge, skills and competence
- plan and sequence tasks and activities

Knowledge Evidence

The candidate must demonstrate a broad factual, technical and theoretical knowledge of:

- characteristics of an effective leader in the meat industry
- enterprise goals, directions, ethical standards and values
- how personal goals contribute to the achievement of enterprise goals
- own role in achieving organisation's goals
- career paths available in the industry

Assessment Conditions

Assessment must include demonstration of on-the-job competency in the workplace, and be supported by a referee's report.

The following three forms of evidence must be used:

- quiz of underpinning knowledge
- workplace demonstration
- workplace referee or third-party report of performance over time

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPCOR402 Facilitate Quality Assurance Process

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to oversee a Hazard Analysis Critical Control Point (HACCP)-based Quality Assurance (QA) program. This unit is suitable for retailers, smallgoods producers, processors and food service establishments producing meat and meat products for domestic and export markets.

This unit is applicable to supervisors or those with responsibility for all or part of a meat establishment HACCP-based QA program.

Work in this unit must be carried out in accordance with AS4696 Australian Standard for the hygienic production and transportation of meat and meat products for human consumption.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Facilitate the ongoing implementation of the QA program in the	1.1 Identify regulatory basis for compliance with the company's HACCP-based QA program 1.2 Identify nature and importance of work instructions and

Element	Performance criteria
workplace	Standard Operating Procedures (SOPs) and coach workers in their implications 1.3 Write work instructions and SOPs to comprehensively document requirements for competent performance 1.4 Review work instructions and SOPs for accuracy 1.5 Monitor implementation of work instructions and operating procedures
2. Monitor inspection and test records	2.1 Identify control and critical control points in the HACCP program 2.2 Identify and implement appropriate procedures for monitoring products and processes 2.3 Identify critical limits and causes for product or process not conforming 2.4 Monitor inspection and test records to verify product quality and identify performance trends 2.5 Include descriptions of proposals in status reports to introduce improved processes or procedures
3. Respond to non-conforming product or processes	3.1 Identify procedures for taking corrective action 3.2 Implement corrective and preventative measures to prevent recurrence 3.3 Devise or revise procedures to support control measures 3.4 Identify processes or conditions which could result in a breach of meat safety procedures and take corrective action 3.5 Introduce and control process changes to meet QA requirements
4. Review product samples and test results	4.1 Identify product sampling procedures 4.2 Identify post-collection procedures according to SOPs 4.3 Review and respond to test results in accordance with workplace requirements
5. Calculate yield, wastage and productivity indicators	5.1 Calculate yield, wastage and productivity measures to determine performance outcomes 5.2 Compare yield, wastage and productivity measures with targets to determine variations between actual and planned performance
6. Calculate calibration adjustments	6.1 Use mathematical concepts associated with equipment calibration to determine adjustment to settings 6.2 Verify calibration calculation by checking the accuracy of the adjustment in the actual work performance

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMCOR402C Facilitate Quality Assurance process	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPCOR402 Facilitate Quality Assurance Process

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Evidence must demonstrate the candidate's consistency of performance over time at production speed.

Evidence must demonstrate the candidate's consistency of performance over time at production speed. The candidate must facilitate Quality Assurance process.

The candidate must:

- apply appropriate mathematical concepts and measures
- assemble product and process inspection, test and other quality data in prescribed format
- calibrate equipment accurately and verify calibrations
- communicate quality system and/or food safety system requirements to workers with clarity and precision
- determine and take corrective and preventative action
- establish and manage relevant project teams to develop and implement or update the necessary elements of the quality system and food safety system
- explain actual and potential problems evident from trend analysis
- apply the HACCP principles and the process for developing a QA or food safety program
- identify and apply relevant Workplace Health and Safety (WHS) requirements
- interpret the results and trends of process monitoring
- prepare reports recommending improvements to processes and procedures
- prepare reports using primary and summary data, and appropriate language
- use relevant communication skills
- review communication systems (spoken and written) to minimise the potential for misreporting and misunderstanding of food safety requirements, procedures and plans
- utilise available technology to record, manipulate, analyse and present or report data
- explain the data the enterprise uses to record performance
- interpret the resulting trends of product monitoring and testing
- monitor records and documentation for accuracy and compliance

- monitor the accurate and timely recording of quality data

Knowledge Evidence

The candidate must demonstrate a broad factual, technical and theoretical knowledge of:

- workplace, regulatory and customer requirements critical to the workplace's operation and success
- enterprise recall and traceability procedures
- post-collection procedures for handling samples
- purpose of the HACCP development and review process
- risks associated with samples and how to minimise them
- actual/potential problems which can occur if SOPs or work instructions or their equivalent are non-existent or inaccurate
- document controls associated with procedural change
- necessary scope of the QA system and food safety system to ensure requirements are met
- purpose of calibrating equipment
- purpose of SOPs and work instructions
- sampling procedure
- implementation process for a change in the process
- causes of variation and non-conformance and appropriate courses of action to rectify problems
- critical limits for enterprise product or processes
- actual and potential risks associated with uncontrolled procedural changes
- legal obligations of the enterprise and individuals to maintain the QA system
- team requirements and team management processes or strategies

Assessment Conditions

Assessment must involve a demonstration of skills in the workplace.

Assessment must include demonstration of on-the-job competency in the workplace.

Competency must be demonstrated in terms of current regulatory requirements.

The following three forms of evidence must be used:

- quiz of underpinning knowledge
- workplace demonstration
- workplace referee or third-party report of performance over time

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPCOR403 Participate in workplace health and safety risk control process

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to participate in the reduction of workplace health and safety risks in a meat processing plant.

This unit is applicable to supervisors or those with workplace health and safety responsibilities in abattoirs, boning rooms, knackerries, game processing plants, smallgoods plants, food services operations, wholesalers and retailers.

This unit must be delivered and assessed in the context of Australian meat industry standards and regulations.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Participate in workplace inspections	1.1 Facilitate group processes to identify potential workplace health and safety hazards

Element	Performance criteria
	1.2 Participate in workplace inspections to identify potential hazards 1.3 Fulfil reporting obligations 1.4 Implement risk control processes
2. Participate in workplace health and safety risk control process	2.1 Participate in risk assessment processes 2.2 Control hazards in accordance with hierarchy of controls 2.3 Initiate workplace procedures for dealing with hazardous events 2.4 Inform relevant parties about any action taken and/or report it to designated personnel
3. Monitor implementation of safe work practices	3.1 Demonstrate, by example, compliance with safe work practices 3.2 Monitor safe work performance by employees 3.3 Implement safe work practices in accordance with regulatory requirements
4. Assist development of safe work practices	4.1 Develop changes to work procedures or Standard Operating Procedures (SOPs) in accordance with risk control processes and regulatory requirements 4.2 Consult employees in relation to the development of safe work practices 4.3 Reinforce employee understanding of safe work procedures on-the-job
5. Contribute to participative arrangements for the management of workplace health and safety	5.1 Implement and monitor consultation procedures about workplace health and safety issues to ensure that all workers may contribute 5.2 Deal with, resolve promptly, or refer to appropriate personnel issues raised through consultation in accordance with workplace procedures 5.3 Disseminate outcomes of consultation over WHS issues to the work group promptly
6. Contribute to workplace rehabilitation program as appropriate	6.1 Contribute to workplace rehabilitation programs in accordance with the requirements of a rehabilitation co-ordinator and/or provider

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMCOR403A Participate in WHS risk control process	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPCOR403 Participate in workplace health and safety risk control process

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Evidence must demonstrate the candidate's consistency of performance over time.

The candidate must:

- apply participative problem-solving techniques to identify and resolve workplace health and safety issues
- identify and apply extent of responsibility
- identify and apply relevant WHS and workplace requirements
- demonstrate safe work practices associated with work tasks
- identify WHS hazards in the workplace
- identify relevant hazard control equipment and explain function, safe operation, maintenance and storage requirements
- use facilitation skills to ensure participation from all group members
- use relevant communication skills

Knowledge Evidence

The candidate must demonstrate a broad factual, technical and theoretical knowledge of:

- procedures for reporting hazards, accidents and incidents
- risk management principles
- process for developing and altering work procedures or SOPs
- current workplace health and safety legislative requirements

Assessment Conditions

Assessment must include demonstration of on-the-job competency in the workplace.

Competency must be demonstrated while exercising an appropriate level of involvement in the risk control process. Assessment must include demonstration of competence in a meat establishment.

The following three forms of evidence must be used:

- quiz of underpinning knowledge
- workplace demonstration
- workplace referee or third-party report of performance over time

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPCOR404 Facilitate hygiene and sanitation performance

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to monitor the hygiene and sanitation performance of a plant.

This unit is applicable to supervisors or those with responsibilities overseeing hygiene and sanitation in meat processing establishments such as Quality Assurance (QA) officers and meat safety officers. It is applicable to meat processing, wholesaling, smallgoods and retailing operations.

This unit must be delivered and assessed in the context of Australian meat industry standards and regulations.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Interpret statutory and workplace requirements relating	1.1 Explain hygiene and sanitation, regulatory and workplace requirements to other workers to assist their workplace

Element	Performance criteria
to hygiene and sanitation	performance 1.2 Implement employer and employee rights, responsibilities and obligations to achieve hygiene and sanitation compliance
2. Monitor hygiene and sanitation performance	2.1 Monitor hygiene and sanitation to verify compliance with workplace and statutory requirements 2.2 Report situations requiring action to improve hygiene and sanitation compliance as part of the continuous improvement process 2.3 Evaluate impact of process and product monitoring on hygiene and sanitation
3. Respond to hygiene and sanitation problems	3.1 Investigate hygiene and sanitation issues using established processes and procedures to resolve problems 3.2 Follow up and report recommended action arising from the investigation to ensure reinforcement and documentation of the outcomes
4. Evaluate results of microbiological testing	4.1 Analyse results of microbiological testing in terms of regulatory and workplace requirements 4.2 Take corrective action in response to microbiological results when required by workplace and regulatory requirements

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMCOR404A Facilitate hygiene and sanitation performance	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPCOR404 Facilitate hygiene and sanitation performance

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Competency is demonstrated by taking an appropriate level of responsibility for the implementation of hygiene and sanitation SOPs. Evidence must demonstrate the candidate's consistency of performance over time.

The candidate must:

- define the problem being investigated
- understand and apply HACCP systems
- identify and apply workplace health and safety requirements
- plan an approach to the investigation
- evaluate the problem
- explain and monitor workplace hygiene and sanitation policies, practices and procedures
- report outcomes of the investigation
- follow up post-investigation issues
- identify action required to strengthen hygiene and sanitation compliance
- implement the monitoring procedures
- report monitoring outcomes
- use techniques for individual and team resolution of the problem
- use relevant communication skills

Knowledge Evidence

The candidate must demonstrate a broad factual, technical and theoretical knowledge of:

- purpose of hygiene and sanitation monitoring
- regulatory and commercial implications of inadequate control of hygiene and sanitation
- company processes and procedures to conduct a hygiene and sanitation investigation
- employer and employee rights, responsibilities and obligations regarding hygiene and sanitation
- statutory requirements specific to the site of employment

Assessment Conditions

Assessment must include demonstration of on-the-job competency in the workplace.

Assessment should involve analysis of real or simulated data for a meat processing operation.

The following three forms of evidence must be used:

- quiz of underpinning knowledge
- workplace demonstration
- workplace referee or third-party report of performance over time

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPMGT501 Design and manage the food safety system

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to design and manage food safety programs for meat industry enterprises including meat processing, smallgoods, retail and food services operations. The unit also describes the skills and knowledge for working with customers and consumers on food safety issues.

This unit is appropriate for all managers in a food safety and/or Quality Assurance (QA) role, and for those working in production roles with responsibility for food safety and QA.

Food safety is a critical element of product quality and is a priority for all sectors of the meat processing industry. Food safety is also a community issue and public perceptions of the safety of meat and meat products affect the viability of meat processing enterprises.

This unit applies to individuals who take personal responsibility and exercise autonomy in undertaking complex work. They analyse information and exercise judgement to complete a range of advanced, skilled activities.

All work in this area must be conducted in the context of Australian meat industry standards and regulations.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Establish enterprise meat or food safety system requirements	1.1 Determine the goals, scope and requirements of the food safety system, in accordance with customer, enterprise and regulatory requirements 1.2 Evaluate alternative food safety systems against enterprise requirements and identify the preferred system 1.3 Plan the development of the food safety system using team and consultative approaches 1.4 Identify and obtain resource requirements, including staff training requirements, for effective systems operation and maintenance
2. Develop food safety systems	2.1 Identify food safety responsibilities, obligations and roles and clearly explain them to stakeholders 2.2 Identify and describe processes covered by the food safety system 2.3 Identify food safety hazards for all processes within the scope of the food safety system 2.4 Identify, develop and validate hazard control measures 2.5 Develop procedures for preventative action
3. Establish monitoring procedures and corrective actions	3.1 Develop monitoring procedures and use monitoring information to inform corrective actions 3.2 Develop and implement corrective actions for effective hazard control 3.3 Develop, maintain and secure recording and documentation procedures 3.4 Develop, resource and implement strategies to support routine and consistent application of food safety systems in the workplace
4. Evaluate food safety system	4.1 Establish audit procedures and monitor audits 4.2 Establish verification procedures and schedules and use verification information when reviewing the food safety system 4.3 Review and update the food safety system to reflect changes to Australian Standards, technical information (including verification data) and process information according to established procedures

Element	Performance criteria
	4.4 Prepare food safety systems for external review and approval by relevant authorities 4.5 Use relevant information to measure performance against policies and goals
5. Communicate food safety outcomes	5.1 Conduct interactions with the public, regulatory authorities and agencies in a positive, cooperative and open manner 5.2 Promptly report food safety incidents and non-compliance to relevant authorities 5.3 Gather and analyse customer and consumer feedback and include findings in the review of the food safety system 5.4 Document food safety system outcomes to promote public confidence in enterprise products and services

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMPSR5601C Design and manage the food safety system	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPMGT501 Design and manage the food safety system

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Evidence must demonstrate the candidate's consistency of performance over time.

The candidate must design and manage the food safety system.

The candidate must:

- analyse performance information to determine progress and areas for review or improvement
- consult with stakeholders to determine the scope of the food safety systems, procedures and controls and identify food handling practices, processing techniques and support programs in use
- determine measures for correcting processes, outcomes outside acceptable limits, including relevant procedures, when to implement corrective action, who is responsible for taking corrective action and information necessary to record
- develop and validate control measures using objective data, industry guidelines and codes of practice
- develop performance standards and criteria for the food safety system
- develop strategies to support the workforce in implementing the food safety system
- establish internal audit processes and schedules, including developing and leading the audit team
- establish procedures to monitor, review and secure record-keeping systems consistent with regulatory requirements
- establish verification procedures and schedules and identify action required if the outcomes of verification indicate that the program requirements have not been met or that the original program was inadequate
- establish, monitor and continuously improve food safety support systems consistent with regulatory requirements
- evaluate alternative food and/or meat safety systems for suitability for enterprise goals and directions, enterprise operations, enterprise product, cost and customer and regulatory requirements

- identify and apply relevant workplace health and safety, regulatory and workplace requirements
- identify monitoring requirements and develop monitoring procedures for food safety hazards identified in the enterprise
- identify workforce training needs and negotiate and schedule training to support system requirements and operation
- liaise with suppliers to establish and monitor enterprise food safety and quality requirements for products and processes
- maintain currency of knowledge through independent research or professional development
- monitor public health requirements and concerns and prepare reports for the enterprise, public health authorities, customers and consumers on progress and outcomes of the food safety system
- monitor the implementation of preventative action measures, controls and actions to correct non-compliance or non-conformance
- prepare accurate reports for senior management detailing compliance breaches/incidents, actions and outcomes and the implications for the enterprise
- prepare action plans for the development and review of the food safety system, which include timelines, establishing, leading and supporting the HACCP team
- prepare and present food safety system information, procedures, documentation and reports in languages, formats and styles appropriate for the audience and purpose
- prepare communication strategies to inform internal and external stakeholders of progress and outcomes of the food safety system
- prepare HACCP plans and support documentation including hazard analysis charts and tables, manuals, data analysis reports, corrective action reports and verifications reports, Standard Operating Procedures (SOPs) and work instructions where appropriate for the enterprise system
- provide feedback to the workforce or team on food safety performance
- use appropriate communication skills and strategies for informing and confirming the roles, responsibilities and obligations of all participants in the operation of the enterprise
- use available technology and data management systems to gather, record, manipulate, interpret and report food safety data and information

Knowledge Evidence

The candidate must demonstrate an in depth technical and theoretical knowledge of:

- validation and verification (including audit) purposes and processes
- product and process and the microbiological, physical and chemical impacts on the safety of enterprise meat and meat products in the identification of hazards and the assessment and control of food safety risks
- Hazard Analysis Critical Control Point HACCP principles and techniques and where appropriate to the enterprise, Good Manufacturing Practices (GMP)
- the enterprise's ethical standards and the implications for the food safety system
- the roles, responsibilities and obligations of the enterprise and individuals in the food safety system

- regulatory requirements for food safety, including HACCP-based programs, support programs, record-keeping, verification and internal/external audits, and the implications for enterprise operations
- scope, auditor role and responsibility, and scheduling requirements for internal and external audit process
- legal responsibilities for reporting audit findings, including breaches and non-compliances, to enforcement agencies, and for conflicts of interest, confidentiality, rights of appeal and giving evidence in court

Assessment Conditions

Competency must be demonstrated through sustained performance over time, at an appropriate level of responsibility and authority, under typical operating and production conditions for the enterprise.

A minimum of three different forms of assessment must be used.

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPMGT502 Manage new product or process development

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to cost, develop, evaluate and manage the commercial production of new products or processes.

The development of new products and processes can provide businesses with a competitive edge and lead to discovery of new markets.

This unit applies to senior staff in meat industry enterprises who have responsibility for research, development, evaluation and implementation of new products or processes.

This unit applies to individuals who take personal responsibility and exercise autonomy in undertaking complex work. They analyse information and exercise judgement to complete a range of advanced skilled activities.

All work in this area must be conducted in the context of Australian meat industry standards and regulations.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Identify potential for new product or process development	1.1 Analyse internal and external environments including legislative frameworks, industry directions, enterprise goals and consumer trends to identify emerging opportunities 1.2 Describe enterprise goals for the development of new product or process 1.3 Identify and evaluate potential products or processes consistent with the goals and directions of the enterprise 1.4 Obtain enterprise estimates and forecasts of required production levels, costs, sales and required rate of return 1.5 Identify regulatory requirements for the development and sale of new product or process
2. Develop and test product or process	2.1 Prepare schedules and plans for the development and trial of new product 2.2 Identify sources of technical expertise and information 2.3 Research and refine product or process concept 2.4 Develop prototype and evaluate it for impact on meat quality and food safety 2.5 Refine and confirm specifications for new product or process
3. Evaluate feasibility of product or process for the enterprise	3.1 Prepare samples of new products 3.2 Coordinate, monitor and evaluate trials and tests of product or processes for commercial operation 3.3 Gather and analyse customer and consumer feedback 3.4 Assess enterprise capacity to support new product or process and identify system strengths and weaknesses 3.5 Prepare resource analyses and proposals for the introduction of new product or process 3.6 Cost new product for commercial implementation and evaluate it against enterprise forecasts of production, costs, sales and rate of return 3.7 Conduct risk assessment 3.8 Prepare and present recommendations including risk management strategies
4. Scale up operations for	4.1 Obtain and schedule resources for commercial operation

Element	Performance criteria
commercial implementation	4.2 Prepare action plans for the scale up to commercial operations in consultation with enterprise personnel 4.3 Prepare and implement communication and consultation strategies to inform stakeholders of progress and gain their commitment to the process 4.4 Identify food safety requirements of new product or process and include them in food safety system and plans 4.5 Develop and implement monitoring and control systems 4.6 Prepare contingency plans 4.7 Train personnel in new product or processes, systems and procedures 4.8 Commission product or process with minimum disruption to other operations
5. Evaluate market impact of new product	5.1 Prepare product information and samples for marketing and promotion 5.2 Determine targets for new product or process in consultation with relevant personnel, in accordance with enterprise goals and operations 5.3 Measure product or process performance against targets 5.4 Analyse causes for not achieving targets and prepare recommendations for improvement 5.5 Gather and analyse customer or consumer feedback and include results in recommendations for improvement

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMPSR5604C Manage new product/process development	E

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPMGT502 Manage new product or process development

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Evidence must demonstrate the candidate's consistency of performance over time.

The candidate must manage the development of a new product or process.

The candidate must:

- analyse product or process performance against enterprise targets, including identifying company goals, setting targets, collecting and analysing performance data including customer feedback
- apply relevant communication and mathematical skills
- work effectively as an individual and as a team member
- describe and comply with the legal, ethical and regulatory requirements relating to the development, testing and trialling, packaging, labelling and distribution of meat and meat products
- develop commitment and capacity of personnel, including identification of training requirements and provision of training; consultation with personnel when planning and resolving problems; teamwork; and the use of effective communication strategies with all stakeholders
- develop concept proposals based on detailed technical and product knowledge and an evaluation of alternative products or processes
- identify and apply relevant workplace health and safety, regulatory and workplace requirements
- outline sampling, testing and evaluation procedures and assess their appropriateness to the development of new product
- plan and implement the commercial operation of the new product or process, including obtaining and scheduling resources, the development of Standard Operating Procedures (SOPs), work instructions, product specifications and their integration with plant systems
- prepare product descriptions for a range of audiences (including regulatory authorities, importing countries, enterprise marketing and/or sales personnel, customers and consumers)

- prepare product or process development strategy
- prepare resource proposals based on the calculation and estimation of costs, sales, payback periods and potential rates of return
- present reports according to legal and enterprise requirements
- research and describe current technical and product information relating to potential new product (including processing and manufacturing techniques, functional ingredients, additives, and consumer and industry trends)
- utilise a range of communication and information technologies for the development, testing, monitoring and analysis of new products

Knowledge Evidence

The candidate must demonstrate an in depth technical and theoretical knowledge of:

- the impact of pre and post slaughter factors and the major physical, chemical, biochemical and microbiological characteristics and changes that affect the quality of meat and meat products
- nutritional qualities of meat and meat products
- risk assessment processes

Assessment Conditions

Competency must be demonstrated through sustained performance over time, at an appropriate level of responsibility and authority under typical operating and production conditions for the enterprise.

A minimum of three different forms of assessment must be used.

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPMGT503 Develop and assess a meat retailing business opportunity

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to identify, develop and assess a new business activity or opportunity for a meat retailing enterprise.

Owners, managers or senior staff of meat retailing enterprises may wish to develop their business, start new ventures or explore potential to create new products and services for an existing organisation.

Individuals might be self-employed, or working for a business of any size, where they develop opportunities as part of a broader role within the enterprise.

This unit does not cover implementing or financing the new venture, or managing the growing business.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the	Performance criteria describe the performance needed to

Element	Performance criteria
essential outcomes.	demonstrate achievement of the element.
1. Identify a business opportunity	1.1 Locate and review relevant market, client, product and service information 1.2 Assess collective capability of existing staff and facilities 1.3 Use techniques including brainstorming, discussions, lateral thinking and de Bono's Six Thinking Hats® method to generate business opportunity ideas 1.4 Identify, explore and evaluate sources for additional information and fresh business opportunity ideas 1.5 Identify personal and business objectives of developing opportunities 1.6 Obtain input from others to improve and sort initial ideas
2. Develop a business concept	2.1 Review and prioritise a range of business opportunity ideas to develop business concepts 2.2 Calculate basic business planning estimates for new business concepts 2.3 Identify and review relevant legal and regulatory requirements 2.4 Determine and document criteria for determining the feasibility of new business ideas 2.5 Undertake preliminary assessment of feasibility of business concepts and seek specialist advice as required 2.6 Identify risks of business concepts and undertake risk assessment 2.7 Select the most feasible ideas for further development into business plans 2.8 Prepare basic documentation to communicate business concepts to stakeholders
3. Work with others to advance the business concept	3.1 Determine requirements for partners, alliances and advisors to advance business concept 3.2 Identify and assess potential partners, alliances and advisors 3.3 Seek relevant legal advice to protect interest throughout negotiations 3.4 Conduct negotiations to advance the concept 3.5 Negotiate and develop partnership, alliance and advisory arrangements, if appropriate 3.6 Confirm partnership, alliance and advisory arrangements using legal processes, where relevant

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMR501A Develop and assess a meat retailing business opportunity	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPMGT503 Develop and assess a meat retailing business opportunity

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

The candidate must provide evidence that they have identified, developed and assessed the initial feasibility of at least one new business or activity idea. Evidence should be documented and show that consultation occurred.

Evidence will cover processes used to identify a range of ideas, select ideas for assessment of initial feasibility and consult with prospective partners. It will also cover documentation of idea conception and feasibility assessment.

- The candidate must:
- relate to people from a range of social, cultural and ethnic backgrounds, and with varying physical and mental abilities
- use suitable thinking techniques
- use research and analytical skills to:
 - conduct basic research
 - conduct initial feasibility assessment
 - prepare basic business planning estimates
- apply negotiation skills for exploring partnerships
- use verbal and written communication skills to:
 - document ideas, business planning estimates and feasibility assessment
 - negotiate with potential partners
- determine legal, workplace health and safety and non-legal requirements
- work with employees and family where relevant
- calculate business planning estimates
- assess risk and plan for contingencies
- solve problems as they arise in negotiations
- use technology to manage information
- identify and develop fresh business opportunity ideas
- document a range of ideas
- assess and evaluate relevant market, client, product and service information

- communicate ideas to supervisors, managers and other employees

Knowledge Evidence

The candidate must demonstrate an in depth technical and theoretical knowledge of :

- general characteristics and traits of successful entrepreneurs
- biographies and case studies of particular individuals, in own or related industries
- relevant legal and non-legal requirements
- basic methods of business planning
- personal characteristics of successful entrepreneurs
- risk assessment strategies

Assessment Conditions

Assessment must include access to relevant records, personnel and documentation.

A minimum of three different forms of assessment must be used.

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPMGT504 Develop, manage and maintain quality systems

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to establish, maintain and control an enterprise quality system. It also describes the skills and knowledge needed to lead people, manage systems and ensure quality in all enterprise systems and operations. The development and management of quality systems affects enterprise ability to operate in specific markets and influences customer and consumer confidence in products.

This unit will be of particular interest to Quality Assurance (QA) managers and personnel, production managers and supervisors, operating in a meat industry context.

At this level individuals exercise considerable responsibility and accountability within enterprise structures and are required to make significant contributions to the values, goals and operations of the enterprise. They will typically have responsibility for establishing and reviewing systems for their worksite or department. They may be assisted by external experts to develop plans and strategies.

This unit must be delivered using Australian meat industry standards and regulations.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Establish requirements of the quality system	1.1 Develop policies expressing the organisation's commitment to the quality system and processes 1.2 Identify legislative requirements for enterprise quality systems 1.3 Determine scope and objectives of the quality system, including links with all enterprise operations, customers, suppliers and contractors 1.4 Establish Quality performance standards, including customer and supplier service standards, in accordance with enterprise goals and directions 1.5 Identify resource requirements and include them in financial, human resource and operational plans
2. Design and prepare for the quality system	2.1 Select and design Quality systems to meet enterprise, customer and regulatory requirements 2.2 Ensure Quality principles underpin all enterprise operations to achieve business goals and performance standards 2.3 Clearly define and communicate responsibilities for development, implementation and operation of the system 2.4 Involve personnel from all levels and areas of the organisation in the development and implementation of the quality system 2.5 Develop and validate system components, procedures and supporting documentation 2.6 Develop consultative and communication strategies to link the quality system with all aspects of enterprise operations 2.7 Determine and negotiate supplier or contractor service standards and audit requirements 2.8 Develop performance measures and indicators to assess performance against policies, goals and relevant standards
3. Implement and monitor the quality system	3.1 Prepare and resource implementation plan 3.2 Prepare and resource training plans to provide personnel at all levels with quality concepts and skills 3.3 Address Quality system requirements and customer focus in the establishment, operation and evaluation of all enterprise systems 3.4 Identify and validate control and preventative action measures

Element	Performance criteria
	3.5 Develop and monitor corrective action procedures 3.6 Establish procedures for reporting, recording and responding to non-conformances and non-compliances 3.7 Monitor and document customer and supplier service standards 3.8 Collect, analyse and report implications of Quality data 3.9 Monitor Quality costs and performance 3.10 Prepare Quality system for external review and approval by relevant authorities
4. Continuously improve the quality system	4.1 Monitor and review impacts of the quality system on enterprise operations 4.2 Resolve responses to customer complaints and requests and use feedback to improve the system 4.3 Establish procedures for the ongoing identification and resolution of issues 4.4 Update Quality system for changes in process, technical information, customer and regulatory requirements 4.5 Include stakeholders in decision making and continuous improvement processes and strategies 4.6 Feed Quality system results, findings and conclusions into improvement processes 4.7 Analyse costs and benefits of the quality system 4.8 Continuously review Quality goals and targets
5. Communicate quality outcomes	5.1 Complete certification of products and processes consistent with quality outcomes according to customer and regulatory requirements 5.2 Promptly notify regulatory authorities and agencies of breaches and non-compliance incidents 5.3 Use Quality outcomes to promote public confidence in enterprise products and services

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMPS5603C Develop, manage and maintain quality systems	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPMGT504 Develop, manage and maintain quality systems

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Evidence must demonstrate the candidate's consistency of performance over time.

The candidate must:

- analyse complex statistical data and prepare corrective responses to non-conformances and variations identified in the data, where relevant to enterprise quality systems and operations
- apply quality concepts and tools to problem solving and the development of quality data collection, data management systems and analysis strategies
- apply substantial product and process knowledge to the development of the quality system and the interpretation of quality data
- apply relevant communication and mathematical skills
- communicate quality goals, requirements and findings to stakeholders in formats and styles appropriate to the context and purpose
- develop quality policies for the enterprise in consultation with senior management and other stakeholders
- develop procedures for consultation and feedback and opportunities for identification and resolution of quality issues and problems
- develop continuous improvement processes and team building using the 'plan, do, check, act cycle'
- consult, negotiate with and report to regulatory authorities openly and promptly, consistent with enterprise ethical standards, including the notification of breaches and the preparation of non-compliance reports
- develop workforce commitment, capability and responsibility for quality system, including identifying, negotiating and scheduling training; inclusion of responsibilities and duties relating to quality system implementation and integration in all job descriptions and work instructions; clear communication of responsibilities and requirements; delegation of tasks and responsibilities; and inclusion of workforce in consultative and continuous improvement processes
- ensure the quality system meets legislative and regulatory requirements

- exercise judgement, pragmatism and quality knowledge in managing and resolving quality issues and problems
- identify and apply relevant workplace, workplace health and safety, environmental sustainability, animal welfare and biosecurity requirements
- identify appropriate monitoring systems and strategies to support the enterprise quality system
- identify, research and update sources of quality information and advice, including technical and regulatory information to support enterprise quality system
- lead personnel (including Hazard Analysis Critical Control Point (HACCP) team, management, quality team, meat inspection team, laboratory, maintenance teams, processors and operators) in the implementation and improvement of the quality system
- monitor and certify processes and products to ensure they meet relevant standards, including importing country, customer and public health requirements
- oversee internal and external audit processes, act on audit findings and provide feedback to personnel to improve system
- oversee preparation for third party certification where appropriate
- plan and resource enterprise training strategy, in accordance with regulatory requirements, to assist personnel at all levels in implementation of quality system
- prepare and sign off on quality policies, manuals and documentation for enterprise, including preparation and updating of preventive, corrective and responsive procedures and strategies, supplier criteria and specifications and supplier and contractor audit requirements
- prepare and sign off quality policies, manuals and documentation for the enterprise, including the preparation and updating of preventative, corrective and responsive procedures and strategies, supplier criteria and specifications, supplier and contractor audit requirements
- prepare quality implementation plans, identifying goals, key personnel and areas, resources, strategies, timelines and milestones
- present reports according to legal and enterprise requirements
- resolve customer complaints promptly and provide corrective action responses
- use appropriate questioning, observation, listening and recording skills when collecting and monitoring data
- where quality systems are based on HACCP principles or Good Manufacturing Practice (GMP), explain principles and their implications for enterprise quality system

Knowledge Evidence

The candidate must demonstrate an in depth technical and theoretical knowledge of:

- key concepts, philosophies and tools of quality management
- impact of enterprise management and organisational structures on enterprise systems
- role of audits in quality system
- documentation requirements of the quality system, including levels, and their roles in the functioning of the system, including the requirement for effective and secure quality record keeping systems
- implications of enterprise goals and directions for quality system

- process capability
- applicable quality standards, regulations, codes, legislation and customer requirements for the quality system and their implications for the enterprise
- legal requirements for the establishment and maintenance of the enterprise QA system including responsibilities for reporting breaches to authorities and implementing audit findings
- principles and functions of hazard analysis and control and validation, including auditing, and verification in quality system

Assessment Conditions

Competency must be demonstrated through sustained performance over time, at an appropriate level of responsibility and authority and under typical operating and production conditions for the enterprise.

Assessment must include:

- third party referee report of sustained performance at an appropriate level of authority and responsibility
- written assignment focusing on understanding and applying principles and theory to workplace operations
- workplace projects which focus on the enterprise environment and conditions

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPMGT505 Manage maintenance systems

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to develop maintenance strategies which cause minimal disruption to plant operations and are cost efficient. An enterprise's maintenance system influences the cost and quality of products and the safety of the workforce and environment.

At this level individuals exercise considerable responsibility and accountability within enterprise structures and are required to make primary contributions to the values, goals and operations of the enterprise. They will typically have responsibility for establishing and reviewing systems for their site or department. They may be assisted by external experts to develop plans and strategies.

This unit is particularly useful for maintenance managers, plant engineers and production managers working in a meat industry context.

This unit must be delivered in the context of Australian meat industry standards and regulations.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Prepare maintenance policies	1.1 Identify and quantify maintenance costs, including the cost of poor maintenance procedures 1.2 Negotiate and confirm management commitment to a productive maintenance strategy 1.3 Benchmark enterprise performance against agreed standards, and develop maintenance policies and priorities 1.4 Develop maintenance system goals through negotiation with stakeholders 1.5 Establish communication strategies to build positive workforce attitude and commitment to maintenance
2. Implement maintenance management system	2.1 Identify and secure resource requirements and include them in enterprise budgets and operational plans 2.2 Determine location of the maintenance function and/or team within enterprise structures 2.3 Determine profile of the maintenance function and/or team within enterprise structures 2.4 Clarify roles and responsibilities of equipment users and the maintenance team and include them in position descriptions and work instructions 2.5 Provide mentoring and training in the use and care of technology and equipment to support the maintenance strategy 2.6 Prepare maintenance procedures and schedules to minimise negative impacts on production, costs, waste and the environment 2.7 Develop and maintain record keeping systems 2.8 Analyse potential risks and recommend management strategies 2.9 Prepare contingency plans in collaboration with the workforce, suppliers and customers 2.10 Effectively communicate maintenance schedules and procedures to the team
3. Monitor and review maintenance management system	3.1 Develop continuous improvement strategies 3.2 Determine performance criteria for maintenance goals and establish data collection strategies 3.3 Analyse performance information and outcomes and report implications to stakeholders

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMPS5604C Manage maintenance systems	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPMGT505 Manage maintenance systems

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Evidence must demonstrate the candidate's consistency of performance over time under normal operating conditions.

The candidate must:

- consult with key personnel, people on the floor, delegates, suppliers, contractors and equipment manufacturers to determine appropriate maintenance strategies, procedures and schedules
- develop maintenance policies and strategies, including establishment of criteria for determining maintenance priorities and planning and scheduling routine equipment and overhead maintenance to meet quality system requirements
- establish and monitor performance targets for maintenance teams within performance planning and appraisal processes
- develop workforce commitment to effective maintenance strategies, including implementing strategies for devolving the identification of maintenance needs to the floor, developing consultative and cooperative problem-solving strategies, and negotiating changes in work practices
- develop secure record keeping procedures to document maintenance costs, problems, priorities, solutions, schedules and completions
- apply relevant communication and mathematical skills
- evaluate and recommend alternative maintenance policies and strategies, including evaluation of the costs and benefits of internal and consultant service models, changes in work roles and responsive/preventative models for maintenance
- determine and recommend the need for capital expenditure to replace plant and equipment
- identify and apply relevant workplace health and safety, environmental, regulatory and workplace requirements
- manage maintenance costs, including determining total maintenance costs based on maintenance service cost and machine breakdown cost, setting, justifying, and achieving maintenance budgets

- monitor performance of the system, including establishing indicators, setting up data collection strategies, analysing data to identify trends and isolate problems or problem areas, and measuring progress against targets
- prepare and implement contingency plans for dealing with risks, including equipment breakdowns and failures, and negotiation with production personnel
- present reports according to legal and enterprise requirements
- review maintenance strategies and goals within the enterprise, continuous improvement and planning processes.

Knowledge Evidence

The candidate must demonstrate an in depth technical and theoretical knowledge of:

- plant and equipment falling under the scope of the maintenance program, including steam generation systems, refrigeration systems, water and effluent systems, processing and production equipment, and building
- maintenance issues related to the enterprise and their impact on the productivity of the plant
- cost elements in maintenance system costing and budgeting
- relevant legislation and regulations (including food safety and food standards), and industrial agreements, and explain the implications for plant and equipment maintenance
- costs resulting from poor maintenance and the benefits of a preventative maintenance system
- impacts of poor maintenance on meat safety, meat and/or product quality, occupational and environmental safety

Assessment Conditions

Competency must be demonstrated through sustained performance over time, at an appropriate level of responsibility and authority under typical operating and production conditions for the enterprise.

Assessment for this unit must include:

- a third-party referee report of sustained performance at appropriate level of authority and responsibility
- assignment focusing on understanding and application of principles and theory to workplace operations
- workplace projects with focus on company environment and conditions

Assessors must satisfy relevant standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPMGT506 Manage utilities and energy

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to identify enterprise utilities and energy requirements, manage their use and control waste and costs.

Utilities and energy are a significant cost component in the production of meat and meat products. Their efficient use affects the quality of the product, costs and profits.

This unit is particularly applicable to maintenance, engineering, production, environment and finance personnel working in a meat industry context.

At this level individuals exercise considerable responsibility and accountability within enterprise structures and are required to make primary contributions to the values, goals and operations of the enterprise. They will typically have responsibility for establishing and reviewing systems for their site or department. They may be assisted by external experts to develop plans and strategies.

This unit must be delivered in the context of Australian meat industry standards and regulations.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Identify enterprise utility and energy requirements and costs	1.1 Identify utility and energy requirements for all areas and operations of the enterprise in accordance with workplace, customer and regulatory requirements 1.2 Measure current utility and energy costs and identify impact on profitability 1.3 Determine enterprise's future utility or energy requirements in accordance with enterprise goals and directions 1.4 Include utility and energy requirements and costs in all forward planning
2. Monitor and control enterprise utility and energy use	2.1 Establish performance standards and indicators using agreed benchmarks and best practice methods 2.2 Develop team commitment to utility or energy management using consultative approaches 2.3 Develop systems for the accurate monitoring of utility and energy use and costs 2.4 Audit enterprise operations to assess use, misuse and waste of utilities and energy 2.5 Monitor enterprise performance and adjust or correct systems and operations 2.6 Prepare contingency plans for failure of utility or energy supply and service 2.7 Update workplace safety systems and procedures to include requirements for safe use of utilities or energy
3. Review performance and utility or energy costs	3.1 Identify, evaluate and recommend strategies and procedures for wastage minimisation and more efficient use of utilities and energy 3.2 Assess alternative utility or energy sources and services for availability, suitability, contribution to sustainability, efficiency of operations and effectiveness of costs 3.3 Recommend appropriate utility or energy services and negotiate utility or energy supply conditions and charges 3.4 Monitor and measure enterprise utility and energy performance 3.5 Analyse and report performance information, including team feedback, to stakeholders 3.6 Prepare and implement recommendations for further

Element	Performance criteria
	improvements

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMPS5605C Manage utilities and energy	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPMGT506 Manage utilities and energy

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Evidence must demonstrate the candidate's consistency of performance over time.

The candidate must:

- analyse utility or energy tariffs and charges and options available to the enterprise
- apply relevant mathematical and communication skills
- communicate effectively with internal and external personnel with diverse roles, communication skills and cultural backgrounds to determine utility or energy requirements and use
- calculate and analyse enterprise utility or energy costs and their impact on production costs
- consult with personnel across the enterprise to identify and resolve utility or energy waste problems
- determine current and future utility or energy requirements for enterprise operations, including analysing company goals, conducting utility or energy audits to identify consumption inefficiencies and measuring consumption and cost, including waste, against agreed benchmarks
- develop performance measures and indicators for utility or energy consumption and costs, based on benchmarks and enterprise goals
- develop strategies for minimising and optimising utility or energy usage, including assessing and monitoring equipment performance, introducing energy efficient plant and equipment, comparing sources and recommending utility or energy substitution, changes to procedures, and assessing and minimising non-working day use of utilities (including lighting)
- evaluate, cost and recommend alternative plant, equipment, procedures and utility or energy sources to improve efficiency, including researching sources, reviewing enterprise procedures, evaluating suitable alternatives, and calculating initial and maintenance costs and payback periods
- identify and apply relevant workplace health and safety requirements
- include safety requirements for use of utility or energy in workplace health and safety systems and procedures

- interpret and review performance information and recommend strategies for improvement
- manage utility and energy costs, including calculating current utility or energy charges, comparing and recommending supply sources and costs, monitoring utility or energy budget, determining the impact of changes in utility or energy costs on budgets and profitability and taking actions to correct budget variations
- prepare contingency plans relating to utility or energy supply failures or incidents, including emergency and safety procedures, alternative supply sources and communication strategies
- prepare strategies to spread utility or energy use to avoid supplier peak demand or cost periods
- prepare reports, resource proposals and recommendations in styles, formats and language appropriate for relevant audiences
- present reports according to legal and enterprise requirements
- recommend utility or energy suppliers and negotiate supply and costs
- research best practice models in utility or energy assessment, planning, use and sustainability, and assess their applicability for the enterprise
- use information and communications technology, including budget and cost modelling software

Knowledge Evidence

The candidate must demonstrate an in depth technical and theoretical knowledge of:

- principles and methods of heat transfer and how they impact on utility or energy use, waste and cost
- concepts of base load and variable load
- principles of demand control, including co-generation or outage, peak load shedding and shifting to minimise costs
- use of steam generation process as an energy source for plant
- cost components related to the use of utility or energy including capital, purchase, replacement and maintenance costs for plant and equipment, payback periods and net utility or energy costs
- enterprise appropriate procedures and systems for measuring utility and energy use and waste
- utility or energy supply status and sources available to the enterprise

Assessment Conditions

The candidate must demonstrate competency through sustained performance over time, at an appropriate level of responsibility and authority under typical operating and production conditions for the enterprise.

Assessment must be conducted in a workplace context under normal production and operating conditions.

A minimum of three different forms of assessment must be used.

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPMGT507 Manage and improve meat industry plant operations

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to plan and monitor an enterprise's operations from receipt of stock and materials, through to processing and manufacturing options, transport, distribution and storage and customer delivery. It also describes the skills and knowledge required to ensure operations are managed in a cost efficient and effective way.

This unit is applicable to operations managers, or production managers, with plant or department level responsibility for operations within a meat industry context. It provides all production personnel with an integrated approach to operations management.

At this level individuals exercise considerable autonomy, responsibility and accountability within enterprise structures and are required to make primary contributions to the values, goals and operations of the enterprise. They will typically have responsibility for establishing and reviewing systems for their site or department. They may work with the assistance of external experts to develop plans and strategies.

This unit must be delivered using Australian meat industry standards and regulations.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Assess operational requirements	1.1 Analyse enterprise directions, goals and forecasts to establish the parameters of enterprise operations 1.2 Gather and analyse industry, market and enterprise information to determine short and medium term implications for enterprise operations 1.3 Prepare operational budgets and strategies to achieve forecasts and obtain resource requirements 1.4 Determine operational productivity and performance measures to meet enterprise goals
2. Plan operations for optimum efficiency and effectiveness	2.1 Review work organisation and performance patterns for safety, efficiency and maximisation of team contribution and satisfaction 2.2 Develop systems and technologies to facilitate cost efficient and effective operations and to meet production, quality, waste, environmental and safety targets 2.3 Review product/process flows for optimum performance 2.4 Establish systems monitoring and control procedures to maximise performance 2.5 Prepare contingency plans 2.6 Identify operational assets and recommend asset management strategies 2.7 Prepare action plans to implement change
3. Manage operations	3.1 Identify operational requirements for inputs, personnel, equipment and transport 3.2 Prepare plans and schedules to meet customer requirements 3.3 Implement systems to control costs, energy consumption, waste, environmental impact, and food safety and quality 3.4 Plan and review work organisation strategies in consultation with the workforce 3.5 Identify and evaluate opportunities to maximise yield and gain commercial value from total production 3.6 Monitor and adjust operations, in accordance with operational plans and budgets 3.7 Use consultation and collaboration strategies to identify and resolve problems promptly, efficiently and effectively

Element	Performance criteria
4. Evaluate performance	4.1 Collect and analyse data to determine achievement of operational performance targets 4.2 Convey performance information and implications to stakeholders 4.3 Include recommendations and outcomes in the review of enterprise business plans, directions and goals 4.4 Review systems and procedures to facilitate the achievement of enterprise plans and goals

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMPS5607C Manage and improve meat industry plant operations	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPMGT507 Manage and improve meat industry plant operations

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Evidence must demonstrate the candidate's consistency of performance over time.

The candidate must:

- analyse enterprise forecasts for orders, livestock and raw material availability and prices, and determine the operational requirements to achieve enterprise goals
- analyse performance data to determine achievement of targets
- analyse the implications of blockages or stoppages (including breakdowns, no stock or materials and staff shortages) at particular points in the process flow, including upstream and downstream effects and costs
- outline enterprise directions, goals and ethical standards and analyse the implications for enterprise operations
- assess current operational capability to achieve enterprise goals, including through analysis of current technology, configurations, mixes of personnel and process and review of procedures to identify gaps or shortfalls
- apply methods and theories of workplace or work team organisation and job design, and review to enterprise operations
- apply relevant communication skills
- apply scheduling techniques and principles to enterprise operations
- consult, collaborate and negotiate with personnel from all levels and areas of the plant
- maintain currency of knowledge through independent research and/or professional development
- develop action plans to implement changes to improve performance
- evaluate and recommend strategies for achieving enterprise goals and forecasts, including assessment of alternative configurations/mixes of personnel, processes and work organisation structures and calculating the impact changes in operations have on the productivity of the enterprise/department and the preparation of resource proposals
- evaluate the costs, benefits, consequences and implications of adopting alternative risk management strategies and make recommendations to senior management
- identify and apply relevant workplace health and safety and workplace requirements

- manage operations for area of responsibility, including developing operational strategies and schedules in response to short, medium and long term enterprise plans; obtaining and scheduling required resources, including raw materials, personnel, equipment, refrigeration, storage and transport; and monitoring product or process flow
- maximise value of enterprise operations, including identifying opportunities for gaining commercial value from co-products and by-products, evaluating relative returns on enterprise products to determine overall impact on profitability, and control of waste and energy consumption
- minimise workplace conflict and build positive relationships using consultation, negotiation and problem-solving strategies
- monitor enterprise performance, including developing productivity and operational performance measures for enterprise operations, linking monitoring systems to quality requirements and performance measures, interpreting performance information and taking/authorising corrective action
- prepare and monitor operational budgets, including identification of operational cost components, calculation of resource requirements, calculation of cost per unit of finished product monitoring of costs, adjusting budget variations and including budget requirements and projections in enterprise financial planning
- prepare contingency plans to minimise disruption to production
- present reports according to legal and enterprise requirements
- research and evaluate available technologies and systems for suitability in accordance with enterprise directions, plans and products
- use detailed product knowledge to describe processing or production requirements necessary for maintenance of quality of enterprise products (including handling, processing methods, equipment, and storage for different species and breeds)
- use mathematical skills to analyse performance in relation to cost, waste, production level, and yield
- use available information and communications technology, including productivity analysis and scheduling software

Knowledge Evidence

The candidate must demonstrate an in depth technical and theoretical knowledge of:

- enterprise operational scope
- enterprise budget planning and management processes and cycles
- regulatory requirements affecting enterprise operations
- impact of operational changes on personnel and need to develop strategies minimising negative effects on individual, team and enterprise operations
- factors which affect the productivity of the enterprise, including workforce costs, capital investment, materials, waste and overheads

Assessment Conditions

Competency must be demonstrated through sustained performance over time, at an appropriate level of responsibility and authority under typical operating and production conditions for the enterprise.

Methods of assessment must include:

- a third-party referee report of sustained performance at appropriate level of authority and responsibility
- assignment focusing on understanding and applying principles and theory to workplace operations
- workplace projects with focus on company environment and conditions

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPMGT508 Manage environmental impacts of meat processing operations

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to assess the potential impacts of enterprise operations on the environment and implement cost effective strategies. Management of environmental impact is a priority across all sectors of the industry, which has invested considerably in developing best practice systems for the management and minimisation of environmental impact. The scope of the unit includes water quality, usage and waste, air quality, emissions, noise, odour, and the minimisation and disposal of solid wastes.

This unit is applicable to managers with responsibility for environmental matters and to plant engineers, production managers, chiller managers and quality managers working in a meat industry context.

At this level individuals exercise considerable autonomy, responsibility and accountability within enterprise structures and are required to make primary contributions to the values, goals and operations of the enterprise. They will typically have responsibility for establishing and reviewing systems for their site or department. They may be assisted by external experts to develop plans and strategies.

This unit must be delivered using Australian meat industry standards and regulations.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Competency Field

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.t
1. Determine environment management strategy requirements	1.1 Ascertain enterprise's ethical, community and legal obligations relating to environmental management 1.2 Examine enterprise operations to identify potential environmental impacts 1.3 Analyse competitive and economic advantages and disadvantages of environmental management strategies
2. Develop enterprise commitment to environmental management	2.1 Obtain management commitment and formulate enterprise environmental management policy 2.2 Include agreed upon environmental management strategies in enterprise planning, operating systems and review processes 2.3 Develop consultative processes to resolve environmental issues and problems 2.4 Incorporate environmental management roles and responsibilities into job functions, position descriptions and Standard Operating Procedures (SOPs) 2.5 Develop and implement communication and training strategies to inform and support stakeholder commitment
3. Prepare environmental management strategy	3.1 Identify enterprise requirements for expert assistance and advice 3.2 Identify and evaluate environmental risks 3.3 Determine requirements of environmental management systems 3.4 Evaluate alternative environmental management strategies and systems for efficiency, effectiveness and sustainability, in accordance with enterprise requirements and regulatory compliance 3.5 Identify opportunities to minimise environmental impact and maximise commercial value of waste or waste treatment by-products 3.6 Calculate resource requirements and include them in enterprise planning processes 3.7 Develop performance criteria for environmental management
4. Implement and monitor environmental	4.1 Negotiate licences, permits, schedules and agreements to address regulatory requirements

Element	Performance criteria
management strategies and systems	4.2 Communicate environment and waste management policies and responsibilities to stakeholders 4.3 Select, develop, implement and integrate environmental and waste management systems into operational systems 4.4 Develop monitoring, reporting and validation procedures 4.5 Prepare corrective action strategies and contingency plans 4.6 Establish verification procedures 4.7 Investigate causes of non-compliance and develop control measures 4.8 Review systems to reflect changes in technology, regulations and operational performance
5. Review environmental management policies, strategies and systems	5.1 Establish continuous review and improvement processes, including consultation with stakeholders 5.2 Assess and analyse performance information against specified criteria and standards to identify areas for improvement 5.3 Analyse and include conclusions and recommendations in enterprise planning and improvement processes
6. Manage community relations	6.1 Prepare environmental impact statements to address community, environmental and public health concerns and regulatory requirements 6.2 Conduct interactions with environmental authorities and agencies openly, positively and ethically 6.3 Identify and utilise opportunities to promote enterprise as good corporate citizen in relation to environmental management 6.4 Maintain, analyse and report to stakeholders details of enterprise measurement and logging of environmental impacts 6.5 Deal with community complaints promptly, openly and courteously

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMPS5608C Manage environmental impacts of meat processing operations	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPMGT508 Manage environmental impacts of meat processing operations

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Evidence must demonstrate the candidate's consistency of performance over time.

The candidate must:

- analyse and interpret current regulatory requirements, including local, state, national and international, for environmental management, such as environmental tolerance levels, and their implications for enterprise operations
- assess viability of gaining commercial value from waste, including the determination of commercial quantities, costs, returns and payback periods
- apply relevant mathematical and communication skills
- communicate effectively with internal and external personnel with diverse roles and cultures
- comply with regulatory requirements for managing enterprise environmental impact, including negotiation of agreements, plans, permits and licences with relevant environmental management authorities, confinement of environmental impacts within permissible limits and preparation of the enterprise for external audit where specified
- consult with internal/external stakeholders and independent agencies to prepare contingency plans and emergency response procedures for environmental incidents
- develop individual and team capacity to achieve enterprise management policies and goals, including clear communication of individual and team responsibilities for minimising environmental impact, development of consultative processes and strategies to identify and resolve environmental issues, and identification and provision of appropriate training programs
- develop procedures for responding to community complaints and concerns
- evaluate and recommend environmental management systems to meet enterprise needs, including identification and audit of enterprise creation of waste and environmental impacts and evaluation of control and treatment systems, comparative costs, savings and minimisation of environmental impacts
- identify and apply relevant workplace health and safety, regulatory and workplace requirements

- implement enterprise environmental management systems to minimise environmental impact, including the establishment of monitoring and testing regimes and record keeping systems; development of procedures for identifying, reporting and analysing the causes of environment non-conformances and incidents; development of control measures to prevent recurrence of environmental incidents, hazardous events and non-conformances
- monitor performance of the enterprise environmental management system, including the identification of performance standards based on industry best practice; collection and analysis of qualitative and quantitative performance data; benchmarking; and assessment of performance against standards and recommendations for improvement
- prepare and update enterprise environmental impact statements and management plans
- prepare information about enterprise's environmental management strategy and progress for public release in accordance with enterprise ethical standards and regulatory requirements
- prepare reports and recommendations for senior management using complex language analysis and appropriate presentation styles
- present reports according to legal and enterprise requirements
- use effective communication, negotiation and problem-solving skills in interactions with all stakeholders, including environmental authorities, agencies and community representatives
- use information and communications technology for research and data collection, analysis and reporting

Knowledge Evidence

The candidate must demonstrate an in depth technical and theoretical knowledge of:

- potential costs of prevention, assessment and control of environmental impact
- customer and consumer, including importing country, requirements for effective environmental management and their implications for enterprise operations
- enterprise requirements for expert advice, assistance and support
- major air, water and solid waste environmental impacts generated by the meat industry
- relevant environmental authorities, their jurisdictions, powers and the implications for enterprise operations

Assessment Conditions

Competency must be demonstrated through sustained performance over time, at an appropriate level of responsibility and authority under typical operating and production conditions for the enterprise.

Methods of assessment must include:

- a third-party referee report of sustained performance at appropriate level of authority and responsibility
- assignment focusing on understanding and applying of principles and theory to workplace operations

- workplace projects with focus on company environment and conditions

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPMGT509 Manage, maintain and continuously improve workplace health and safety plans and systems

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to prepare and manage workplace health and safety (WHS) plans and systems. It includes the development of a positive culture and the development of systems, procedures and controls. Improved workplace health and safety is a meat industry priority.

Effective WHS management produces a safe environment and reduces the financial liabilities of the enterprise.

This unit is applicable to managers within a meat industry context. They may have responsibilities for general WHS, or WHS practices within production, HR or other areas.

At this level individuals exercise considerable responsibility and accountability and are required to make primary contributions to enterprise values, goals and operations. They will typically have responsibility for establishing and reviewing systems for their site or department and may be assisted by external experts to develop plans and systems.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Scope the WHS program	1.1 Identify and interpret relevant legal requirements and obligations for WHS 1.2 Determine scope of enterprise operations in relation to WHS systems, including establishing requirements for managing hazardous events 1.3 Document current enterprise systems and measure performance against internal and external benchmarks
2. Develop WHS policies and plans	2.1 Develop policies documenting and defining the commitment of CEO and enterprise to WHS 2.2 Set short, medium and long term enterprise goals and targets for WHS performance 2.3 Identify and commit to resource requirements for operating the system 2.4 Prepare implementation plan detailing resources and strategies 2.5 Prepare and implement communication strategy for informing stakeholders of policies, obligations and responsibilities
3. Develop enterprise commitment to WHS	3.1 Incorporate WHS responsibilities and duties in all relevant policies, position descriptions, operating procedures and work instructions 3.2 Ensure enterprise WHS policies, strategies and requirements include all enterprise personnel, contractors, suppliers and work site visitors 3.3 Establish consultative and participative mechanisms to facilitate the identification and prevention of WHS issues and their prompt, effective resolution 3.4 Consider WHS issues, including hazard and risk identification and control, in planning, designing and evaluating job design, procedure, technology, work/process flow, plant layout and construction
4. Develop and maintain procedures for identifying hazards	4.1 Analyse WHS records to determine trends 4.2 Correctly identify existing and potential hazards 4.3 Develop hazard identification procedures and integrate into enterprise procedures and systems
5. Manage and maintain	5.1 Correctly determine risks through identifying hazards

Element	Performance criteria
risk assessment procedures	5.2 Develop risk assessment procedures and integrate into enterprise systems
6. Manage and maintain risk control procedures	6.1 Develop and implement risk control measures in accordance with the hierarchy of control and regulatory requirements 6.2 Establish procedures for control of risks on the hierarchy of control and integrate them into enterprise procedures and systems 6.3 Replace interim control measures with permanent measures to control risks at the source 6.4 Identify and incorporate resources enabling implementation of new or permanent control measures in enterprise planning processes
7. Maintain enterprise commitment to WHS goals	7.1 Resource, plan and deliver training to support commitment to and compliance with regulatory and enterprise WHS requirements 7.2 Clearly present and regularly update enterprise, team and individual obligations for meeting WHS goals 7.3 Monitor enterprise operations and procedures to ensure the effective adoption of WHS procedures in accordance with enterprise and regulatory requirements
8. Manage and maintain hazardous event procedures	8.1 Correctly identify potential hazardous events 8.2 Identify and appropriately notify potential community health hazards 8.3 Consult local communities, emergency and community health services and authorities about procedures to control hazardous events and community health incidents
9. Continuously improve WHS performance	9.1 Maintain and secure WHS data and record keeping systems 9.2 Collect and analyse performance data, including team feedback, against enterprise goals and targets 9.3 Convey performance implications to stakeholders 9.4 Monitor and report compliance with enterprise and WHS requirements 9.5 Update systems and procedures for legislative, technical, procedural or operational changes

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMPS5609C Manage, maintain and continuously improve WHS plans and systems	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPMGT509 Manage, maintain and continuously improve workplace health and safety plans and systems

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Evidence must demonstrate the candidate's consistency of performance over time.

The candidate must:

- access, where appropriate, specialist external advice to assist in developing WHS systems and plans
- analyse the impact of workforce characteristics, enterprise communication patterns and culture on WHS system design, implementation and operation
- use analysis of enterprise culture, including ethical standards and values, communication systems and workforce characteristics, to develop effective WHS consultative processes
- apply principles and procedures for hazard identification, risk analysis and hierarchy of controls in any or all areas of the workplace
- apply problem-solving strategies, including developing practical and creative solutions, showing independence, developing a range of strategies to resolve problems, testing assumptions, and addressing customer and workplace concerns
- collect, analyse and report complex WHS information to stakeholders using formats appropriate for the purpose and the audience
- consult with the community to develop strategies to minimise impact of enterprise operations, including Q fever from stockyards, on community health and safety
- maintain currency of knowledge through independent research and/or professional development
- develop and monitor systems to ensure workforce owns and complies with enterprise safety procedures, including establishing WHS consultative strategies and processes, implementing workplace safety committees and providing relevant training
- develop hazardous events plans in consultation with appropriate personnel and external agencies, including emergency services and government agencies
- establish record management systems to monitor compliance, including mandatory notifications and reporting, mandatory licences and certificates, registers, listings and labelling of regulated materials

- identify and apply relevant communication and mathematical skills
- identify and apply relevant workplace and regulatory requirements
- identify and interpret the implications, obligations and requirements established by relevant legislation, regulations, guidelines, codes of practice, Australian standards for health and safety for the enterprise's directors, management and workforce
- identify appropriate industry or enterprise benchmarks for WHS performance
- improve health and safety performance, including developing WHS plans and strategies, acting on performance information, developing continuous review processes, including recommendations in the WHS planning process
- integrate enterprise WHS policies and procedures with relevant organisation management systems, including incorporating WHS responsibilities into all relevant workplace documents and strategies for ensuring visitors and contractors comply with enterprise health and safety policies
- monitor enterprise health and safety performance, including analysing health and safety information and measuring performance against enterprise goals, targets and benchmarks
- observe standard workplace WHS requirements while performing duties
- prepare action plans identifying WHS goals, managerial responsibilities and operational strategies
- prepare and monitor enterprise training plan for all levels of organisation to enable workforce commitment to workplace health and safety
- present reports according to legal and enterprise requirements
- establish enterprise health and safety goals and targets through consultation with stakeholders and analysis of enterprise WHS data
- systematically analyse the causes of accidents, incidents and work-related injuries and illnesses and take corrective action by identifying and introducing programs for reduction of accidents and injuries
- update enterprise policies, plans and practices to account for changes to relevant legislation, regulation, codes of practice and guidelines
- use available information and communications technology, including modelling and evaluation software, to collect, monitor, analyse and report enterprise safety data

Knowledge Evidence

The candidate must demonstrate an in depth technical and theoretical knowledge of:

- enterprise requirements for using external experts to assist in developing WHS systems and plans
- impacts of enterprise WHS policies, systems and procedures on all organisation management systems and operations, including processing, production, maintenance, contracting, distribution and administration
- WHS hazards, risks and controls relevant to enterprise operations, procedures and products

Assessment Conditions

The candidate must demonstrate competency through sustained performance over time, at an appropriate level of responsibility and authority under typical operating and production conditions for the enterprise.

Assessment must be conducted in a workplace context under normal production and operating conditions.

A minimum of three different forms of assessment must be used.

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPMGT510 Manage transportation of meat, meat products and meat by-products

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to schedule and monitor the hygienic, safe and secure transportation of meat, meat products and meat by-products, for domestic or international markets. The efficient transportation of meat, meat products and meat by-products results in the satisfaction of customer requirements.

This unit is of use to livestock buyers and coordinators, transport managers and finance managers operating in a meat industry context.

At this level individuals exercise considerable responsibility and accountability within enterprise structures and are required to make primary contributions to the values, goals and operations of the enterprise. They will typically have responsibility for establishing and reviewing systems for their site or department. They may be assisted by external experts to develop plans and strategies.

This unit must be delivered in the context of Australian meat industry standards and regulations.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Implement requirements for the transportation of meat, meat products and meat by-products	1.1 Identify and follow regulatory, customer and enterprise requirements for the hygienic, safe and timely transportation of meat, meat products and meat by-products 1.2 Assess and allocate resource requirements
2. Establish transportation policies and procedures	2.1 Develop systems and procedures for the operation of meat transport vehicles for the hygienic and safe transport of meat, meat products and meat by-products 2.2 Develop security procedures and systems 2.3 Establish and maintain reporting and recording procedures 2.4 Develop and monitor supplier quality requirements and standards 2.5 Inform and mentor personnel, including contractors, in the performance of their obligations and responsibilities, including workplace health and safety
3. Manage transportation logistics	3.1 Analyse and select transport options 3.2 Prepare and negotiate contracts and schedules according to customer and production requirements 3.3 Complete documentation according to enterprise, customer and regulatory requirements 3.4 Maintain vehicles to ensure the hygienic transportation of meat 3.5 Operate storage facilities according to enterprise and regulatory requirements 3.6 Track and monitor consignments
4. Determine and manage transportation costs	4.1 Calculate cost of storage and transport 4.2 Prepare and monitor transport budget 4.3 Review procedures for cost savings
5. Manage contingencies	5.1 Develop contingency plans according to enterprise requirements 5.2 Analyse changing circumstances, and prioritise and clarify responses 5.3 Communicate impacts of changed schedules to all relevant parties
6. Review transportation of meat, meat products and meat by-products to improve customer	6.1 Monitor and review resources, procedures and schedules for effectiveness and efficiency 6.2 Include customer feedback and requirements in review of

Element	Performance criteria
service	transportation procedures and schedules 6.3 Involve team in continuous improvement processes
7. Establish effective communication with customers	7.1 Determine customer requirements 7.2 Resolve customer complaints promptly 7.3 Ensure communication strategies are inclusive of the cultural, ethnic and social diversity of individuals and groups
8. Produce reports	8.1 Produce reports according to legal and enterprise requirements

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMPS5610C Manage transportation of meat, meat products and meat by-products	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPMGT510 Manage transportation of meat, meat products and meat by-products

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Evidence must demonstrate the candidate's consistency of performance over time at production speed.

The candidate must:

- analyse throughput, production, storage requirements, meat safety requirements, product specifications, customer requirements, orders and the purchasing or scheduling of appropriate transportation services
- apply problem-solving skills to resolve transportation issues
- communicate effectively with regulatory authorities and stakeholders
- maintain currency of knowledge through independent research or personal development
- develop supplier quality criteria, including audit requirements, for purchasing transport services
- establish systems for completing and certifying documentation of product transportation
- identify and analyse transportation options; develop procedures to inform enterprise personnel, customers and contractors of changes in schedules
- apply relevant mathematical skills
- identify and apply relevant WHS requirements
- present reports according to legal and enterprise requirements
- use available communication and information technology systems to monitor transportation purchase, schedule and track consignments, and collect and analyse performance information
- work effectively as an individual and as a team member

Knowledge Evidence

The candidate must demonstrate an in depth technical and theoretical knowledge of:

- food safety requirements for meat and meat product transportation
- regulatory and workplace requirements relating to the transportation of meat, meat products and meat by-products

- potential impact and costs of inappropriate transportation of meat, meat products and meat by-products, including public liability and loss of custom
- public and workplace health and safety obligations relating to the transportation of meat, meat products and meat by-products
- requirements for maintaining product quality during transportation

Assessment Conditions

The candidate must demonstrate competency through sustained performance over time, at an appropriate level of responsibility and authority under typical operating and production conditions for the enterprise.

Assessment must be conducted in a workplace context under normal production and operating conditions.

A minimum of three different forms of assessment must be used.

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPMGT601 Benchmark to manage and improve enterprise performance

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to conduct benchmarking exercises through the identification of appropriate benchmarks. It also describes the skills required to use benchmarking to focus enterprise operations and improve performance. In the meat industry, benchmarking is a tool for informing, measuring and developing an enterprise's performance.

This unit is suitable for all managers working in a meat industry context and supports them in fulfilling their responsibility to measure, evaluate and improve enterprise performance. This unit is applicable to engineers, refrigeration/chiller managers, production and operations managers, workplace health and safety, environment, quality, Human Resources (HR), finance, livestock, and logistics managers.

At this level individuals exercise considerable responsibility and accountability within enterprise structures and are required to make primary contributions to the values, goals and operations of the enterprise. They will typically have responsibility for establishing and reviewing systems for their site or department. They may work with the assistance of external experts to develop plans and strategies.

This unit must be delivered using Australian meat industry standards and regulations.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Identify the need for benchmarking	1.1 Identify benchmarking as a tool for achieving strategic goals in enterprise planning processes 1.2 Analyse customer requirements, perceptions and satisfaction data to identify the need for improvement 1.3 Analyse competitor's products or processes to identify the need for improvement 1.4 Analyse company processes to determine potential improvements to efficiency 1.5 Analyse regulatory requirements to identify the need for improvement
2. Prepare for benchmarking	2.1 Determine scope and parameters of the benchmarking exercise according to enterprise priorities and plans 2.2 Estimate benchmarking resource requirements and include them in budgets and operational plans 2.3 Plan benchmarking strategies around realistic time frames and enterprise planning cycles 2.4 Identify and plan communication and mathematical requirements 2.5 Develop benchmarking goals in consultation with stakeholders 2.6 Select benchmarking teams according to agreed criteria 2.7 Confirm team roles and responsibilities and deliver training accordingly 2.8 Schedule and document benchmarking activities following consultation with stakeholders 2.9 Establish and agree criteria for internal and external benchmarking with benchmarking team 2.10 Identify internal and external benchmarking partners or sources, according to the scope, parameters and goals of the benchmarking exercise 2.11 Develop cooperative and open relationships with benchmark partners
3. Undertake benchmarking activity	3.1 Identify and negotiate logistical requirements and impacts of the benchmarking exercise with stakeholders 3.2 Develop statistical analysis and measurement frameworks 3.3 Develop and agree problem-solving processes

Element	Performance criteria
	3.4 Analyse and document own enterprise or department functions, processes and operations according to agreed criteria 3.5 Analyse and document benchmarking partner's functions, processes, operations and performance outcomes 3.6 Compare performance to identify compatibility of measurement data, commonalities, trends, differences and gaps 3.7 Communicate comparisons or benchmarking reports to benchmarking partners according to agreement 3.8 Develop strategies for change from analysing and evaluating divergences and gaps
4. Capitalise on benchmarking outcomes	4.1 Identify opportunities for using benchmarking and benchmarking data in continuous improvement processes 4.2 Build customer consultation and feedback into continuous improvement processes 4.3 Support enterprise personnel during the change process 4.4 Measure and report improvements resulting from the benchmarking processes to stakeholders 4.5 Use benchmarking information to develop the enterprise's competitive advantage and market profile

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMPSR601A Benchmark to manage/improve enterprise performance	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPMGT601 Benchmark to manage and improve enterprise performance

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Effective management and/or facilitation of a benchmarking process, including related improvement activities, must be demonstrated.

The candidate must:

- determine criteria identifying appropriate benchmarking partners and maintaining positive partner relationships, in accordance with enterprise goals and directions
- access industry and enterprise benchmarking data
- analyse and interpret a range of complex qualitative and quantitative data relating to enterprise operations and benchmarking activities
- apply relevant communication and mathematical skills
- identify enterprise goals and directions and explain the role of benchmarking in achieving enterprise goals
- develop and maintain positive relationships with benchmarking partners
- work effectively as an individual and as a member of a team
- use effective communication, negotiation and leadership skills in a range of benchmarking interactions, including with benchmarking teams, benchmarking partners and internal stakeholders
- use problem-solving skills in a range of situations
- use information and communications technology including performance management, project management, statistical and modelling software
- prepare a strategy for gathering and analysing customer feedback
- develop a financial model for measuring Return On Investment (ROI) for benchmarking processes
- develop and implement a communication and marketing strategy to inform stakeholders (including senior management, personnel at all levels of the organisation and customers) of benchmarking goals, progress and outcomes
- prepare benchmarking action plans that specify resource requirements, methodologies, milestones, communication strategies and timelines, including mechanisms for linking with enterprise planning cycles and continuous improvement strategies

- develop and implement strategies for the resolution of logistic, resource, cultural, ethical and political issues raised during the benchmarking process, including scheduling team member release and involvement, supporting individuals through change, managing group dynamics, handling confidentiality and commercially sensitive information, and dealing with diversity
- develop performance indicators for the enterprise, function, department or process being benchmarked
- implement the findings of benchmarking exercise including interpreting benchmarking results, identifying areas for improvements, building findings into targets and planning,

Knowledge Evidence

The candidate must demonstrate an in depth technical and theoretical knowledge of:

- the role of performance indicators in benchmarking
- the difference between performance and process benchmarking
- relevant workplace health and safety, environmental, animal welfare and biosecurity, workplace and regulatory requirements
- the critical factors required for successful and effective benchmarking processes and outcomes, and the implications of enterprise benchmarking activities

Assessment Conditions

Competency must be demonstrated through sustained performance over time, at an appropriate level of responsibility and authority under typical operating and production conditions for the enterprise.

Methods of assessment must include:

- a third-party referee report of sustained performance at appropriate level of authority and responsibility
- assignment focusing on understanding and application of principles and theory to workplace operations
- simulation, workplace or industry projects focusing on company/industry environment and conditions

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPMGT602 Monitor and manage organisational legal responsibilities

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to monitor and manage an enterprise's legal responsibilities. It also describes the skills and knowledge required to manage risks associated with business operation and the provision of goods and services. It includes working with enterprise personnel and monitoring and reviewing systems to achieve compliance and minimise risk.

This unit is appropriate for all managers with responsibility for production, workplace health and safety, human resources, environmental or financial management systems and procurement, sales and marketing functions, in all meat industry sectors.

This unit must be delivered using Australian meat industry standards and regulations.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.

Element	Performance criteria
1. Gather legal information required for business compliance	1.1 Gather and analyse relevant , appropriately sourced legal information 1.2 Seek, analyse and evaluate expert advice 1.3 Clearly explain employer and employee obligations and responsibilities to management
2. Identify legal risks	2.1 Evaluate workplace policies, systems, controls and practices in terms of enterprise and legal requirements 2.2 Analyse workplace policies, procedures and systems for compliance with contractual and legal obligations 2.3 Identify key risk areas 2.4 Analyse risk level
3. Ensure enterprise compliance with legal requirements	3.1 Analyse current strategies for compliance with legal requirements 3.2 Provide feedback on compliance record to stakeholders 3.3 Develop, implement and communicate strategies to ensure compliance with legal requirements and minimise risk 3.4 Maintain currency of legal information
4. Report enterprise compliance	4.1 Maintain and secure records relating to systems, training, communication and non-compliance with legal requirements 4.2 Prepare compliance reports for internal personnel and external authorities as required 4.3 Record and make timely reports on non-compliance incidents to relevant internal personnel and external authorities 4.4 Prepare compliance reports and enterprise presentations for external authorities

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMPSR602A Monitor and manage organisational legal responsibilities	E

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPMGT602 Monitor and manage organisational legal responsibilities

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Candidates must demonstrate ability to identify, understand and interpret legal information in the context of the enterprise's business. Evidence must demonstrate the candidate's consistency of performance over time.

Candidates must:

- analyse and maintain currency of legal information through independent research and/or professional development
- read, analyse and interpret complex legal information
- access relevant mathematical information
- interpret monitoring data and prepare compliance reports
- apply legal concepts, including duty of care, in developing and implementing enterprise operations and systems
- apply teamwork strategies to foster stakeholder commitment and compliance with legal requirements
- communicate legal information and requirements to all stakeholders, in a language and style suitable for the purpose and audience
- determine the enterprise's level of legal and statutory compliance
- interact and communicate with external authorities in a professional and open manner
- promptly report non-compliance to relevant external authorities and enterprise personnel
- determine corrective actions appropriate for the circumstances
- present reports according to legal and enterprise requirements
- use assertiveness, persuasion and negotiation as required
- determine the responsibilities and liabilities of managers, directors, owners and employees and the consequences of non-compliance
- maintain and secure records and record keeping systems to meet legal or statutory requirements
- prepare briefing information for specialist legal advisors
- identify enterprise requirements for specialist legal advice

Knowledge Evidence

Candidates must demonstrate an in depth technical and theoretical knowledge of:

- relevant workplace health and safety, environmental, biosecurity, animal welfare and workplace requirements
- sources of legal information
- legal concepts including social justice, tort, negligence, consumer and employment law
- legal requirements concerning food safety
- relevant trade practices requirements

Assessment Conditions

Competency must be demonstrated through sustained performance over time, at an appropriate level of responsibility and authority under typical operating and production conditions for the enterprise.

Methods of assessment must include:

- a third-party referee report of sustained performance at appropriate level of authority and responsibility
- assignment focusing on understanding and application of principles and theory to workplace operations
- workplace projects focusing on company environment and conditions

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPMGT603 Manage meat processing systems to maintain and improve product quality

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to manage enterprise quality systems and maintain product quality. It also describes the skills and knowledge required to monitor, review, evaluate and improve enterprise operations to ensure that delivery of meat and meat products satisfies customer demand.

This unit is applicable to Quality Assurance (QA) personnel, production managers, cold chain coordinators and transport coordinators. Many factors impact on the quality, including eating quality, of meat and meat products. Quality, in turn, affects meat prices and sales.

This unit must be delivered using Australian meat industry standards and regulations.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.

Element	Performance criteria
1. Define meat quality	1.1 Research and analyse relevant regulatory, scientific, industry and market information on meat quality, and factors affecting meat quality 1.2 Identify and analyse customer and consumer perceptions, expectations and requirements 1.3 Define and balance meat quality against enterprise requirements for yield, cost and meat safety 1.4 Prepare enterprise meat quality specifications for suppliers or supplied product and end product 1.5 Establish performance standards, including specifications, and put in place data collection strategies
2. Analyse impact of production processes and systems on meat quality	2.1 Identify meat quality control points along the value chain, including pre-slaughter and post-slaughter factors 2.2 Analyse production processes and systems against agreed criteria 2.3 Analyse and evaluate the impact of enterprise operations including inputs, processes and technology, on meat quality, yield and cost 2.4 Prepare and present recommendations to improve operations for product quality 2.5 Establish alliances with suppliers and customers to improve quality at all points in the value chain 2.6 Identify and allocate resource requirements to achieve meat quality specifications
3. Monitor meat product quality	3.1 Prepare, implement and analyse sampling and testing procedures and schedules 3.2 Investigate non-conformances with meat quality requirements 3.3 Develop and implement preventative and control measures
4. Evaluate meat quality outcomes	4.1 Analyse and assess performance against relevant standards 4.2 Develop continuous improvement strategies and prepare implementation strategies 4.3 Analyse and act on consumer feedback in accordance with continuous improvement framework 4.4 Develop and communicate recommendations to improve operations for maintaining and enhancing the quality of meat and meat products to appropriate personnel
5. Promote enterprise meat quality outcomes	5.1 Report meat quality outcomes to stakeholders, including employees, customers and consumers 5.2 Use enterprise meat quality specifications to identify market edge

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMPSR603A Manage meat processing systems to maintain and improve product quality	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPMGT603 Manage meat processing systems to maintain and improve product quality

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Evidence must demonstrate the candidate's consistency of performance over time.

The candidate must:

- evaluate impact of current plant, equipment and processes on meat and meat product quality
- assess and monitor the efficiency of improvements to meat and meat product quality
- apply relevant communication and mathematical skills
- monitor operations and develop criteria for assessing meat and meat product quality
- evaluate product quality outcomes through the development of specifications and performance standards, analysis and interpretation of performance information including costs and sales
- improve product input and service quality by developing alliances, supplier specifications, audit processes and by monitoring input quality
- maintain currency of knowledge through independent research or professional development
- prepare and communicate information on meat and meat product quality outcomes to workforce, consumers and customers
- prepare recommendations for improving operations to maintain and enhance meat and meat product quality
- prepare specifications for enterprise product, including specifications for end product where not provided by customer, supplier and supplied product specifications, product description, labelling and claims
- research best practice in meat processing, meat manufacturing, meat preparation techniques and technology including computerised, mechanical and manual systems, and their impact on product quality

Knowledge Evidence

The candidate must demonstrate an in depth technical and theoretical knowledge of:

- Hazard Analysis Critical Control Point (HACCP) principles, systems and food safety requirements for enterprise product.
- nutritional content and value of meat and meat products
- negative physiological changes of meat and their prevention (including Dark, Firm and Dry (DFD) and Pale, Soft, Exudative (PSE))
- impact of species, breed, sex, age (dentition and ossification) and nutrition of livestock on meat and meat product quality
- enterprise requirements for product costs, prices and sales and their influence on enterprise definition and achievement of product quality
- major physical, chemical/biochemical and microbiological characteristics and changes affecting the quality of meat and meat products
- relevant workplace health and safety, environmental, animal welfare, biosecurity and workplace requirements
- optimum testing and sampling regimes to monitor and measure the quality of enterprise product
- meat tenderisation techniques and their suitability for enterprise operations and products, including:
 - advanced technological processes
 - calcium activated tenderisation
 - conditioning, including elevated temperature conditioning
 - electrical stimulation
 - further processing (including cooking and smoking)
 - mechanical tenderisers (including knife tenderisers)
 - product ageing processes (including rigor mortis, shear force and post mortem including calcium dependent) proteolysis
 - tenderstretching
- pre-slaughter and post-slaughter factors and their impact on meat and meat product quality
- biological and anatomical structures of major species processed in Australia for human consumption
- meat and meat product description and grading systems used in the Australian market, including:
 - AUS-MEAT
 - Japan Beef Grading System
 - Meat Standards Australia (MSA)
 - United States Department of Agriculture (USDA) Grading System
- regulatory requirements impacting on enterprise operations and product quality.

Assessment Conditions

Competency must be demonstrated through sustained performance over time, at an appropriate level of responsibility and authority under typical operating and production conditions for the enterprise.

Methods of assessment must include:

- a third-party referee report of sustained performance at appropriate level of authority and responsibility
- assignment focusing on understanding and application of principles and theory to workplace operations
- case study, workplace project or audit with focus on company environment and conditions

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPMGT604 Manage effective operation of meat enterprise cold chain and refrigeration systems

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to plan and oversee the effective operation of enterprise cold chain and refrigeration systems, ensuring product quality and food safety. It also describes ways to manage and reduce the costs of cold chain operations. Cold chain systems and operations are critical to the quality and food safety of enterprise products. Managing them efficiently will minimise production costs and facilitate regulatory compliance.

This unit is applicable to production managers, plant engineers, Quality Assurance (QA), maintenance and chiller managers or coordinators.

At this level, individuals exercise considerable responsibility and accountability within enterprise structures and are required to make primary contributions to the values, goals and operations of the enterprise. They will typically have responsibility for establishing and reviewing systems for their site or department. They may work with the assistance of external experts to develop plans and strategies.

This unit must be delivered using Australian meat industry standards and regulations.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Assess enterprise cold chain system requirements	1.1 Analyse enterprise goals, directions and forecasts and determine the implications for cold chain requirements 1.2 Document enterprise refrigeration systems, cold chain, operations and technical support team activities 1.3 Identify regulatory and customer requirements regarding operating and maintaining refrigeration systems 1.4 Determine enterprise requirements for accessing specialised refrigeration advice and expertise 1.5 Determine optimum refrigeration requirements to maintain quality and safety of products 1.6 Establish performance standards and targets, including those relating to food safety, cost, quality and waste
2. Manage and control cold chain systems	2.1 Develop procedures for safely and hygienically operating and maintaining refrigeration or cold chain systems according to quality, food safety, manufacturer specifications and customer and enterprise requirements 2.2 Prepare contingency plans and procedures for systems failure or overload and convey to relevant personnel 2.3 Prepare emergency procedures and plans and incorporate into health and safety systems, procedures, training and work instructions 2.4 Prepare strategies for communicating and resolving system problems and failures with stakeholders
3. Monitor refrigeration and cold chain system performance	3.1 Determine and develop performance information requirements and data collection strategies 3.2 Establish and maintain monitoring procedures for operating refrigeration or cold chain systems 3.3 Investigate and report non-conformances and implement corrective action 3.4 Develop and implement preventative and control procedures to prevent future non-conformance
4. Improve refrigeration system performance	4.1 Analyse and measure performance data against relevant performance standards, including product quality and cost requirements 4.2 Calculate and monitor energy costs of refrigeration systems

Element	Performance criteria
	4.3 Develop and implement strategies to improve performance and minimise costs 4.4 Include refrigeration system requirements in budgets and plans

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMPSR604A Manage effective operation of meat enterprise cold chain and refrigeration systems	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPMGT604 Manage effective operation of meat enterprise cold chain and refrigeration systems

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Evidence must demonstrate the candidate's consistency of performance over time.

Candidates must:

- assess requirements for enterprise refrigeration or cold chain systems in terms of enterprise goals, directions and forecasts, detailed product knowledge and regulatory requirements
- apply mathematical skills and budget principles to refrigeration costs
- apply relevant communication and mathematical skills including, as appropriate:
- assertiveness, persuasion and negotiation skills
- face-to-face, technological and electronic communication
- communicating in sensitive, conflictive, collaborative and supportive environments
- analysing and presenting complex concepts, technical information, mathematical information and other data in simple or complex formats
- complex actual and hypothetical technical and financial modelling, calculations, interpretation or analysis
- develop and maintain the operating system
- prepare manuals and procedures for operating refrigeration systems, chillers and freezers according to hygiene, safety, quality and customer requirements and determine corrective actions for systems variations and non-conformances
- identify key personnel for the resolution and communication of systems problems and failures
- maintain currency of knowledge through independent research or professional development
- maintain the quality of products in the cold chain by monitoring chillers or freezers and interpreting refrigeration data to maintain appropriate temperature or humidity for product types and quantities
- manage maintenance of enterprise refrigeration systems including the negotiation and preparation of maintenance schedules; monitoring repairs; conformance with regulatory and quality requirements; and replacement requirements

- manage refrigeration costs by monitoring the costs of refrigeration including internal or external service models, maintenance costs, lost time costs, product losses and energy costs
- monitor and report system performance including setting performance standards and measures for refrigeration system, that are consistent with enterprise goals and products; analysing performance information; and making recommendations for systems improvement to include in enterprise forward planning
- operate refrigeration or cold chain systems efficiently, including: identifying and implementing strategies for reducing heat load in enterprise chiller or freezer; minimising energy costs; maximising availability and minimising down time; maintaining temperatures according to quality and food safety requirements
- prepare safety procedures for chillers or refrigeration systems, including: emergency plans and procedures for incidents and accidents associated with refrigerants (leaks and spills); and procedures for the safe and efficient operation of equipment, including forklifts and lights, in chillers and freezers
- utilise information and communications technology including statistical and modelling software for research, data collection and analysis, and reporting

Knowledge Evidence

Candidates must demonstrate an in depth technical and theoretical knowledge of:

- refrigeration concepts and terms including:
 - ambient temperature
 - Biot number: ratio of conductive (internal) resistance to heat transfer to the convective (external) resistance
 - half cooling time
 - surface heat transfer
 - thermal properties of meat including conductivity
- strategies for reducing heat loads, including:
 - air curtains
 - automatic door closers
 - improved insulation to prevent heat filtration through wall
 - no lights, people, machinery inside
 - plastic strips
 - removal of heat load caused by fans
- impact of high and low humidity on eating quality, production and storage of meat and meat products
- impact of moisture transfer during chilling and freezing on quality, production and storage of meat and meat products
- impact of packaging on chilling and freezing rates of meat and meat product
- concept of heat load and the implications for product quality and energy requirements for refrigeration system
- methods of chilling and freezing meat and meat products including:

- air (including natural convection, forced convection and spray chilling)
- air freezing
- contact freezing
- cryogenic (including gaseous, solid and liquid - liquid nitrogen and solid carbon dioxide)
- cryogenic freezing
- direct contact (including plate freezing and conduction)
- direct freezing systems
- liquid immersion (including chilled water or glycol solution)
- the impact of chilling, chilling rates, freezing and freezing rates on quality, production and storage of meat and meat products
- qualities of humidity including changes in evaporation, pH levels, saturation humidity, saturation vapour pressure
-

Assessment Conditions

Competency must be demonstrated through sustained performance over time, at an appropriate level of responsibility and authority under typical operating and production conditions for the enterprise.

Methods of assessment must include:

- a third-party referee report of sustained performance at appropriate level of authority and responsibility
- assignment focusing on understanding and application of principles and theory to workplace operations
- workplace projects with focus on company environment and conditions

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPMGT605 Assess and purchase livestock

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to identify, select and purchase livestock according to customer requirements and within enterprise livestock budgets. The selection, purchase and transport of livestock has implications for product quality and enterprise profitability.

In a meat industry context, individuals working at this level exercise considerable responsibility and accountability within enterprise structures and are required to make primary contributions to the values, goals and operations of the enterprise.

This unit is of particular interest to livestock buyers but may also have relevance for production and finance personnel.

All work in this area must be conducted in the context of Australian meat industry standards and regulations.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Identify livestock markets	1.1 Identify and select livestock markets and methods to meet enterprise requirements 1.2 Analyse risks associated with purchasing inappropriate livestock and identify risk management strategies 1.3 Identify regulatory requirements relating to selling and purchasing livestock 1.4 Establish networks and alliances, in accordance with legal and enterprise requirements, to ensure access to markets and gain market intelligence
2. Select livestock	2.1 Confirm enterprise specifications and requirements for livestock, including Quality Assurance (QA) arrangements for and with producers 2.2 Conduct livestock inspection procedures in accordance with workplace health and safety and animal welfare requirements 2.3 Select livestock according to enterprise and customer specifications
3. Purchase livestock	3.1 Analyse market conditions and monitor trends in livestock quality and prices 3.2 Negotiate terms of sale according to enterprise requirements 3.3 Monitor livestock budget and take corrective action to address variations 3.4 Address requirements of the National Livestock Identification System (NLIS) 3.5 Complete documentation relating to purchase or sale
4. Transport livestock	4.1 Negotiate transport of livestock according to enterprise and animal welfare requirements 4.2 Negotiate transport of livestock according to enterprise production schedules and requirements
5. Evaluate livestock purchases	5.1 Monitor quality of livestock against customer specifications and enterprise requirements 5.2 Recommend and implement strategies for improving purchase quality

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMPSR606A Assess and purchase livestock	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPMGT605 Assess and purchase livestock

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Evidence must demonstrate the candidate's consistency of performance over time.

Candidates must:

- apply relevant communication and mathematical skills
- assess livestock against enterprise specifications and determine fitness for purpose (suitability for customer requirements and ability to meet customer specifications), including the identification of species and breeds in stockyards or paddocks and calculating dressed carcase weight to determine yield and product price
- communicate effectively with producers to provide feedback on enterprise requirements including the presentation of livestock
- complete purchase documents accurately
- develop open and constructive relationships with key livestock sales and transport personnel
- estimate expected yield from species and breeds
- evaluate industry methods for purchasing livestock and determine methods suitable for the enterprise
- gather and interpret processing and sales data, including customer feedback to analyse quality of livestock purchased
- identify and apply relevant workplace health and safety, animal welfare, and workplace requirements
- identify potential alliances, key stakeholder networks and information sources to facilitate enterprise access to required livestock and livestock markets
- interpret the implications of enterprise ordering and sales forecasts for the purchase of livestock
- manage livestock budget including analysis of livestock market trends and enterprise purchase history to determine quality and price parameters, calculating average purchase price per kilo and balancing purchase prices to achieve livestock budget targets
- negotiate enterprise requirements for transport of livestock with carrier including animal welfare requirements, enterprise production schedules and enterprise budget requirements

- obtain and secure documentation relating to livestock status, purchase and transport
- prepare livestock purchasing plans to meet enterprise forecasts of orders and sales including liaison with enterprise personnel to identify production livestock schedules and requirements, analysing enterprise orders and sales, and confirming livestock specifications
- present reports according to legal and enterprise requirements
- use available communication and information technology to record, monitor and analyse livestock purchase data, including fat scores, prices and pricing structures
- address NLIS requirements

Knowledge Evidence

The candidate must demonstrate an in depth technical and theoretical knowledge of:

- characteristics of different species and breeds and their suitability for the enterprise's product
- identification of animals using brands, tags and tattoos
- the requirements of the NLIS system
- international, national and local factors affecting the livestock market and describe the implications for the enterprise's operations
- livestock classification and conformation or scoring system
- customer specifications and their implications for selecting and purchasing stock, including required product or cuts, European Union (EU) closed system, Japanese ox
- enterprise ethical standards and the implications for operations in the livestock market
- producer QA programs, including 'Cattle Care' and 'Flock Care'
- regulatory requirements affecting the purchase and transportation of livestock
- effects of transportation on livestock and product quality
- symptoms of infectious and non-infectious diseases to be identified or eliminated when assessing livestock

Assessment Conditions

Competency must be demonstrated through sustained performance over time, at an appropriate level of responsibility and authority under typical operating and production conditions for the enterprise.

Methods of assessment must include:

- a third-party referee report of sustained performance at an appropriate level of authority and responsibility
- assignment focusing on the understanding and application of principles and theory to workplace operations
- simulation or workplace projects with focus on enterprise environment and conditions

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPMGT606 Analyse and develop enterprise systems for new opportunities

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to evaluate and develop production systems that are cost efficient and suitable to a company's products and goals. It also describes the skills and knowledge required to ensure products meet enterprise and customer specifications. The design of production systems affects the quality of the products processed. Analysing and developing enterprise production systems provides enterprises with the flexibility to become an innovative organisation, take on new opportunities and strengthen or expand their market.

At this level individuals exercise considerable autonomy, responsibility and accountability within enterprise structures and are required to make primary contributions to enterprise values, goals and operations. They will typically have responsibility for establishing and reviewing systems for their site or department. They may be assisted by external experts to develop plans and strategies.

This unit is suitable for senior managers, Chief Executive Officers (CEOs), Chief Finance Officers (CFOs) and directors of meat processing and smallgoods enterprises, who seek to build a culture of innovation in a meat industry context.

This unit must be delivered in the context of Australian meat industry standards and regulations.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Analyse effectiveness of enterprise production system to meet enterprise goals	1.1 Identify enterprise mission, direction and objectives 1.2 Determine impact of current market trends, future market trends and business environment on enterprise goals and operations 1.3 Determine production system requirements to meet enterprise goals 1.4 Assess capacity of the existing system to meet enterprise goals 1.5 Analyse existing systems to identify system strengths, weaknesses and issues
2. Identify and evaluate alternatives	2.1 Research new, reconfigured or redesigned systems and their components 2.2 Evaluate new, reconfigured or redesigned systems and their components (for suitability, feasibility and cost), and report outcomes to stakeholders 2.3 Obtain enterprise commitment to a new, reconfigured or redesigned system 2.4 Identify, agree upon and include resource requirements in enterprise planning 2.5 Identify and evaluate sources of resource support
3. Implement solutions	3.1 Develop specifications for new, reconfigured or redesigned system 3.2 Commission new, reconfigured or redesigned system 3.3 Plan, negotiate and communicate implementation strategy, including redesigned system, with stakeholders 3.4 Identify impact on personnel and prepare strategies facilitating change 3.5 Develop, resource and implement training plans 3.6 Develop, test and refine procedures and controls
4. Monitor production process	4.1 Establish performance criteria for the new, reconfigured or redesigned system 4.2 Collect, analyse and report performance data 4.3 Report progress and performance to stakeholders

Element	Performance criteria
	4.4 Identify strategies for improvement in consultation with the team and integrate them into continuous improvement and planning processes

Foundation Skills

Foundation Skills essential to performance are explicit in the performance of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMPSR607A Analyse and develop enterprise systems for new opportunities	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPMGT606 Analyse and develop enterprise systems for new opportunities

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Evidence must demonstrate the candidate's consistency of performance over time.

Candidates must:

- flowchart the movement of products and resources along the chain or process line to identify strengths and weaknesses
- apply in-depth product knowledge in determining the processing requirements for species or products according to customer and enterprise requirements, including methods, technology, quality, speed of production
- analyse the organisation's environment to assess capacity for, and potential impact of, systems and operations
- establish goals and performance criteria for operation of the production system
- determine criteria for evaluating alternative production systems and system components including reference to product specifications, yield and quality, technical requirements and cost
- develop data collection and recording systems linked to systems performance criteria
- analyse performance information and prepare reports for stakeholders
- apply relevant communication and mathematical skills
- develop a communication strategy for involving the workforce, negotiating changes and reporting progress
- assess alternative configurations of technology, labour, processes, organisation and layouts for process flow effectiveness
- compare capability of existing production system with market potential and capability of alternative systems
- estimate the impacts of enterprise forecasts and changes in the industry, including technology and in the market on enterprise resource requirements, operation and sales
- evaluate the consequences and change implications of adopting new, reconfigured or redesigned systems on overall operation of the plant, including the impact on personnel
- identify and apply relevant workplace health and safety, animal welfare, biosecurity, environmental and workplace and regulatory requirements

- identify and resolve industrial relations issues related to changes in systems
- prepare action plans for the implementation of new systems including commissioning of the new system, timelines, resources, training and change facilitation strategies to assist personnel implement new, reconfigured or redesigned systems
- prepare and justify budgets for the introduction of new systems or components including calculating the costs of retaining the current system and the costs of setting up and operating new, reconfigured or redesigned systems, including initial costs, ongoing costs and payback periods
- prepare and present recommendations in formats, language and styles appropriate for the audience
- present reports according to legal and enterprise requirements
- quantify and cost the resources required for optimum operation of existing systems, including utilities and energy, personnel, equipment and stock
- research and analyse market intelligence, trends and forecasts to identify enterprise possibilities
- research and evaluate available systems (including technology and equipment, processing methods and techniques and work design) appropriate for enterprise product
- research and evaluate sources of support including government and private, financial and other support
- review existing procedures and controls or develop new ones to facilitate systems operations in accordance with enterprise and regulatory requirements including integration with enterprise quality and food safety systems
- seek external advice where appropriate (including from technology and equipment manufacturers, architects, engineers and tradespeople)
- use a range of quality and evaluative tools to analyse the capability of enterprise systems to meet future projections
- use available communication and information technology to complete forecasts, analyses and modelling, where required

Knowledge Evidence

The candidate must demonstrate an in depth technical and theoretical knowledge of:

- enterprise goals and directions and their implications for enterprise operations
- budgeting strategies including calculating the costs of maintaining the current system and the operational and set-up costs for new, reconfigured or redesigned systems, including initial costs, ongoing costs and payback periods
- report formats and styles and their appropriateness for various audiences

Assessment Conditions

Competency must be demonstrated through sustained performance over time, at an appropriate level of responsibility and authority under typical operating and production conditions for the enterprise.

Methods of assessment must include:

- a third-party referee report of sustained performance at appropriate level of authority and responsibility
- assignment focusing on understanding and application of principles and theory to workplace operations
- workplace projects with focus on enterprise environment and conditions

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPMGT607 Establish new markets

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to assess enterprise potential and capacity for entering new markets. It also describes the skills and knowledge required to identify new markets, research regulatory requirements and negotiate contracts.

Decisions to enter new markets should be based on extensive research and planning. Management's understanding of the risks and benefits of new markets and their implications for the business is essential.

This unit would benefit managers responsible for marketing and production and Quality Assurance (QA) managers required to supply product for new markets. This unit is relevant for all industry sectors.

This unit must be delivered in the context of Australian meat industry standards and regulations.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Research and determine viability of entering new markets	1.1 Identify and evaluate sources of assistance for locating and establishing new markets 1.2 Analyse characteristics of potential markets 1.3 Review enterprise products and service range in terms of potential market and customer requirements 1.4 Assess competitive position of enterprise product and prepare sales projections 1.5 Determine licensing and other regulatory requirements 1.6 Evaluate costs, benefits and risks of entering new markets
2. Develop a market entry strategy	2.1 Develop resourcing strategies for new market entry 2.2 Identify risk management strategies 2.3 Develop marketing strategies in association with relevant internal and external personnel 2.4 Plan distribution strategies to ensure profile of product in the new market
3. Identify contract and service requirements	3.1 Establish enterprise terms of payment and administrative requirements 3.2 Identify documentary and commercial requirements of new markets 3.3 Identify finance and insurance requirements 3.4 Identify contractual requirements relating to transport and distribution to ensure product quality and safety
4. Develop evaluation strategy for new market entry	4.1 Identify targets and determine performance indicator requirements 4.2 Prepare strategies for collecting and analysing performance data 4.3 Identify strategies for reporting outcomes, including future planning recommendations

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMPSR608A Establish new markets	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPMGT607 Establish new markets

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Evidence must demonstrate the candidate's consistency of performance over time.

Candidates must:

- apply relevant communication and mathematical skills
- communicate and negotiate clearly, ethically and effectively with a range of representatives (including internal personnel, government agents, financial agencies, distributors, export control agencies, brokers, customers) and other stakeholders
- research potential markets including competitors, products, customers and market regulations, legislation and controls
- evaluate feasibility of entering new markets
- identify the cultural requirements of the new market and clients
- identify strategies for financial risk management
- prepare, negotiate and implement strategies and action plans for entering new markets
- determine and obtain resources required to support new market strategy
- establish infrastructure requirements for new market
- use teamwork strategies to prepare work team to support new market strategy
- evaluate and report market entry performance
- identify and apply relevant workplace health and safety, regulatory and workplace requirements
- maintain currency of knowledge through independent research or professional development
- prepare enterprise strategies and plans which include resource requirements, timelines, milestones and communication strategies
- present reports according to legal and enterprise requirements
- research, collate and analyse information relating to the individual business, domestic and international context (as applicable)
- use available information and communication technology and systems (including forecasting software, budgets, research material) to assist planning, monitoring and reporting

Knowledge Evidence

The candidate must demonstrate an in depth technical and theoretical knowledge of:

- purpose and features of distribution and marketing strategies
- role of new markets in achieving enterprise goals and plans
- enterprise budgetary and planning cycles and processes; methods of production analysis; and sales records and costs; and enterprise methods for estimating and forecasting sales and production requirements

Assessment Conditions

Competency must be demonstrated through sustained performance over time, at an appropriate level of responsibility and authority under typical operating and production conditions for the enterprise.

Methods of assessment must include:

- a third-party referee report of sustained performance at appropriate level of authority and responsibility
- assignment focusing on understanding and application of principles and theory to workplace operations
- workplace projects which focus on enterprise environment and conditions

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPMGT801 Manage financial performance

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to manage financial performance in an organisation or business unit.

Leaders in agri-business are typically required to forecast future financial resource needs, analyse current asset performance and capacity to commercial standards and set business targets. They are also required to manage compliance mechanisms, manage financial risk within agreed plans and mechanisms, and monitor compliance with financial projections.

This unit is specifically relevant to leaders or managers working in a competitive commercial environment.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Forecast future financial resource	1.1 Establish and assess the capacity of existing financial systems 1.2 Forecast financial data and business system requirements

Element	Performance criteria
needs	1.3 Analyse forecasted requirements 1.4 Prepare and plan budget forecasts according to organisational and statutory requirements 1.5 Prepare and present recommendations for budget expenditure or for modifying existing projections
2. Analyse current asset performance and capacity	2.1 Analyse costs and returns associated with assets and liabilities using standard accounting reports to identify the extent of debt and equity financing 2.2 Identify management responsibilities and legal reporting requirements in consultation with relevant enterprise staff 2.3 Analyse and interpret financial reports and key information 2.4 Analyse and evaluate the effects of financial decisions on organisational ability to meet planned outcomes in relation to specific activities or timeframes
3. Set business targets and compliance mechanisms	3.1 Collect comparative and trend information and confirm needs for future budget and associated resources 3.2 Complete consultation on relevant short-term and long-term needs 3.3 Allocate resources for the budget to maximise organisation's performance 3.4 Maintain accurate and up-to-date records of resource allocation and usage in accordance with organisational requirements 3.5 Develop and review management systems which enable the timely collection, management and processing of information 3.6 Complete and accurately report records of budget performance and expenditure in accordance with organisational procedures and statutory requirements 3.7 Evaluate and improve budget audit mechanisms and compliance requirements
4. Manage financial risk	4.1 Identify deviations from budget that adversely affect organisational objectives 4.2 Promptly develop action plans to remedy significant deviations from budget objectives and projections 4.3 Monitor and review financial documentation against organisational objectives 4.4 Revise and renew budget priorities to meet operational contingencies and manage risk 4.5 Manage costs in accordance with budget targets

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMBUS701A Manage financial performance	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPMGT801 Manage financial performance

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Evidence must demonstrate the candidate's consistency of performance over time.

Candidates must:

- prepare a financial resource plan/budget
- monitor and manage financial resources over a full planning cycle
- effectively communicate financial reports and operational execution
- make adjustments to suit changing circumstances and respond to unusual situations.
- identify and analyse potential risks of any type
- identify financial information and to follow relevant accounting procedures
- apply decision making skills
- use interpersonal skills to:
 - maintain appropriate relationships with colleagues
 - establish trust
 - value and be open to, the opinions of others
 - work as part of a team
 - listening actively
 - negotiate effectively
- timetable and schedule reports and lodgements
- use problem-solving, initiative and enterprise skills to prepare budgets and to monitor their implementation
- use research skills to identify asset management valuations
- apply applicable professional standards
- manage risk

Knowledge Evidence

The candidate must demonstrate an in depth technical and theoretical knowledge of:

- accounting, financial statements and cash flow

- communication processes and methods
- compliance requirements
- cost of capital, capital structure and working capital
- finance and investment decisions
- goals of financial resource management
- legislation, codes and by-laws relevant to organisation's operations
- principles of financial management
- relevant legislation
- risk and return

Assessment Conditions

Assessment must ensure:

- access to workplace contractual and procurement documentation
- competence is consistently demonstrated over time, and over a range and variety of situations
- access to appropriate documentation and resources normally used in the workplace
- access to an appropriate operating environment

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPMGT802 Provide strategic leadership

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to analyse and improve leadership style and professional competence, and to lead organisational strategic development and deployment. The unit also describes the skills and knowledge required to lead transformational practices, cultivate collaborative practices and provide strategic leadership in dynamic contexts.

This unit applies to leaders or managers, with professional expertise and personal integrity, who wish to develop strategic capabilities. They often act as role models for others within the organisation.

This unit relates to learning activities within small to medium-sized organisations and significant activities within large organisations.

Individuals must be able to respond strategically and act as leaders of change. They must seek to improve competitive advantage through transformation of individual, team and operational capabilities.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Reflect on personal effectiveness and efficacy	1.1 Identify and apply strategies to create a culture that encourages receiving and giving effective feedback 1.2 Regularly review personal efficacy and attainment of professional and personal development objectives and priorities 1.3 Review capacity as a role model in terms of ability to gain the trust, confidence and respect of diverse and relevant individuals and groups 1.4 Evaluate personal efficacy and capability to build an effective organisational and workplace culture 1.5 Analyse and evaluate personal effectiveness in developing the competence required to achieve operational responsibilities 1.6 Model personal responsibility for environmental sustainability and develop capability in others
2. Lead in a transformational manner	2.1 Apply transformational leadership practices 2.2 Demonstrate empathy in personal relationships and day-to-day leadership 2.3 Demonstrate leadership which is inclusive and respectful of individual differences 2.4 Control, and appropriately regulate, own potentially disruptive emotions and impulses 2.5 Effectively manage work-based relationships
3. Cultivate collaborative thinking	3.1 Display judgement and common sense in undertaking day-to-day leadership role 3.2 Analyse relevant legislation, information and intelligence sources when evaluating business opportunities 3.3 Draw upon personal expertise and relevant individuals to achieve strategic results 3.4 Seek and encourage contributions from relevant individuals 3.5 Use collaborative communication and learning approaches to model and encourage their broader use in the workplace 3.6 Cultivate collaborative and participative work relationships
4. Provide strategic leadership during change processes	4.1 Positively convey business direction and values to relevant individuals and stakeholders 4.2 Analyse impact and role of leadership during organisational

Element	Performance criteria
	change 4.3 Analyse and confirm capability and competence of relevant individuals in terms of their ability to contribute to change processes and plans 4.4 Develop learning and communication solutions to address problems and risks arising for individuals during organisational change 4.5 Identify leadership styles and develop approaches to best respond impacts of change on people and processes

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMBUS702A Provide strategic leadership	E

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPMGT802 Provide strategic leadership

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Candidates must provide strategic leadership by acting as leaders of change and seeking to improve competitive advantage through transformation of individual, team and operational capabilities. Evidence must demonstrate the candidate's consistency of performance over time.

Candidates must:

- improve own development, personal leadership style and self-management skills
- demonstrate application of leadership style and approach appropriate to individuals involved, outcomes being sought and context
- use problem-solving, initiative and enterprise skills to:
 - direct, motivate, consult and delegate appropriately
 - collect, analyse and interpret data using a range of methods
 - shape strategic thinking and inspire others with a shared vision
 - work with teams with diverse emotional intelligence and cognitive skills
- use teamwork skills to lead a team, workgroup or unit, with awareness of employee needs and requirements
- use provide leadership in workplace health and safety practice, ethical standards, legislative requirements and governance
- review own personal and professional competence against personal development objectives
- support and use participative arrangements aimed at establishing trust to:
 - maintain appropriate relationships with colleagues and others
 - value and be open to the opinions of others
 - work as part of a team
 - model collaborative communication and learning
 - use active listening and negotiation skills
 - encourage participation across all levels of personnel and clients
 - seek opinions and elicit feedback from a range of stakeholders

- develop plain English written texts which deal with complex ideas and concepts
- use workplace technology

Knowledge Evidence

The candidate must demonstrate an in depth technical and theoretical knowledge of:

- legislation relevant to business operations, especially regarding workplace health and safety, environmental issues, Equal Employment Opportunity (EEO), anti-discrimination, industrial relations and regulatory requirements
- organisation mission, purpose and values
- organisation objectives, plans and strategies
- leadership styles
- personal development and planning methodologies
- data collection methods
- external environment scanning relating to social, political, economic, regulatory and technological developments
- emotional intelligence and its relationship to individual and team effectiveness
- organisational transformation and management of change
- organisational design and building in response to changes in customer or market conditions
- environmental sustainability principles

Assessment Conditions

Assessment must ensure:

- access to an actual workplace or simulated environment
- competence is consistently demonstrated over time, and over a range and variety of complex tasks/projects and situations
- access to resources normally used in the workplace, including organisational policies and procedures, and relevant legislation
- access to clients

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPMGT803 Communicate and negotiate in a culturally diverse context

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to communicate and negotiate in multicultural business contexts, which require an understanding of cultural diversity.

This unit applies to leaders or managers who need to apply sound cross-cultural communication and negotiation strategies in their business practice and develop these skills in others. They will typically undertake negotiations with other organisations in areas such as marketing, partnership and commercial agreements. These organisations could be onshore or offshore.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Analyse organisation's cross-cultural business practices using theoretical models of	1.1 Define key elements of culture and cultural diversity from a range of perspectives 1.2 Analyse the organisation's cultural practices in comparison to other cultures

Element	Performance criteria
culture	1.3 Identify and implement improvements to practices and raise awareness of issues identified 1.4 Identify strengths and limitations of theoretical models of culture and diversity
2. Evaluate features of cultures relevant to the organisation's business requirements	2.1 Describe significant events that have shaped selected cultures 2.2 Research and profile key characteristics of business systems in selected countries 2.3 Analyse and describe broad cultural differences in business behaviour in selected countries 2.4 Research and evaluate distinguishing features of business practices in selected countries
3. Develop cross-cultural awareness strategies, and communication and negotiation skills in a business setting	3.1 Identify and communicate ways in which workplace cultural norms impact business practices 3.2 Evaluate potential impact of improved cross-cultural awareness on business interactions 3.3 Apply formal and informal coaching and training strategies to improve organisational cross-cultural communication practices and strategies 3.4 Identify and apply negotiation strategies to address business requirements in a cross-cultural setting 3.5 Determine appropriate criteria and strategies to evaluate effectiveness of communication and negotiation in a cross-cultural business setting

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMBUS703A Communicate and negotiate in a culturally diverse context	E

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPMGT803 Communicate and negotiate in a culturally diverse context

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Candidates must be observed using an understanding of cultural diversity to communicate and negotiate in multicultural business contexts. Evidence must demonstrate the candidate's consistency of performance over time.

Candidates must:

- interact and negotiate in a range of cross-cultural contexts relevant to the business of the enterprise
- interact appropriately with partners, customers, governments and other stakeholders
- identify the organisation's approach to accommodating cultural diversity
- identify the strengths and weaknesses in models of cultural analysis
- use initiative and enterprise skills account for cultural contexts, similarities and differences
- apply knowledge to identify and apply multiple perspectives and interpretations, and appropriate protocols and language
- research academic theories of culture and present them in plain English
- use problem-solving skills to negotiate in difficult and complex situations
- communicate and negotiate through an interpreter in a culturally appropriate manner
- work effectively with groups and teams
- research online and to use libraries to gain cultural knowledge and information

Knowledge Evidence

Candidates must demonstrate specialised and integrated technical and theoretical knowledge of:

- communication styles and methods, and the protocols of people from a range of cultures
- definitions of culture and cultural diversity based on a numerous theoretical models
- cultural biases inherent in any relevant conceptual models of culture
- implicit and explicit similarities and differences within and between countries and cultures
- important features of relevant cultures

- workplace health and safety protocols for interactions with people at work, particularly duty of care requirements
- personal cultural assumptions shaping expectations and outcomes
- sources of assistance for international visitors, including access to interpreters
- types of communication specific to cross-cultural business environments

Assessment Conditions

Assessment must ensure:

- activities are related to a business context
- access to workplace context in which cross-cultural communication and negotiation skills are required

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPMGT804 Develop and enhance collaborative partnerships and relationships

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to develop and enhance collaborative partnerships and relationships with business, community and industry stakeholders. The unit also describes the skills and knowledge required to communicate to influence others, enhance new and existing partnerships, establish positive collaborative relationships, lead the development of a partnership program and establish reporting mechanisms.

This unit applies to leaders or managers working in an enterprise where collaborative partnerships and relationships are used to build capabilities. It includes forming partnerships, or other collaborative arrangements, to achieve improved product, marketing, workforce development, business outcomes or community relationships.

Enterprise leaders should gain the respect of colleagues, contacts, clients and the community by demonstrating professionalism in all aspects of their work. Their professionalism should be underpinned by their management expertise and effective interpersonal and communication skills.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Identify and analyse existing partnerships and relationships with stakeholders	1.1 Identify and analyse key existing business partnerships and relationships 1.2 Identify outcomes to be achieved from existing business partnerships and relationships 1.3 Analyse indicators and feedback processes used to evaluate the health of the partnership arrangements 1.4 Develop and implement strategies to enhance the effectiveness of existing partnerships and relationships
2. Lead the establishment of a new or renegotiated partnership program	2.1 Establish desired outcomes for a new or renegotiated business partnership 2.2 Identify and address relevant organisational policies and procedures in partnership plan 2.3 Identify relevant legal requirements and address them in partnership planning 2.4 Form partnership program using collaborative and consultative processes 2.5 Plan and allocate resource requirements to develop the partnership program 2.6 Establish relevant organisational policies and procedures relating to the partnership 2.7 Organise and allocate work activities in a cost-effective and equitable manner with clear, quantifiable and agreed performance standards
3. Communicate to influence relevant individuals and stakeholders	3.1 Generate trust, confidence and support from relevant individuals and other stakeholders by demonstrating a high standard of personal performance and conduct 3.2 Implement communication strategies to positively represent the organisation to media, local community and other stakeholders 3.3 Make decisions in consultation with relevant stakeholders and individuals, where appropriate 3.4 Empower individuals to develop their own methods of working in accordance with agreed boundaries of competence, cultural diversity, and organisational and legal requirements 3.5 Use a range of influencing strategies to increase commitment from staff and stakeholders to achieve organisational

Element	Performance criteria
	requirements and to contribute to desired culture 3.6 Undertake selected community and/or professional engagements that project a positive image of the organisation to the broader community and stakeholders
4. Establish and implement reporting mechanisms for partnership program	4.1 Establish reporting systems against planned partnership outcomes 4.2 Implement systems to report partnership outcome

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMBUS704A Develop and enhance collaborative partnerships and relationships	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPMGT804 Develop and enhance collaborative partnerships and relationships

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Candidates must be observed developing and enhancing collaborative partnerships and relationships with business, community and industry stakeholders. Evidence must demonstrate the candidate's consistency of performance over time.

Candidates must:

- use analysis and interpretation skills to:
 - evaluate organisational information management systems, policies and procedures
 - select and evaluate relevant information and documentation
 - identify any current and potential non-compliance
 - access and interpret organisation's standards and values
 - analyse records or notes of the evaluation process
 - analyse business, political, economic and organisational contexts influencing the nature and impact of partnership arrangements
 - make judgements relating to the success and deficiencies of existing arrangements
 - generate and evaluate ideas by analysing information and concepts at an abstract level
- use initiative and enterprise skills to initiate and establish collaborative partnerships and relationships
- used interpersonal and communication skills to negotiate, question, direct, listen and investigate, network and clarify issues
- use planning and organising skills to:
 - research and evaluate validation processes, and to determine and implement improvements
 - develop and establish agreed plans
 - use problem-solving skills to undertake risk assessment, review feedback and plan improvements
 - lead and motivate a team in establishing productive networks, partnerships and other relationships
- foster partnerships, conduct stakeholder consultation and use strategic and personally enhancing communication skills

- use accepted strategies and assess and analyse personal performance
- develop collaborative approaches to enhance individual, team and organisational outcomes
- initiate and implement external partnerships in accordance with relevant regulatory, employment and organisational requirements

Knowledge Evidence

Candidates must demonstrate specialised and integrated technical and theoretical knowledge of:

- legislation relevant to business operation, especially in regard to workplace health and safety and environmental issues, Equal Employment Opportunity (EEO) and anti-discrimination, industrial relations, food safety and trade
- organisation mission, purpose and values
- organisation objectives, plans and strategies
- leadership techniques, including:
 - leadership styles
 - emotional intelligence and its relationship to individual and team effectiveness
 - organisational transformation and management of change
 - personal development planning methodologies
 - strategies to evaluate and analyse effectiveness of personal performance
- data collection methods
- external environment scanning relating to social, political, economic and technological developments
- models for effective consultation and collaboration within a partnership
- organisational design and building in response to changing market or customer conditions
- risk assessment and monitoring strategies
- strategies to evaluate and enhance effectiveness of partnership arrangements

Assessment Conditions

Competency must be demonstrated through sustained performance over time, at an appropriate level of responsibility and authority under typical operating and production conditions for the enterprise.

Methods of assessment must include:

- a third-party referee report of sustained performance at appropriate level of authority and responsibility
- assignment focusing on understanding and application of principles and theory to workplace operations
- workplace projects focusing on company environment and conditions

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPMGT805 Develop and manage international business operations

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to operate businesses in increasingly international contexts. The unit brings together many functional aspects of business and operationalises them in an international business context.

This unit applies to leaders or managers who perform or oversee the international business functions of an enterprise.

The unit relates to small to medium-sized enterprises and business units within large enterprises.

Business leaders and managers must understand and respond to the international context businesses operate within and factors affecting business activity.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the	Performance criteria describe the performance needed to demonstrate

Element	Performance criteria
essential outcomes.	achievement of the element.
1. Identify and analyse impacts of international factors on the business operation and functions	1.1 Confirm core activities, customer base, business values and current business direction 1.2 Review performance data from all areas of the business to identify strengths, weaknesses and critical success factors relevant to international business activity 1.3 Identify and analyse trends and developments trends for their potential impact on international business activity 1.4 Gather and analyse comparative international market information as a basis for reviewing business performance
2. Investigate international business opportunities in the areas of investment, trade, finance and workforce development	2.1 Gather and document market intelligence from available sources 2.2 Assess current capabilities to identify areas for improvement or exploitation within international markets 2.3 Analyse international market performance of existing and potential competitors and their products or services to identify potential opportunities or threats 2.4 Identify and analyse legal, ethical and environmental constraints of the international market for their effect on international business activity 2.5 Identify current and emerging needs in international markets that link positively to the business's strengths or capabilities 2.6 Identify business needs in terms of changes required to address international market opportunities
3. Operate international business activities	3.1 Identify available international business positioning strategies and choose a strategy to meet marketing requirements 3.2 Develop a positioning implementation plan in accordance with organisational requirements 3.3 Identify international business options and develop strategies for products, pricing, sourcing, logistics, promotion and distribution 3.4 Identify options and proposed strategies for international business payments, investment capital and accounting and taxation issues 3.5 Identify relevant international financial compliance requirements and regulations 3.6 Identify and prepare documentation requirements for export 3.7 Identify investment, trade, financial, taxation and workforce risks in the international business operation and develop contingency strategies 3.8 Develop or amend operational plans to address international business activity in accordance with organisational requirements

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMBUS705A Develop and manage international business operations	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPMGT805 Develop and manage international business operations

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Candidates must use their knowledge of the international business context to respond to factors impacting business activity. Evidence must demonstrate the candidate's consistency of performance over time.

Candidates must demonstrate ability to:

- use analytical skills to identify potential risks and opportunities, and assess market dynamics
- use culturally appropriate communication skills to relate to people with diverse backgrounds and abilities
- make decisions
- use interpersonal skills to:
 - maintain appropriate relationships with colleagues
 - establish trust
 - value and be open to, the opinions of others
 - work as part of a team
 - listen actively
 - demonstrate cultural sensitivity
 - negotiate effectively
- use planning and organisational skills to develop and implement business strategies
- use problem-solving, initiative and administrative skills to seek and develop international business opportunities
- use research skills to identify international business trends and opportunities
- manage risk
- use a range of tools to monitor business performance
- effectively integrate international business challenges and opportunities within and across functional business areas

Knowledge Evidence

Candidates must demonstrate specialised and integrated technical and theoretical knowledge of:

- relevant legislation, codes of practice and standards that affect international business
- nature and scope of international business
- international trade and investment theory
- international monetary system and balance of payments
- foreign exchange and financial markets
- national trade and investment policy
- co-operation between nation's legal and political forces
- cultural diversity, interpersonal relations and human resource management
- strategic management
- modes of entry and strategic alliances
- organisational design and control
- international marketing and operations management
- international finance, accounting and taxation
- key concepts of international business and their application within an enterprise
- key trends in international business

Assessment Conditions

Competency must be demonstrated through sustained performance over time, at an appropriate level of responsibility and under typical operating and production conditions for the enterprise.

Assessment must ensure:

- access to an actual workplace or simulated environment
- competence is consistently demonstrated over time, and over a range and variety of complex tasks/projects and situations
- access to resources normally used in the workplace, including organisational policies and procedures, and relevant legislation

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPMGT806 Commercialise research and technology product or idea

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to undertake the fundamentals of product/idea commercialisation. It describes the process from conception to launch to full production.

Competency requires developing the skills and knowledge to successfully research, analyse, cost and develop a business opportunity for a product/idea. This unit also describes the skills required to manage commercialisation and evaluate product success.

This unit applies to leaders or managers responsible for developing a commercialisation strategy for an innovative product or technique, which has been developed through research.

Leaders undertaking product commercialisation must investigate and negotiate the legal and partnership implications of commercialisation, undertake market testing and develop commercialisation strategies.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Investigate commercialisation options	1.1 Describe product/innovation to be commercialised 1.2 Analyse innovation alignment against organisation's innovation objectives 1.3 Research, analyse and test market opportunities 1.4 Investigate optimum business structure and funding options
2. Develop commercialisation proposal	2.1 Determine resourcing requirements 2.2 Develop marketing plan 2.3 Determine supply chain strategy 2.4 Determine strategies for managing Intellectual Property (IP) 2.5 Determine environmental sustainability of proposed product/idea 2.6 Develop risk mitigation plan 2.7 Negotiate proposal modifications with key stakeholders
3. Prepare for implementation	3.1 Develop project implementation plan 3.2 Determine monitoring process 3.3 Establish and develop required business processes 3.4 Assemble project team

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMBUS706A Commercialise research and technology product/idea	E

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPMGT806 Commercialise research and technology product or idea

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Candidates must undertake the fundamentals of product/idea commercialisation from conception to launch to full production.

Candidates must demonstrate ability to:

- analyse market trends
- budget, including forecasting, capacity and asset analysis, setting targets and compliance mechanisms
- negotiate licensing IP (in and out), contractual supply chain arrangement and partnerships
- use communication skills to:
 - maintain appropriate relationships with colleagues and others
 - value and be open to the opinions of others
 - work as part of a team
 - model collaborative communication and learning
 - use active listening and negotiation skills
 - present and negotiate proposals
 - seek opinions and feedback from a range of stakeholders
 - develop plain English texts desling with complex ideas and concepts
- generate and evaluate ideas by analysing information and concepts at an abstract level
- provide strategic leadership during change and negotiation processes
- use problem-solving, initiative and enterprise skills to:
 - direct, motivate, consult and delegate appropriately
 - collect, analyse and interpret data using a range of methods
 - shape strategic thinking and inspire others with a shared vision
 - work with teams with diverse emotional intelligence and cognitive ability
- provide leadership in workplace health and safety practice, ethical standards and legislative requirements

- review own personal and professional competence against personal development objectives
- support and use participative arrangements aimed at establishing trust
- to develop, negotiate and structure an agreed commercialisation strategy
- to apply leadership style and approach appropriate to individuals involved, outcomes being sought and contextual factors

Knowledge Evidence

Candidates must demonstrate specialised and integrated technical and theoretical knowledge of:

- relevant legislation
- business strategies and legal requirements underpinning trademarks, copyright and patents
- legal requirements underpinning partnership arrangements, contracts and taxation
- commercial environmental analysis techniques, including Strengths, Weaknesses, Opportunities, Threats (SWOT)/TOWS
- market testing strategies and techniques
- strategies for analysing and assessing the upstream and downstream implications of an innovation
- risk assessment strategies and techniques
- team selection, management and support strategies
- environmental sustainability principles

Assessment Conditions

Competency must be demonstrated through sustained performance over time, at an appropriate level of responsibility and under typical operating and production conditions for the enterprise.

Assessment must ensure:

- access to an actual workplace or simulated environment
- assessment over a sufficient timeframe to allow holistic assessment of the candidate's capacity to lead the development of a commercialisation strategy
- resources normally used in the workplace, including organisational policies and procedures, and relevant legislation
- access to stakeholders, potential partners and clients

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPMGT807 Manage change to organisational electronic technology systems

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to improve business outcomes through implementing the introduction or upgrade of advanced electronic technologies.

This unit applies to leaders or managers whose role is to manage the introduction of advanced electronic technologies to enhance business practices.

Leaders and managers should manage the implementation of advanced electronic technologies, such as those associated with electronic business (e-business) models; financial systems, information management systems, mobile and wireless technologies; and technologies relating to managing customer and regulatory requirements.

Operational management in relation to introducing technologies to enhance business processes may involve complex judgements.

This unit may relate to the business activities of a small to medium-sized organisation or to a significant unit of activity in a large organisation.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Prepare organisational change management strategy for implementation of advanced electronic technologies	1.1 Analyse proposed changes in relation to current operational practices, infrastructure and strategic plans 1.2 Evaluate, cost and prioritise identified changes 1.3 Identify evaluate and manage risks associated with implementation 1.4 Develop implementation strategies, including change management and communication strategies 1.5 Engage, assemble and brief implementation team
2. Manage implementation	2.1 Communicate implementation strategies to stakeholders and clarify timelines and accountabilities 2.2 Monitor, record and report implementation progress against planned milestones 2.3 Identify and manage potential risks through consultation with stakeholders and review of testing outcomes 2.4 Review and revise implementation strategy, as necessary 2.5 Finalise installation according to implementation strategy and organisational procedures 2.6 Identify and implement training programs required to support new technologies
3. Evaluate implementation outcomes	3.1 Review and evaluate implementation process 3.2 Debrief implementation team 3.3 Assess outcomes of implementation process against organisational requirements 3.4 Report project outcomes to key stakeholders
4. Develop and implement ongoing management processes	4.1 Develop business processes required for ongoing electronic technology management 4.2 Implement business processes required for ongoing electronic technology management

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMBUS801A Manage change to organisational electronic technology systems	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPMGT807 Manage change to organisational electronic technology systems

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

The candidate must provide evidence of managing change to organisational electronic technology systems. Evidence must demonstrate the candidate's consistency of performance over time.

The candidate must demonstrate ability to:

- apply change management theory
- use effective communication and teamwork skills to consult with stakeholders and system users
- apply planning and reporting skills
- use problem-solving, initiative and enterprise skills to:
 - assess vulnerabilities in electronic technology proposals
 - manage risks
 - monitor stakeholder satisfaction
 - develop strategies to respond to system, personnel and technology problems
- provide leadership in workplace health and safety practice and observance of ethical, legislative and good corporate governance requirements
- apply technology skills to:
 - use appropriate technology to achieve system and business outcomes
 - use appropriate terminology
 - use high levels of accounting (mathematical), technological and e-commerce systems
 - assess advice relating to suitability and reliability of hardware and software
 - analyse and assess potential of new technology solutions to improve organisational outcomes
- research and evaluate potential impact of a proposed electronic technology system
- analyse, develop and implement plans for introducing an electronic technology system with minimal interruption to business processes
- identify, analyse and address problems in a timely and effective manner

Knowledge Evidence

The candidate must demonstrate specialised and integrated technical and theoretical knowledge of:

- business policies and procedures that impact on job role or function
- change management theory
- capabilities and limitations of infrastructure
- business needs
- facilities and infrastructure management
- methods for assessing and analysing electronic technology proposals
- planning techniques
- quality measures and principles
- relevant legislation, codes and regulations that affect business operations, especially in regard to workplace health and safety and environmental issues, Equal Employment Opportunity (EEO), industrial relations and anti-discrimination
- written policies and internal procedures on electronic technology management and associated contractual documents

Assessment Conditions

Competency must be demonstrated through sustained performance over time, at an appropriate level of responsibility and authority, under typical operating and production conditions for the enterprise.

Assessment must ensure:

- competence is consistently demonstrated over time, and over a range and variety of situations
- access to required assessment facilities and resources.

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPMGT808 Undertake research project

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to undertake independent study as a research project directed towards an agri-business issue or problem, including a literature review. The project outcomes must be designed to influence strategic practices and outcomes within an industry context. Some topics will require knowledge of experimental design, survey techniques and statistical analysis of results.

This unit applies to leaders or managers using applied research methodologies to address an industry or sectorial issue.

The focus of this unit is on using research strategies to better understand industry opportunities and threats in order to gain improved industry performance.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Define topic	1.1 Identify and scope research issue

Element	Performance criteria
	1.2 Develop and refine research questions 1.3 Identify research methodologies 1.4 Develop hypotheses
2. Undertake literature review	2.1 Identify suitable sources of literature 2.2 Analyse and present literature outcomes 2.3 Refine research questions and strategy in light of literature review findings
3. Undertake research	3.1 Develop and validate research instruments 3.2 Identify and address ethical and confidentiality requirements 3.3 Identify environmental sustainability issues associated with the research 3.4 Undertake research 3.5 Record findings
4. Present findings	4.1 Analyse research outcomes 4.2 Review and analyse research methodology 4.3 Develop recommendations 4.4 Prepare and present research report 4.5 Present report for peer review

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMBUS802A Undertake research project	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPMGT808 Undertake research project

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

The candidate must undertake an independent research project directed towards an agri-business issue or problem.

The candidate must demonstrate ability to:

- use analysis and interpretation skills to:
 - critically review other research strategies, analyses and findings
 - apply research findings to a current issue
 - select relevant information and documentation
- use communication and negotiation skills to:
 - present and explain research ideas
 - gain commitment to participate in research activity
 - present findings
- develop and conduct research activity
- undertake risk assessment and resolve blockages

The candidate must provide evidence of:

- comprehensive literature review
- formulated research proposal or plan including:
 - specific research questions or hypotheses
 - valid population or sample size
 - description of the geographical, cultural, social or institutional context within which the research will be undertaken
 - full description of the data collection methods
- analysis of the limitations to research design
- design appropriate tools and techniques
- research report with analysis of data, and valid and reliable findings
- utility and relevance of the research results

Knowledge Evidence

The candidate must demonstrate specialised and integrated technical and theoretical knowledge of:

- relevant legislation and regulatory requirements impacting on research activity
- research strategies and techniques
- data collection methods
- risk assessment and monitoring strategies, including environmental risk analysis
- strategies to evaluate and analyse effectiveness of research approach
- environmental sustainability principles

Assessment Conditions

Competency must be demonstrated through sustained performance over time, at an appropriate level of responsibility and under typical operating and production conditions for the enterprise.

Assessment must ensure:

- research activity relates to an actual workplace or industry context and topic
- competence is demonstrated using a range of tools and techniques appropriate to the given situations and research topic

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPMGT809 Analyse data for business decision making

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the statistical skills and knowledge required to support decision making for a business or business unit.

This unit applies to leaders or managers who use data analysis and decision-making skills and techniques in the management of their day-to-day work. They must assemble or obtain raw data, process that data and analyse and interpret it in a way that enables sound decision-making.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Identify and access data sources available to the business	1.1 Scope and define data collection requirements of the business question or issue 1.2 Identify and assess data sources 1.3 Research and/or collate data in accordance with legislation, policies and guidelines 1.4 Evaluate accuracy and appropriateness of data

Element	Performance criteria
	1.5 Record data in the desired format in accordance with professional, business and task requirements
2. Apply data analysis and decision making techniques to analyse business data	2.1 Collect, store and retrieve data using software in accordance with legislation, policy and guidelines 2.2 Use spreadsheet tools to retrieve data and present it in suitable formats 2.3 Display graphical data in accordance with presentation principles 2.4 Perform quantitative and/or qualitative analysis to obtain required outcome 2.5 Use analysis and descriptive tools and techniques appropriately given the nature of the information and the required outcomes 2.6 Identify and describe methodological limitations 2.7 Calculate summary statistics from the given data set in accordance with the business requirement
3. Produce information for business decision making	3.1 Interpret data summaries and trends in accordance with accepted standards 3.2 Interpret and explain statistical tests 3.3 Interpret data to enable informed business decision-making 3.4 Present data, charts and maps clearly for ease of understanding 3.5 Include glossaries, technical notes and referencing, where required 3.6 Prepare and present reports that include statistical concepts, tables, charts and maps in accordance with enterprise policies and procedures 3.7 Present findings appropriately for the audience 3.8 Use charts appropriately in presentations, taking into account the variables being charted and accepted standards 3.9 Communicate assumptions informing interpretation in accordance with audience needs

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMBUS803A Analyse data for business decision making	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPMGT809 Analyse data for business decision making

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Candidates must complete workplace-relevant activities which involve assembling or obtaining raw data, processing it, and analysing and interpreting it in a way that enables sound decision-making. Evidence must demonstrate the candidate's consistency of performance over time.

Candidates must demonstrate ability to:

- analyse and interpret data
- identify sources of data, collect data, follow analysis procedures and explain results
- apply decision making skills
- negotiate effectively
- collect data and produce reports
- use problem-solving, initiative and enterprise skills to produce information relevant to business decision making
- use research skills to identify and collect data
- manage risk
- differentiate between different types of data
- differentiate between inferential and descriptive statistics
- apply linear regression and correlation analysis techniques
- provide advice for business decision making based on the results of statistical analysis

Knowledge Evidence

Candidates must demonstrate specialised and integrated technical and theoretical knowledge of:

- relevant legislation, codes of practice and standards
- use of statistical data for business decision making
- methods of data presentation
- methods of describing data

- risk and uncertainty
- interval estimation
- hypothesis testing
- comparing group differences
- simple linear regression and correlation
- multiple regression
- time-series analysis
- the strengths and limitations of results produced by each statistical technique (error correction and hypothesis testing)

Assessment Conditions

Competency must be demonstrated through sustained performance over time, at an appropriate level of responsibility and under typical operating and production conditions for the enterprise.

Assessment must ensure:

- competence is consistently demonstrated over time, and over a range and variety of complex tasks/projects and situations
- access to resources normally used in the workplace including organisational policies and procedures, relevant legislation

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPR101 Identify species and meat cuts

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to identify species and meat cuts.

This unit is applicable to boning rooms, smallgoods manufacturing and meat retail operations.

All training must be conducted according to Australian meat industry standards and regulations.

All work should be carried out to comply with workplace requirements.

This unit applies to individuals who work alongside a supervisor in most situations and exercise limited autonomy.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Meat retailing

Elements and Performance Criteria

Element	Performance criteria
Elements describe the	Performance criteria describe the performance needed to

Element	Performance criteria
essential outcomes.	demonstrate achievement of the element
1. Identify meat cuts	1.1 Correctly identify meat cuts by cut name and species according to workplace requirements and specifications 1.2 Correctly select meat cuts by cut name and species according to workplace requirements
2. Identify primal cuts	2.1 Correctly identify primal cuts by name and species according to workplace requirements 2.2 Correctly select primal cuts by name and species according to workplace requirements

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMR101C Identify species and meat cuts	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPR101 Identify species and meat cuts

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

The candidate must be able to select and identify primal and secondary cuts correctly by species and cut for a minimum of three species for meat retailing and at least one species for smallgoods manufacturing.

The candidate must demonstrate ability to:

- identify meat cuts according to label on cartons (as appropriate)
- apply relevant regulatory requirements
- select and handle products according to workplace health and safety requirements

Knowledge Evidence

The candidate must demonstrate knowledge of (for a minimum of three species for meat retailing and at least one species for smallgoods manufacturing):

- primal cuts used for different cuts of meat
- principles of product selection by species, primal and cut type
- relevant regulatory requirements
- appropriate sources of information on new species or cuts
- different species and categories of meat and meat cuts

Assessment Conditions

Competency must be demonstrated over time and under typical operating and production conditions for the enterprise.

The following three forms of assessment must be used

- quiz of underpinning knowledge
- demonstration in the workplace or simulated environment
- workplace referee or third party report of performance over time

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPR102 Trim meat for further processing

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to use a knife for trimming lesser-valued cuts of meat.

The trim is usually performed prior to further processing such as mincing and sausage-making.

This unit is applicable to workers in boning rooms, smallgoods manufacturing and meat retail operations.

All training must be conducted according to Australian meat industry standards and regulations.

All work should be carried out to comply with workplace and hygiene requirements.

This unit applies to individuals who work alongside a supervisor in most situations and exercise limited autonomy.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

AMPX209 Sharpen knives

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Trim meat to workplace specifications	1.1 Trim meat to workplace specifications 1.2 Trim meat to workplace health and safety hygiene and sanitation, and workplace requirements
2. Handle product hygienically	2.1 Handle product to meet hygiene requirements
3. Handle knife effectively	3.1 Handle knife safely, hygienically and effectively

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMR102C Trim meat for further processing	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPR102 Trim meat for further processing

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

The candidate must trim a variety of lesser-valued cuts of meat to workplace specifications.

The candidate must:

- demonstrate effective use of a knife to workplace health and safety, and hygiene requirements
- give examples of workplace specifications for trimming meat
- apply relevant regulatory and workplace requirements
- seek further advice from supervisor when uncertain about work instructions
- use relevant communication skills

Knowledge Evidence

The candidate must demonstrate a basic functional knowledge of:

- hygiene and safety requirements for use of a knife
- steps in checking and preparing a knife
- workplace requirements for use of a knife
- relevant regulatory and workplace requirements
- hygiene requirements for the handling of meat products
-

Assessment Conditions

Competency must be demonstrated over time and under typical operating and production conditions for the enterprise.

Assessment must occur in the workplace under normal operating conditions or in a simulated environment.

The following forms of assessment must be used:

- quiz of underpinning knowledge
- demonstration in the workplace or simulated environment
- workplace referee or third-party report of performance over time

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPR103 Store meat product

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to store meat products.

This unit is applicable to workers in boning rooms, smallgoods manufacturing and meat retail operations.

All training must be conducted according to Australian meat industry standards and regulations.

All work should be carried out to comply with workplace and hygiene requirements.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Store meat products	1.1 Store meat products at the recommended temperature of less than 5°C 1.2 Handle meat products according to hygiene requirements 1.3 Store meat products according to workplace, regulatory, and hygiene and sanitation requirements
2. Rotate stock	2.1 Rotate meat products according to regulatory, hygiene and workplace requirements 2.2 Handle meat products according to workplace health and safety requirements

Element	Performance criteria
	2.3 Describe shelf life of meat products
3. Maintain cleanholding room	3.1 Clean holding rooms according to regulatory, hygiene and workplace requirements.

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

MTMR103C Store meat product	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPR103 Store meat product

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Evidence must demonstrate the candidate's consistency of performance over time.

The candidate must demonstrate the ability to:

- demonstrate storage techniques which minimise risk of cross-contamination from drips from upper shelves to products on lower shelves, bottoms of cartons, or tubs stacked on top of other cartons, tubs or other products
- monitor refrigerated temperature on a regular basis
- recognise and interpret codes, date tags and labels
- identify and report unacceptable temperatures either verbally or in writing, according to workplace requirements
- seek advice from appropriate sources when working with new products
- use correct manual handling techniques for transferring product to storage facilities
- use relevant communication skills

Knowledge Evidence

The candidate must demonstrate a basic functional knowledge of:

- storage techniques which minimise risks of cross-contamination from drips from upper shelves to products on lower shelves, bottoms of cartons, or tubs stacked on top of other cartons, tubs or other products
- appropriate storage facilities for individual products
- recommended refrigerated temperature for each product stored
- regulatory requirements related to storing meat products
- species and various meat products for storage

Assessment Conditions

Competency must be demonstrated over time and under typical operating conditions for the enterprise.

Assessment must occur in the workplace under normal enterprise conditions or in a simulated environment.

The following three forms of assessment must be used:

- quiz of underpinning knowledge
- demonstration in the workplace or simulated environment
- workplace referee or third-party report of performance over time.

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPR104 Prepare minced meat and minced meat products

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to prepare minced meat and minced meat products in accordance with regulatory requirements.

This unit is applicable to workers in boning rooms, smallgoods manufacturing and meat retail operations.

All training must be conducted according to Australian meat industry standards and regulations.

All work should be carried out to comply with workplace and hygiene requirements.

This unit applies to individuals who undertake routine activities in highly structured and stable contexts.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

AMPX209 Sharpen knives

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.

Element	Performance criteria
1. Clean and prepare processing equipment used in the preparation of minced meat products	1.1 Prepare mincing equipment according to manufacturer specifications and workplace health and safety, and hygiene and sanitation requirements 1.2 Clean mincing equipment according to manufacturer specifications, and workplace health and safety requirements 1.3 Adjust mincing equipment as required in accordance with manufacturer specifications and workplace, health, safety and hygiene requirements
2. Mince meat	2.1 Select trimmings according to workplace policy 2.2 Cut trimmings to manufacturer specifications and workplace requirements to avoid blockages in mincer 2.3 Feed trimmings through mincer efficiently to avoid blockages and heat build-up 2.4 Accurately identify species 2.5 Separately store species according to product description 2.6 Maintain product at correct temperature during processing 2.7 Handle and store products at correct temperature and conditions
3. Prepare minced meat products	3.1 Prepare minced meat products according to regulatory, workplace, hygiene, health and safety requirements 3.2 Combine ingredients to workplace requirements 3.3 Measure fat content 3.4 Process meat in preparation for forming to product specifications and regulatory requirements 3.5 Form product to specifications and regulatory requirements 3.6 Maintain correct temperature of product during processing and handling 3.7 Store product at correct temperature and conditions

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

MTMR104C Prepare minced meat and minced meat products	E

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPR104 Prepare minced meat and minced meat products

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

The candidate must be observed preparing minced meat and minced meat products in accordance with regulatory requirements. Evidence must demonstrate the candidate's consistency of performance over time at production speed.

The candidate must:

- activate mincing equipment to assess its readiness for operational use
- identify different species and categories of meat
- start-up and shut-down equipment when necessary according to manufacturer, workplace and health and safety, requirements
- operate a mincer to manufacturer, workplace health and safety, and hygiene and sanitation requirements
- tighten front plate on mincer as required
- operate adjustment tools and equipment correctly
- interpret time and temperature measuring equipment
- accurately copy and record temperature, weights and time, according to workplace requirements
- clean mincer between species to avoid cross-contamination
- use tools and cleaning agents appropriate to the cleaning activity or manufacturer's specifications
- report faults and adjustments required either verbally or in writing according to workplace requirements
- list minced meat products
- seek advice from appropriate sources when working with new products
- use relevant communication skills

Knowledge Evidence

The candidate must demonstrate a basic functional knowledge of:

- conditions under which equipment may need adjusting
- fat content using chemical lean measures or visual lean estimation
- the purpose and use of processing equipment used in making minced meat products
- temperature requirements for product
- purposes and processes for undertaking emergency stops, machine lockouts and isolation procedures
- procedure for cleaning equipment

Assessment Conditions

Competency must be demonstrated over time and under typical operating and production conditions for the enterprise.

Assessment must occur in the workplace or in a simulated environment under normal operating conditions.

The following three forms of assessment must be used:

- quiz of underpinning knowledge
- demonstration in the workplace or simulated environment
- workplace referee or third-party report of performance over time

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPR105 Provide service to customers

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to provide service to customers. It also describes the skills and knowledge required to establish and maintain good customer relations. It encompasses the key skills of identifying and satisfying basic customer requirements.

This unit is applicable to workers in meat retail operations.

All training must be conducted according to Australian meat industry standards and regulations.

All work should be carried out to comply with workplace requirements.

This unit applies to individuals who work alongside a supervisor in most situations and exercise limited autonomy.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the	Performance criteria describe the performance needed to

Element	Performance criteria
essential outcomes.	demonstrate achievement of the element
1. Acknowledge and greet customers	1.1 Politely acknowledge customer on entering the workplace 1.2 Greet customer when first contact is made 1.3 Offer assistance to customer according to workplace requirements
2. Establish customer requirements	2.1 Establish customer requirements by questioning, active listening and clarification of customer comments 2.2 Acknowledge customer needs 2.3 Refer customer to more experienced staff when specialist advice and/or service and products are required
3. Convey a professional image	3.1 Display behaviour when serving customer that maintains established workplace image
4. Take orders courteously and accurately	4.1 Answer telephone according to workplace requirements 4.2 Take orders from customer by phone or face-to-face accurately and according to workplace requirements 4.3 Take orders legibly and in the correct format 4.4 Arrange pick up or delivery time with the customer 4.5 Implement procedures for following up specific customer enquiries, unfilled orders or unmet customer specialist needs
5. Refer customer complaints	5.1 Acknowledge customer complaints and note issues 5.2 Courteously refer complaints to more senior staff members or managers
6. Receive customer enquiries	6.1 Receive customer enquiries 6.2 Follow up customer enquiries in accordance with workplace requirements 6.3 Inform customer in relation to enquiry
7. Record information from enquiries	7.1 Record information about enquiries to workplace requirements

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMR106C Provide service to customers	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPR105 Provide service to customers

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Evidence must demonstrate the candidate's consistency of performance over time.

The candidate must:

- apply communication skills to meet customer needs and enterprise requirements
- provide an overview of the range of products and services offered by the enterprise
- seek advice or assistance from more experienced team members when necessary
- operate telephone system
- demonstrate polite and efficient telephone technique
- demonstrate suitable behaviour by attending to customer needs promptly and courteously, displaying tact, satisfying customer needs ethically and maintaining professional standards of dress and personal hygiene
- arrange pick up or delivery with customer according to enterprise procedures
- apply relevant workplace health and safety and regulatory requirements
- use mathematical skills appropriate to the task

Knowledge Evidence

The candidate must demonstrate a basic functional knowledge of:

- how to interact with others in an appropriate way
- workplace complaints policies and procedures
- workplace requirements related to acknowledging and greeting customers, including enterprise ethical standards
- relevant workplace health and safety and regulatory requirements

Assessment Conditions

Competency must be demonstrated over time and under typical operating conditions for the enterprise.

Assessment must occur in the workplace under normal enterprise conditions or in a simulated environment.

The following three forms of assessment must be used:

- quiz of underpinning knowledge
- demonstration in the workplace or simulated environment
- workplace referee or third-party report of performance over time

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPR106 Process sales transactions

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to carry out the procedures for processing a sales transaction.

This unit is applicable to meat retailing operations.

All training must be conducted according to Australian meat industry standards and regulations.

All work should be carried out to comply with workplace requirements.

This unit applies to individuals who work alongside a supervisor in most situations and exercise limited autonomy.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the	Performance criteria describe the performance needed to

Element	Performance criteria
essential outcomes.	demonstrate achievement of the element.
1. Process transaction	1.1 Accurately process transaction 1.2 Accurately process transaction through point of sale equipment 1.3 Provide correct and accurate receipts to customer 1.4 Thank customer according to workplace requirements 1.5 Observe correct hygiene while handling cash transactions

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMR107C Process sales transactions	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPR106 Process sales transactions

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Evidence must demonstrate the candidate's consistency of performance over time.

The candidate must:

- identify point of sale equipment
- process a range of sales transactions to meet customer requirements in accordance with workplace requirements
- calculate total cost of sale
- manually calculate change
- provide correct and accurate receipts to customers in line with workplace requirements
- demonstrate courteous and respectful customer relations
- refer enquiries to more senior staff if appropriate
- apply relevant workplace health and safety requirements
- use communication skills appropriate to customer and enterprise requirements
- use mathematical skills relevant to the task

Knowledge Evidence

The candidate must demonstrate a basic functional knowledge of:

- procedures for using point of sale equipment
- workplace requirements for dealing with customer enquiries
- regulatory requirements related to weights and measures
- relevant workplace health and safety requirements
- legal requirements and details necessary for acceptance of cheques

Assessment Conditions

Competency must be demonstrated over time and under typical operating conditions for the enterprise.

Assessment must occur in the workplace under normal enterprise conditions or in a simulated environment.

The following three forms of assessment must be used:

- demonstration in the workplace or simulated environment
- quiz of underpinning knowledge
- workplace referee or third-party report of performance over time

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPR107 Undertake minor routine maintenance

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to carry out minor, routine preventative maintenance in the workplace.

Workers in the retail and food service sectors may sometimes undertake minor routine maintenance. It may involve tasks such as:

- vehicle and equipment checks
- cleaning and lubrication of equipment
- servicing and minor adjustment or repairs of equipment

All training must be conducted according to Australian meat industry standards and regulations.

All work should be carried out to comply with workplace and hygiene requirements.

This unit applies to individuals who work alongside a supervisor in most situations and exercise limited autonomy.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Select and use hand-operated or hand-held power tools	1.1 Select hand and power tools according to task requirements 1.2 Check tools before use and report unsafe and/or faulty items according to standard procedures 1.3 Use tools according to manufacturer specifications to achieve desired outcomes 1.4 Store tools safely in designated location
2. Undertake minor routine preventative maintenance	2.1 Carry out routine preventative maintenance on equipment in association with fellow workers in accordance with workplace agreements and company procedures 2.2 Apply grease and oil as directed according to manufacturer's specifications and maintenance instructions 2.3 Identify faulty application of lubricants and report according to standard procedures 2.4 Identify, rectify and/or report workplace health and safety non-compliance 2.5 Dispose of waste arising from routine preventative maintenance of according to company procedures 2.6 Record routine preventative maintenance information in the company reporting system

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMR108B Undertake minor routine maintenance	E

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPR107 Undertake minor routine maintenance

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

The candidate must be observed carrying out minor, routine preventative workplace maintenance. Evidence must demonstrate the candidate's consistency of performance over time.

The candidate must:

- access workplace information to identify routine maintenance requirements
- clean preventative maintenance tools and equipment
- prepare equipment and work area to conduct preventative maintenance
- select, fit and use personal protective clothing and/or equipment
- ensure appropriate supplies prior to commencement of task
- seek advice from other team members or manuals prior to working with new equipment
- consistently apply isolation procedures
- address common problems in conducting routine preventative maintenance
- demonstrate purpose and use of common hand and power tools used in routine preventative maintenance
- locate and refer to workplace information including lubrication schedules
- identify faults in routine preventative maintenance
- identify relevant plant and equipment
- observe food safety factors for maintenance and servicing
- rectify or report faulty maintenance
- report or record maintenance information as required
- apply relevant regulatory and workplace requirements
- follow relevant workplace health and safety requirements
- observe roles of and relationships with others involved in carrying out maintenance functions
- maintain work area to meet housekeeping standards
- use communication skills relevant to enterprise requirements

Knowledge Evidence

The candidate must demonstrate a basic functional knowledge of:

- the purpose and use of common hand and power tools for routine preventative maintenance
- the purpose of routine preventative maintenance
- isolation procedures
- food safety factors for maintenance and servicing
- environmental issues and controls related to routine preventative maintenance
- links between routine preventative maintenance and other enterprise objectives
- relevant regulatory and workplace requirements
- relevant workplace health and safety requirements

Assessment Conditions

Competency must be demonstrated over time and under typical operating and production conditions for the enterprise.

Assessment must occur in the workplace under normal enterprise conditions or in a simulated environment.

The following three forms of assessment must be used:

- workplace project
- demonstration in the workplace or simulated environment
- workplace referee or third-party report of performance over time

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPR108 Monitor meat temperature from receipt to sale

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to monitor temperatures of meat products from the receipt area to the display cabinet in a meat retail outlet.

The unit is applicable to workers in meat retail operations.

All training must be conducted according to Australian meat industry standards and regulations.

All work must be carried out to comply with workplace and hygiene requirements.

This unit applies to individuals who work alongside a supervisor in most situations and exercise limited autonomy.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the	Performance criteria describe the performance needed to

Element	Performance criteria
essential outcomes.	demonstrate achievement of the element.
1. Monitor temperature of meat products in receipt area	1.1 Check and record temperature of received meat products in line with workplace requirements 1.2 Notify supervisor when meat products are delivered at a temperature that does not meet workplace, hygiene and sanitation and regulatory requirements
2. Monitor temperature of cool room	2.1 Check and record temperature of cool room in accordance with regulatory requirements 2.2 Notify supervisor when cool room temperature does not meet workplace, hygiene and sanitation and regulatory requirements
3. Monitor display cabinet temperature	3.1 Check and record temperature of display cabinet in accordance with regulatory requirements 3.2 Notify supervisor when display cabinet temperature does not meet workplace, hygiene and sanitation and regulatory requirements
4. Monitor temperature of meat product while moving between refrigerated storage locations	4.1 Monitor temperature of meat product while outside of refrigerated storage areas to comply with workplace, hygiene and sanitation and regulatory requirements 4.2 Return meat product to refrigerated storage quickly and efficiently according to workplace requirements

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMR109B Monitor meat temperature from receipt to sale	E

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPR108 Monitor meat temperature from receival to sale

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Evidence must demonstrate the candidate's consistency of performance over time.

The candidate must:

- measure temperature of meat products and storage areas, including receival area, cool room and display cabinets
- monitor refrigerated temperatures on a regular basis
- advise customers of suitable storage temperatures of meat product
- apply workplace health and safety requirements for working in refrigerated areas
- seek advice from appropriate sources when working with new products
- explain effect of incorrect storage temperatures on meat products
- use relevant communication skills
- use mathematical skills relevant to the task
- work effectively individually or as part of a team

Knowledge Evidence

The candidate must demonstrate a basic functional knowledge of:

- suitable temperature range for meat products stored in warehouse chillers, transportation, cool rooms and display cabinets
- effects of incorrect storage temperatures on meat products
- recommended refrigerated temperature for products stored
- regulatory requirements related to storing meat products
- workplace health and safety requirements for working in refrigerated areas

Assessment Conditions

Competency must be demonstrated under typical operating conditions within the parameters of role and responsibilities.

Assessment must occur in the workplace under normal enterprise conditions or in a simulated environment.

The following three forms of assessment must be used:

- quiz of underpinning knowledge
- demonstration in the workplace or simulated environment
- workplace referee or third-party report of performance over time

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPR201 Break and cut product using a bandsaw

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to break and cut products using a bandsaw.

This unit is applicable to workers in meat processing plants, smallgoods factories, boning rooms, food services operations, knackerries, game processing plants, wholesale and retail operations.

All training must be conducted in accordance with Australian meat industry standards and regulations.

All work should be carried out according to workplace and hygiene requirements.

This unit applies to individuals who work under general supervision and exercise limited autonomy with some accountability for their own work.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

AMPX201 Prepare and operate bandsaw

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Break carcase into specified cuts using a bandsaw	1.1 Follow cutting lines for breaking of product according to workplace health and safety, hygiene, Quality Assurance (QA), and workplace requirements 1.2 Cut carcase into standard primal cuts according to workplace, workplace health and safety, hygiene and QA requirements
2. Cut product using a bandsaw	2.1 Cut product according to workplace, workplace health and safety, and hygiene and sanitation requirements
3. Hang and store product	3.1 Hang product according to workplace requirements 3.2 Store product according to workplace requirements

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMR201C Break and cut product using a bandsaw	E

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPR201 Break and cut product using a bandsaw

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Evidence must demonstrate the candidate's consistency of performance over time at production speed.

The candidate must:

- assemble and operate a bandsaw to manufacturer's, workplace and workplace health and safety requirements
- complete a safety check on the bandsaw
- ensure the safety of team members while working with a bandsaw
- report equipment faults, either verbally or in writing, according to workplace requirements
- use hanging and hooking techniques according to workplace health and safety, hygiene and sanitation, QA and workplace requirements
- store and rotate meat product according to workplace requirements
- seek advice from appropriate resources before using bandsaw on new products
- work effectively individually or as part of a team
- use relevant communication skills

Knowledge Evidence

The candidate must demonstrate a basic factual, technical and procedural knowledge of:

- primal cuts of carcass
- principles of storage and rotation of product according to workplace and regulatory requirements
- cutting lines for breaking carcass according to specifications
- safety procedures related to use of bandsaw

Assessment Conditions

Competency must be demonstrated over time and under typical operating and production conditions for the enterprise.

Assessment must occur in the workplace under normal enterprise conditions or in a simulated environment.

Where the candidate cannot use a bandsaw in their usual place of work they must complete the requirements of the unit in an alternative work placement or in a simulated environment.

The following three forms of assessment must be used:

- demonstration in the workplace or simulated environment
- quiz of underpinning knowledge
- workplace referee or third-party report of performance over time

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPR202 Provide advice on cooking and storage of meat products

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to provide information about cooking methods for various cuts of meat, in accordance with customer requirements.

This unit is applicable to workers in meat retailing operations.

All training must be conducted according to Australian meat industry standards and regulations.

All work should be carried out to comply with workplace and hygiene requirements.

This unit applies to individuals who work under general supervision and exercise limited autonomy with some accountability for their own work.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

AMPR105 Provide service to customers

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Provide information on cooking specific meat cuts	1.1 Identify cooking method for various meat cuts to maximise eating quality 1.2 Provide information for cooking times for various meat cuts to meet customer needs 1.3 Provide information on complementary herbs, spices, vegetables, sauces or other flavours according to customer needs
2. Provide information on specific cuts for cooking methods	2.1 Identify available meat cuts for specific cooking method according to customer needs 2.2 Provide information for cooking times for various meat cuts to meet customer needs
3. Provide information on storage and shelf life of fresh meat and cooked meat products	3.1 Provide information on the storage and shelf life of fresh meat and cooked meat products
4. Provide hygiene information on handling of meat products	4.1 Provide information on the safe and hygienic handling, storage and preparation of meat products

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMR202C Provide advice on cooking and storage of meat products	E

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPR202 Provide advice on cooking and storage of meat products

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Evidence must demonstrate the candidate's consistency of performance over time.

The candidate must:

- acknowledge customer's presence
- greet customer
- establish customer needs by enquiry, listening and summarising
- be aware of cultural and ethnic differences and respond accordingly
- attend to customer needs promptly and courteously, displaying tact, satisfying customer needs ethically and maintaining professional standards of dress and personal hygiene
- explain cooking times and temperatures for roasting and microwaving meat to achieve rare, medium or well done results
- provide advice on cooking methods, times, temperatures, and efficiently and courteously meet customer needs
- relay information to customer
- acknowledge complaints
- demonstrate polite and efficient telephone technique (if required)
- follow up customer enquiries
- refer customer to more experienced staff if necessary, listen and learn from colleagues
- identify and apply relevant workplace health and safety, regulatory and workplace requirements
- operate telephone system, if required
- use mathematical skills relevant to the task
- use relevant communication skills

Knowledge Evidence

The candidate must demonstrate a basic factual, technical and procedural knowledge of:

- effects of each cooking technique on tenderness of meat

- flavours which enhance various cuts and how to achieve the flavours
- how to interact with others in an appropriate way when providing advice
- moist cooking, dry cooking and microwave cooking techniques
- serving suggestions including suitable accompaniments
- properties and effects of animal fats in cooking
- which cuts are suitable for dry cooking techniques including roasting, grilling and stir-frying
- which cuts are suitable for microwave cooking techniques
- which cuts are suitable for moist cooking techniques including casseroles and stewing
- cooking times and temperatures for roasting and microwaving meat to achieve rare, medium or well done results
- storage times, temperatures and shelf life of fresh and cooked meat products
- workplace complaints policies and procedures
- relevant workplace health and safety, regulatory and workplace requirements
- sources of information on new cooking techniques

Assessment Conditions

Competency must be demonstrated over time and under typical operating conditions for the enterprise.

Assessment must occur in the workplace under normal enterprise conditions or in a simulated environment.

The following three forms of assessment must be used:

- demonstration in the workplace or simulated environment
- quiz of underpinning knowledge
- workplace referee or third-party report of performance over time

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPR203 Select, weigh and package meat for sale

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to select, weigh and package meat for sale.

This unit is applicable to workers in boning rooms and meat retailing establishments.

All training must be conducted in accordance with Australian meat industry standards and regulations.

All work should be carried out to comply with workplace and hygiene requirements.

This unit applies to individuals who work under general supervision, exercise limited autonomy and have some accountability for their own work.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the	Performance criteria describe the performance needed to

Element	Performance criteria
essential outcomes.	demonstrate achievement of the element.
1. Select requested products	1.1 Requested meat product is recognised 1.2 Select meat product according to workplace and customer requirements
2. Weigh selected products	2.1 Weigh products according to regulatory, workplace and customer requirements 2.2 Weigh and price products accurately 2.3 Confirm sale price with customer 2.4 Prepare meat orders according to customer's recorded requirements 2.5 Prepare special, standing or repeat orders according to customer specifications
3. Wrap and pack sales items	3.1 Neatly and safely wrap or pack items according to hygiene, workplace and customer requirements 3.2 Operate wrapping equipment according to workplace requirements

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMR203C Select, weigh and package meat for sale	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPR203 Select, weigh and package meat for sale

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Evidence must demonstrate the candidate's consistency of performance over time.

The candidate must:

- identify meat products
- identify the most appropriate packaging for products
- prepare meat order to customer requirements
- identify sub-standard products and take required action
- weigh items correctly following regulatory requirements
- over wrap meat items according to weather conditions and customer requirements
- use wrapping materials appropriately
- price items accurately according to displayed price
- use, read and interpret scales, calculators, cash registers
- explain regulatory requirements related to weighing products
- work with team members
- apply relevant workplace health and safety and regulatory requirements
- record mathematical information accurately
- report equipment faults, either verbally or in writing according to workplace requirements
- seek advice from colleagues when working with new products or equipment
- use relevant communication skills

Knowledge Evidence

The candidate must demonstrate a basic factual, technical and procedural knowledge of:

- regulatory requirements related to weighing products
- the effects of poor wrapping techniques on meat quality
- relevant workplace health and safety and regulatory requirements

Assessment Conditions

Competency must be demonstrated over time and under typical operating conditions for the enterprise.

Assessment must occur in the workplace under normal enterprise conditions or in a simulated environment.

The following three forms of assessment must be used:

- quiz of underpinning knowledge
- demonstration in the workplace or simulated environment
- workplace referee or third-party report of performance over time

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPR204 Package products using manual packing and labelling equipment

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to package meat products using manual packing equipment. It includes the skills required to set up the packaging unit, accurately identify products and package products to meet customer requirements.

This unit is applicable to workers in boning rooms, meat retailing and food services enterprises.

All training must be conducted in accordance with Australian meat industry standards and regulations.

All work should be carried out to comply with workplace and hygiene requirements.

This unit applies to individuals who work under general supervision, exercise limited autonomy and have some accountability for their own work.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Set weight controls	1.1 Set weight controls to production requirements
2. Package product	2.1 Package product to workplace requirements ensuring packs are undamaged and sealed, and coded to packing requirements where appropriate 2.2 Measure packaged product according to workplace requirements 2.3 Label packaged product according to workplace requirements 2.4 Package product according to workplace health and safety and hygiene requirements

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMR204C Package product using manual packing and labelling equipment	E

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPR204 Package products using manual packing and labelling equipment

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Evidence must demonstrate the candidate's consistency of performance over time at production speed.

The candidate must:

- select packaging equipment according to customer specifications and workplace requirements
- assemble the packaging unit
- check the unit to ensure cleanliness and working order
- adjust equipment settings as required for packaging instructions or schedules
- check safety features are in place
- set weight controls on scales
- load product according to specifications
- operate packaging equipment to package products to manufacturer's and customer specifications, workplace, workplace health and safety and hygiene and sanitation requirements
- complete packaging records, documents and labels accurately
- identify and report faults in equipment either verbally or in writing according to workplace requirements
- work with team members or individually
- seek advice from manuals or team members before repairing faults
- use mathematical skills relevant to the task
- use relevant communication skills

Knowledge Evidence

The candidate must demonstrate a basic factual, technical and procedural knowledge of:

- methods of recording production
- regulatory requirements related to packaging

- features of the packaging unit, including parts, safety features, start-up and shut-down procedures and possible faults and adjustments
- production schedule

Assessment Conditions

Competency must be demonstrated over time and under typical operating conditions for the enterprise.

Assessment must occur in the workplace under normal enterprise conditions or in a simulated environment.

The following three methods of assessment must be used:

- quiz of underpinning knowledge
- demonstration in the workplace or simulated environment
- workplace referee or third-party report of performance over time

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPR205 Use basic methods of meat cookery

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to use a range of cookery methods to prepare meat dishes.

This unit is applicable to workers in meat retailing, food services and smallgoods operations. Cookery methods are used to prepare meat and meat dishes for sale, and in the preparation of smallgoods products. Cookery methods are also used for recommendations when selling meat.

All training must be conducted against Australian meat industry standards and regulations.

All work should be carried out to comply with workplace and hygiene requirements.

This unit applies to individuals who work under general supervision, exercise limited autonomy and have some accountability for their own work.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

AMPX209 Sharpen knives

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the	Performance criteria describe the performance needed to demonstrate

Element	Performance criteria
essential outcomes.	achievement of the element.
1. Select and use cooking equipment and technology	1.1 Select appropriate equipment or technology for particular cooking methods 1.2 Use equipment hygienically, safely and in accordance with manufacturer's instructions
2. Use methods of meat cookery	2.1 Use various cookery methods to prepare dishes to enterprise standard 2.2 Calculate correct quantities and ratios of commodities for specific cookery methods 2.3 Complete cooking process in a logical and safe manner 2.4 Identify problems with the cooking process and promptly take corrective action 2.5 Prepare dishes using a range of methods and current technology within acceptable enterprise time frames

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMR207B Use basic methods of meat cookery	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPR205 Use basic methods of meat cookery

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

The candidate must be able to cook meat dishes using all the following cooking methods:

- boiling or simmering
- stewing
- braising
- roasting
- grilling
- shallow frying

The candidate must:

- identify the most appropriate cooking methods for a range of cuts of meat
- select appropriate cooking equipment
- follow recipes accurately
- apply hygiene and safety principles and procedures during the cooking process
- follow safe work practices, particularly in relation to bending, lifting and using cutting implements, appliances, heated surfaces and other equipment which carry a risk of burns
- seek advice from appropriate sources when working with new products/equipment
- report equipment faults, either verbally or in writing according to workplace requirements
- explain logical and time-efficient workflow
- apply relevant workplace health and safety, regulatory and workplace requirements
- use mathematical skills relevant to the task
- use relevant communication skills

Knowledge Evidence

The candidate must be able to demonstrate a basic factual, technical and procedural knowledge of:

- the effects of different cookery methods on the nutritional value of food
- underlying principles of all basic methods of meat cookery

- waste minimisation techniques and environmental considerations in relation to different cookery methods
- logical and time-efficient workflow
- use and characteristics of a range of equipment used for the required methods of meat cookery
- relevant workplace health and safety, regulatory and workplace requirements
- major food groups, culinary terminology and equipment as they relate to the required methods of meat cookery

Assessment Conditions

Competency must be demonstrated over time and under typical operating and production conditions for the enterprise.

Assessment must occur in the workplace under normal enterprise conditions or in a simulated environment.

The following three forms of assessment must be used:

- assignments
- quiz of underpinning knowledge
- workplace referee or third-party report of performance over time

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPR206 Vacuum pack products in a retail operation

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to pack meat products using vacuum packaging in a retail operation.

This unit is applicable to workers in meat retail operations.

All training must be conducted in accordance with Australian meat industry standards and regulations.

All work should be carried out to comply with workplace and hygiene requirements.

This unit applies to individuals who work under general supervision, exercise limited autonomy and have some responsibility for their own work.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the	Performance criteria describe the performance needed to

Element	Performance criteria
essential outcomes.	demonstrate achievement of the element.
1. Prepare product for packaging	1.1 Prepare product for vacuum packaging to required specifications
2. Select packaging	2.1 Select appropriately sized bag for product 2.2 Arrange product on appropriate container
3. Set machine requirements	3.1 Complete requirements in preparation for start-up of vacuum packing machine to workplace requirements 3.2 Set machine requirements correctly 3.3 Follow start-up procedures according to workplace requirements 3.4 Attach and change packing materials according to workplace requirements and product specification 3.5 Place bagged meat on the vacuum packing machine or in the formed pockets as appropriate 3.6 Place open ends of bags flat across the sealing bar or meat contained in pockets as appropriate 3.7 Follow workplace health and safety and hygiene and sanitation requirements
4. Operate machinery	4.1 Operate vacuum packaging machine in accordance with workplace requirements 4.2 Vacuum pack a variety of products to customer specifications, hygiene and sanitation, workplace health and safety and Quality Assurance (QA) requirements, at a speed appropriate for production requirements 4.3 Drain bagged cuts 4.4 Perform shut-down procedures to workplace, workplace health and safety, and hygiene and sanitation requirements
5. Ensure quality of packaging and product	5.1 Inspect bagged cuts for leaks and other defects 5.2 Take corrective action when leaks and defects are identified according to workplace requirements

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMR208B Vacuum pack product in a retail operation	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPR206 Vacuum pack products in a retail operation

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Evidence must demonstrate the candidate's consistency of performance over time at production speed.

The candidate must:

- prepare for vacuum packaging according to workplace health and safety and workplace requirements
- vacuum pack bagged cuts with no leaks or defects
- explain defects that can occur during packaging
- identify sub-standard or contaminated product
- clean equipment according to hygiene requirements
- work with team members
- apply relevant regulatory and workplace requirements
- report equipment faults, either verbally or in writing, according to workplace requirements
- seek advice from appropriate sources when working with new products or equipment
- use mathematical skills relevant to the task
- use relevant communication skills

Knowledge Evidence

The candidate must demonstrate a basic factual, technical and procedural knowledge of:

- workplace procedures for dealing with sub-standard or contaminated products
- defects that can occur during packaging
- packaging requirements
- specific workplace health and safety requirements for vacuum packing
- the purpose of vacuum packaging
- general machine operating principles, including start-up and shut-down procedures
- manufacturer and workplace requirements for vacuum packaging of product
- relevant regulatory and workplace requirements

Assessment Conditions

Competency must be demonstrated over time and under typical operating conditions for the enterprise.

Assessment must occur in the workplace under normal enterprise conditions or in a simulated environment.

The following three forms of assessment must be used:

- quiz of underpinning knowledge
- workplace demonstration
- workplace referee or third-party report of performance over time

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPR207 Undertake routine preventative maintenance

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to carry out routine maintenance in the workplace.

Routine preventative maintenance is undertaken by workers in the retail, smallgoods, meat processing and food services sectors. It may involve tasks such as:

- vehicle and equipment checks
- cleaning and lubrication of equipment
- adjustments and repairs to plant and equipment

All training must be conducted in accordance with Australian meat industry standards and regulations.

All work should be carried out to comply with workplace and hygiene requirements.

This unit applies to individuals who work under general supervision, exercise limited autonomy and have some accountability for their own work.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Conduct routine checks of plant and equipment	1.1 Perform visual checks of plant and equipment to detect signs of defects and damage in accordance with preventative maintenance documentation and procedures 1.2 Make requirements for the adjustments and repairs to plant and equipment within workplace procedures and agreements
2. Implement routine preventative maintenance	2.1 Make routine adjustments and repairs to plant and equipment within workplace procedures and agreements 2.2 Carry out greasing, lubrication and other regular servicing of plant and equipment in accordance with workplace schedules, procedures and agreements, and according to maintenance instructions 2.3 Return cleaned equipment to operating order after maintenance is complete 2.4 Identify, rectify and/or report out-of-specification preventative maintenance 2.5 Collect, treat and dispose/recycle waste arising from preventative maintenance according to company procedures 2.6 Record routine maintenance information in the company reporting system

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMR209B Undertake routine preventative maintenance	E

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPR207 Undertake routine preventative maintenance

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Evidence must demonstrate the candidate's consistency of performance over time.

The candidate must:

- apply isolation procedures
- conduct pre-operational checks and requirements
- calculate down time for preventative maintenance
- select, fit and use personal protective clothing and equipment
- access services used in preventative maintenance
- seek advice from manuals and colleagues before working with new equipment
- prepare equipment and work area to conduct preventative maintenance
- resolve common problems in conducting preventative maintenance
- clean preventative maintenance tools and equipment
- observe cleaning requirements
- maintain a clean and safe work area
- rectify and report out-of-specification faulty maintenance
- apply waste handling requirements
- report and record maintenance information
- follow workplace health and safety requirements hazards and controls
- explain and follow roles and relationships with others involved in planning and carrying out maintenance functions
- use communication and mathematical skills appropriate to the task
- work with team members when appropriate to carry out tasks and solve problems

Knowledge Evidence

The candidate must demonstrate a basic factual, technical and procedural knowledge of:

- services used in preventative maintenance
- isolation procedures

- waste handling requirements
- pre-operational checks and requirements
- cleaning requirements
- workplace health and safety requirements, hazards and controls
- common problems in conducting preventative maintenance
- operational requirements of equipment including cleaning and sanitation following servicing
- purpose of preventative maintenance and possible consequences of poor preventative maintenance
- workplace information, systems and schedules for conducting preventative maintenance
- environmental aspects related to preventative maintenance
- impact of operating and cleaning procedures on maintenance requirements (including impact of not removing product from belts during cleaning)
- quality parameters to be achieved
- relationship of preventative maintenance to other work activities in the meat processing plant
- food safety factors in maintaining and servicing plant and equipment
- relevant regulatory and workplace requirements

Assessment Conditions

Competency must be demonstrated over time and under typical operating or production conditions for the enterprise.

Assessment must occur in the workplace under normal operating conditions.

The following three forms of assessment must be used:

- quiz of underpinning knowledge
- demonstration in the workplace or simulated environment
- workplace referee or third-party report of performance over time

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPR208 Make and sell sausages

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to make and sell sausages.

This unit is applicable to workers in meat retail operations.

All training must be conducted in accordance with Australian meat industry standards and regulations.

All work should be carried out to comply with workplace and hygiene requirements.

This unit applies to individuals who work under general supervision, exercise limited autonomy and have some accountability for their own work.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.

Element	Performance criteria
1. Prepare meat for sausages	1.1 Select and weigh meat is according to product and workplace specifications 1.2 Process meat in preparation for forming according to product specifications
2. Select ingredients for sausages	2.1 Select and weigh ingredients according to product specifications and workplace and regulatory requirements
3. Combine selected ingredients	3.1 Combine selected ingredients according to product specifications and workplace and regulatory requirements
4. Prepare casings	4.1 Prepare casings according to product specifications 4.2 Use and store casings according to workplace requirements and health and hygiene requirements 4.3 Identify and report defective casings where appropriate according to workplace requirements
5. Fill casings	5.1 Fill casings to consistency required by product specifications 5.2 Identify and report defective product, where appropriate, according to workplace requirements
6. Link, tie and hang sausages	6.1 Link and tie sausages to product specifications 6.2 Trim excess casings according to product specifications 6.3 Hang and store sausages according to product specifications and workplace requirements
7. Prepare, operate, disassemble and clean equipment	7.1 Prepare, adjust and operate sausage making equipment to workplace health and safety, workplace and hygiene requirements, and manufacturer specifications 7.2 Disassemble, clean and store equipment and parts in line with workplace health and safety, workplace and regulatory requirements, and manufacturer specifications
8. Sell a variety of sausages	8.1 Provide information, including cooking, storage and serving suggestions on a variety of sausages to customers 8.2 Promote sausage range to customers

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMR210B Make and sell sausages	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPR208 Make and sell sausages

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

The candidate must be able to make at least four varieties of sausages including two gourmet varieties.

The candidate must:

- identify different species and categories of meat used in sausages
- make a range of at least four different varieties of sausages
- seek advice from appropriate sources before working with new equipment or products
- operate adjustment tools and equipment
- apply mathematical skills relevant to the task
- report faults and required adjustments, verbally or in writing according to workplace requirements
- explain cooking methods for a range of sausages
- answer customer enquiries, for at least four different varieties of sausage, relating to:
 - cooking methods
 - cooking times
 - storage
 - shelf life
 - ingredients
 - nutritional value, including fat content
- work with team members
- apply relevant workplace health and safety requirements
- use relevant communication skills

Knowledge Evidence

The candidate must demonstrate a basic factual, technical and procedural knowledge of:

- sausage filler types
- materials used for hanging and storing sausages
- protective covering for sausages and its purpose

- conditions under which equipment may need adjusting
- function and operation of sausage filler machines
- safe and correct operation of sausage making equipment
- cooking methods for a range of sausage varieties
- shelf life of a range of sausage varieties
- temperature for storing a range of sausage varieties
- filling yields of various sizes and types of casings
- purpose and storage needs of collagen casings and natural casings
- purpose and use of processing equipment used in making sausages
- purpose and use of ingredients used in sausage making
- relevant workplace health and safety requirements
- ingredients used in at least four different varieties of sausage
- purposes and processes for undertaking emergency stops, machine lockouts and isolation procedures
- regulatory requirements in relation to sausage making
- procedures for cleaning sausage making equipment
- properties of correct blending of ingredients

Assessment Conditions

Competency must be demonstrated over time under typical operating conditions.

Assessment must occur in the workplace under normal production conditions or in a simulated environment.

Where the candidate cannot make and sell sausages in their usual place of work they must complete the requirements of the unit in an alternative work placement or in a simulated environment.

The following three forms of assessment must be used:

- demonstration in the workplace or simulated environment
- quiz of underpinning knowledge
- workplace referee or third-party report of performance over time

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPR209 Produce and sell value-added products

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to produce and sell value-added products such as stir-fries, sprinkles, glazes, pre-marinated meat, satays, and forced, stuffed and seasoned meat. The products may be made with pre-prepared ingredients, such as commercially-prepared marinades and ready-cut meat, or by following recipes and preparing ingredients.

This unit is applicable to workers in meat retail and food services operations.

All training must be conducted in accordance with Australian meat industry standards and regulations.

All work should be carried out to comply with workplace requirements and hygiene standards.

This unit applies to individuals who work under general supervision, exercise limited autonomy and have some accountability for their own work.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

AMPX209 Sharpen knives

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Select ingredients for formulation of value-added products	1.1 Select ingredients according to workplace recipes, policy and practice 1.2 Weigh ingredients according to regulatory requirements 1.3 Label unused ingredients according to workplace and regulatory requirements
2. Prepare meat, stuffings, seasonings and forcemeat for value-added products	2.1 Prepare meat according to recipes, policy and practices 2.2 Prepare stuffings, seasonings and forcemeat according to recipes, policy and practices
3. Mix ingredients	3.1 Add ingredients according to recipe and product specifications 3.2 Blend ingredients to achieve product consistency or substance according to recipe and product specifications
4. Produce value-added products	4.1 Add ingredients to meat according to instructions or recipe 4.2 Formulate product according to product specifications and workplace, hygiene and sanitation, and Quality Assurance (QA) requirements 4.3 Present product according to product specifications and workplace requirements 4.4 Label product according to product specifications, and regulatory and workplace requirements
5. Store products and ingredients	5.1 Store product according to workplace and regulatory requirements 5.2 Store ingredients according to workplace and regulatory requirements 5.3 Identify shelf life of product 5.4 Identify effects of ingredients on shelf life
6. Sell meat product	6.1 Provide information, including cooking, preparation, storage and serving suggestions, to customers on meat product 6.2 Promote product to customers

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMR211B Produce and sell value-added products	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPR209 Produce and sell value-added products

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

The candidate must demonstrate the ability to make a minimum of five different value-added products from at least three species.

The candidate must:

- follow recipes accurately
- select, measure and weigh meat and ingredients according to recipes and workplace requirements
- perform calculations as required for production of value-added products
- explain permissible use of additives and ingredients in value-added products
- mix ingredients to achieve product consistency according to recipe and product specifications
- produce at least five value-added products from a minimum of three species including stuffing, seasoned and forcemeat
- identify quality requirements related to production of value-added products, including limits to value-adding options
- present and label products to workplace requirements
- record information, including mathematical information, accurately
- store meat and ingredients to workplace and regulatory requirements
- apply workplace health and safety and hygiene requirements related to producing value-added products
- prepare, operate, adjust, shut down and clean preparation equipment.
- use mathematical skills relevant to the task (including estimating measures to verify calculations)
- work effectively individually or as part of a team
- work with other team members to develop new value-added products
- use relevant communication skills

Knowledge Evidence

The candidate must demonstrate a basic factual, technical and procedural knowledge of:

- regulatory requirements regarding use and storage of fruit and vegetables
- shelf life of products, factors affecting shelf life and the effect of different ingredients on shelf life
- range of effects on the product and consumer of the use of both incorrect and inadequate quantities of ingredients
- permissible use of additives and ingredients in value-added products
- properties of correct blending
- use and purposes of ingredients in producing value-added products
- reasons for poor product consistency and rectify problem
- workplace health and safety and hygiene requirements related to producing value-added products

Assessment Conditions

Competency must be demonstrated over time under typical operating conditions.

Assessment must occur in the workplace under normal production conditions or in a simulated environment.

Where the candidate is unable to produce the required volume of value-added products in their workplace they must complete the requirements of the unit in an alternative work placement or in a simulated environment.

The following three forms of assessment must be used:

- demonstration in the workplace or simulated environment
- Quiz of underpinning knowledge
- workplace referee or third-party report of performance over time

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPR210 Receive meat products

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to receive meat products.

The unit is applicable to workers in meat retail operations.

All training must be conducted in accordance with Australian meat industry standards and regulations.

All work should be carried out to comply with workplace and hygiene requirements.

This unit applies to individuals who work under general supervision, exercise limited autonomy and have some accountability for their own work.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.

Element	Performance criteria
1. Prepare delivery area	1.1 Check delivery area and clean if necessary before delivery to meet workplace, regulatory, workplace health and safety, hygiene and sanitation requirements
2. Receive meat product	2.1 Weigh and check carcasses or cartons on receipt according to the number and quality ordered. 2.2 Check ticketing and labels to ensure they comply with meat ordered 2.3 Check meat quality according to workplace requirements 2.4 Record and report problems with receivals according to workplace requirements
3. Move meat product to storage	3.1 Move product from receipt area to storage according to workplace health and safety, regulatory and hygiene and sanitation requirements 3.2 Stack, hand or store product in cool room according to workplace health and safety, hygiene and sanitation and regulatory requirements

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMR212B Receive meat product	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPR210 Receive meat products

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Evidence must demonstrate the candidate's consistency of performance over time.

The candidate must:

- receive incoming stock
- follow equipment and material requirements
- follow health and hygiene requirements
- follow workplace requirements
- identify and minimise safety hazards
- apply relevant workplace health and safety and regulatory requirements
- calibrate equipment correctly
- use different types of weighing machines
- complete documentation for weighing and receiving goods
- explain the features and purpose of a stock control sheet
- work with diverse individuals and groups
- use mathematical skills relevant to the task
- use relevant communication skills
-

Knowledge Evidence

The candidate must demonstrate a basic, factual, technical and procedural knowledge of:

- principles of the relevant health Acts and regulatory requirements in relation to stock control
- differences in quality of carcasses
- differences in types of weighing machines
- indications of meat contamination and workplace procedures for handling contamination
- storage requirements for a range of species and meat cuts
- features and purpose of a stock control sheet
- purpose of each item of data on invoices and delivery dockets

- relevant workplace health and safety and regulatory requirements
- limits of weight individuals are allowed to carry according to legislative and regulatory requirements

Assessment Conditions

Competency must be demonstrated over time and under typical operating conditions for the enterprise.

Assessment must occur in the workplace under normal workplace conditions.

The following three forms of assessment must be used:

- quiz of underpinning knowledge
- demonstration in the workplace or simulated environment
- workplace referee or third-party report of performance over time

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPR211 Provide advice on meal solutions in a meat retail outlet

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to create meat-based menu ideas for customers. It requires the ability to match meat recipes with complementary products, such as condiments and vegetables; create menu ideas appropriate to the season; cost the menu; and evaluate the success of the menu.

This unit is applicable to workers in meat retailing enterprises.

All training must be conducted in accordance with Australian meat industry standards and regulations.

All work should be carried out to comply with workplace and hygiene requirements.

This unit applies to individuals who work under general supervision, exercise limited autonomy and have some responsibility for their own work.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Prepare range of meal ideas based on particular meat products	1.1 Seek advice from supervisor on product lines to be promoted. 1.2 Generated a range of meal ideas for the specified meat cuts and species, taking into account seasonality, festivals or local events.
2. Cost menus	2.1 Cost meal ideas for the consumer based on ingredient retail prices. 2.2 Calculate total meal costs. 2.3 Calculate average cost of meal per person.
3. Promote meal ideas	3.1 Write meal suggestions to provide information on complimentary products, cooking techniques and costs. 3.2 Hand write or type meal suggestions to customer and workplace requirements. 3.3 Use correct names for cuisines. 3.4 Write explanations on cuisines. 3.5 .Use descriptive writing to promote the sale of meal ingredients items. 3.6 Promote meal ingredients sold in the meat retail outlet through effective display techniques.
4. Evaluate menu success.	4.1 Seek feedback from customers and other team members on meal success. 4.2 Seek feedback from supervisor on impact of meal promotion on sales of the meat product being promoted. 4.3 Improve meal suggestions based on customer and supervisor feedback.

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

New unit.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPR211 Provide advice on meal solutions in a meat retail outlet

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Evidence must demonstrate the candidate's consistency of performance over time.

The candidate must:

- Apply communication skills appropriate to the task
- apply mathematical skills for calculating costs of ingredients
- explain different methods of cooking, times of cooking, accompanying condiments and presentation of the cooked product
- write clear descriptions of products and meals
- provide accurate advice in a courteous manner to customers on the use of products and services
- explain cooking meat products as required
- demonstrate awareness of cultural and ethnic differences and respond appropriately
- work with team members
- apply relevant workplace health and safety, regulatory and workplace requirements

Knowledge Evidence

The candidate must demonstrate a basic factual, technical and procedural knowledge of:

- menus or recipes, portion requirements, cooking
- products and services to suit customer needs
- enterprise ethical and customer service standards
- relevant workplace health and safety, regulatory and workplace requirements
- sources of information to further meet customer needs
- products and how they may be cooked and served
- seasonality of cooking methods, species and meat cuts and fresh produce

Assessment Conditions

Competency must be demonstrated over time and under typical operating conditions for the enterprise.

Assessment must occur in the workplace under normal production conditions. Where the candidate does not interact with customers in their usual place of work, they must undertake alternative work placement or simulated work experience to meet the requirements of this unit.

The following three forms of assessment must be used:

- quiz of underpinning knowledge
- workplace project
- workplace referee or third-party report of performance over time

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPR212 Clean meat retail work area

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to clean a meat retail work area.

This unit is applicable to workers in meat retail operations. Cleaning methods and procedures are used to clean and sanitise food preparation surfaces, equipment, machinery and premises.

All training must be conducted in accordance with Australian meat industry standards and regulations.

All work should be carried out to comply with workplace and hygiene requirements.

This unit applies to individuals who work under general supervision, exercise limited autonomy and have some accountability for their own work.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the	Performance criteria describe the performance needed to

Element	Performance criteria
essential outcomes.	demonstrate achievement of the element.
1. Assess area to be cleaned	1.1 Assess meat retail area for cleaning work required 1.2 Review work order according to food safety program, workplace health and safety, regulatory and workplace requirements 1.3 Clarify issues with appropriate persons 1.4 Identify hazards and risks and take appropriate action 1.5 Identify contamination hazards and take appropriate action 1.6 Select cleaning techniques according to work order and enterprise requirements
2. Select equipment and chemicals	2.1 Select and use Personal Protective Equipment (PPE) according to manufacturer specifications, and workplace health and safety, and enterprise requirements 2.2 Select equipment and chemicals for cleaning according to workplace health and safety and enterprise requirements 2.3 Check equipment and chemicals to ensure they meet cleaning and sanitation requirements of food safety program according to legislative, workplace health and safety, and enterprise requirements 2.4 Prepare chemicals according to manufacturer specifications, and workplace health and safety, and enterprise requirements
3. Clean meat retail area while maintaining food safety	3.1 Follow food-safety program and conduct cleaning activities to ensure food safety is maintained according to health regulations, work order, and workplace health and safety and enterprise requirements 3.2 Clean surfaces and equipment using PPE, chemicals and cleaning techniques according to manufacturer specifications, work order, and workplace health and safety, and enterprise requirements 3.3 Report procedures or practices inconsistent with food-safety program to appropriate persons 3.4 Dispose of waste according to enterprise, regulatory and environmental requirements
4. Clean, check and store equipment	4.1 Clean equipment and PPE are according to manufacturer specifications and environmental, workplace health and safety, and enterprise requirements 4.2 Store chemicals according to manufacturer specifications, and workplace health and safety, and enterprise requirements

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

New unit.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPR212 Clean meat retail work area

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

The candidate must be observed cleaning a meat retail area.

The candidate must

- read and interpret directions and safety instructions, including:
 - chemical labels
 - equipment manuals
 - safety data sheets (SDS)
- request advice or further information
- plan and organise work
- skills to work safely when:
 - handling and disposing of chemicals
 - identifying food contamination hazards and controlling risks
 - manual handling
 - selecting chemicals to suit surface type
- self-management skills to work alone and in a team
- follow workplace health and safety, regulatory and workplace policies and procedures
- clean a meat retail area to meet workplace health and safety, regulatory and workplace requirements
- dispose of waste according to enterprise, regulatory and environmental requirements

Knowledge Evidence

The candidate must demonstrate a basic, factual, technical and procedural knowledge of:

- cleaning and sanitation requirements of meat retail areas, including:
 - chemicals
 - cleaning methods
 - personal hygiene practices

- clothing and footwear requirements associated with working and moving in and between food-handling areas and non food-handling areas
- environmental protection procedures
- workplace health and safety procedures
- equipment and chemicals for use in meat retail areas
- legislation, regulations, codes of practice and industry advisory standards that apply to cleaning meat retail areas
- safe work practices for using:
 - chemicals
 - equipment, including PPE
- types of contamination and prevention methods
- waste collection, recycling and handling procedures
- workplace information on food-safety policies and procedures

Assessment Conditions

Competency must be demonstrated over time and under typical operating and production conditions for the enterprise.

Assessment must occur in the workplace under normal enterprise conditions or in a simulated environment.

The following three forms of assessment must be used:

- quiz of underpinning knowledge
- demonstration in the workplace or simulated environment
- workplace referee or third-party report of performance over time

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPR301 Prepare specialised cuts

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to select and prepare specialised meat cuts, such as 'trim lamb' or 'new-fashioned pork'.

This unit is applicable to workers in boning rooms, food services and meat retailing operations.

All training must be conducted in accordance with Australian meat industry standards and regulations.

All work should be carried out to comply with workplace and hygiene requirements.

This unit applies to individuals who work under broad direction and take responsibility for their own work.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

AMPX209 Sharpen knives

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the	Performance criteria describe the performance needed to demonstrate

Element	Performance criteria
essential outcomes.	achievement of the element.
1. Determine customer needs	1.1 Clarify customer needs through questioning and active listening to ensure specialised cuts are cut and trimmed correctly 1.2 Utilise sources of information when necessary to ensure specialised cuts meet the needs of customers
2. Select meat for specialised cuts	2.1 Select meat in accordance with quality requirements of specialised cuts 2.2 Select meat from a minimum of two species 2.3 Select meat from bone-in primals
3. Prepare specialised meat cuts	3.1 Cut meat according to customer and workplace requirements 3.2 Present cuts to customer requirements
4. Handle knife effectively	4.1 Handle knife safely, hygienically and effectively
5. Cost and price specialised cuts	5.1 Cost specialised cuts to include yield and labour costs 5.2 Price specialised cuts to meet workplace requirements

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMR301C Prepare specialised cuts	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPR301 Prepare specialised cuts

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

The candidate must be observed preparing specialised cuts from a minimum of two species.

The candidate must:

- establish customer requirements by questioning, active listening and clarifying of customer comments where applicable
- seek advice from appropriate sources when developing new cuts
- select and weigh meats for a range of specialised cuts
- prepare specialised meat cuts to workplace health and safety and hygiene requirements
- identify sub-standard products and rectify as appropriate
- apply communication skills relevant to the task
- apply mathematical skills relevant to the task
- explain food safety, Quality Assurance (QA) and product quality requirements for specialised cuts
- apply relevant workplace health and safety and regulatory requirements

Knowledge Evidence

The candidate must demonstrate a factual, technical, procedural and theoretical knowledge of:

- what specialised cuts are
- food safety, QA and product quality requirements for specialised cuts
- requirements for a range of specialised cuts according to workplace and customer requirements
- types of specialised cuts to meet customer requirements
- relevant workplace health and safety and regulatory requirements
- why meat retailers sell specialised cuts
- why customers request specialised cuts
- costing and pricing calculations

Assessment Conditions

Competency must be demonstrated over time and under typical operating and production conditions for the enterprise.

Assessment must occur in the workplace under normal operating conditions or in a simulated environment.

Where the candidate does not prepare specialised cuts in their usual place of work they must complete the requirements of the unit in an alternative work placement or in a simulated environment.

The following three forms of assessment must be used:

- quiz of underpinning knowledge
- demonstration in the workplace or simulated environment
- workplace referee or third-party report of performance over time

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPR302 Assess carcase or product quality

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to assess carcase and product quality in accordance with workplace or customer specifications.

This unit is applicable to workers in boning rooms and meat retail enterprises.

All training must be conducted in accordance with Australian meat industry standards and regulations.

All work should be carried out to comply with workplace and hygiene requirements.

This unit applies to individuals who work under broad supervision and take responsibility for their own work.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the	Performance criteria describe the performance needed to demonstrate

Element	Performance criteria
essential outcomes.	achievement of the element.
1. Sort and select carcase or meat product	1.1 Sort carcase or meat product according to customer and workplace specifications 1.2 Identify contaminated carcasses or meat products and take corrective action 1.3 Follow hygiene and sanitation requirements in regard to selecting carcase or meat product
2. Assess carcase or meat product	2.1 Assess carcase or meat product to verify that it meets workplace or market requirements 2.2 Assess carcase or meat product according to workplace requirements, customer specifications and industry requirements

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMR302C Assess carcase/product quality	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPR302 Assess carcase or product quality

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Evidence must demonstrate the candidate's consistency of performance over time at production speed.

The candidate must:

- select carcase or meat product to customer and workplace requirements
- apply relevant regulatory requirements for slicing
- record and communicate outcomes of carcase or meat product assessment according to workplace requirements
- apply relevant communication and mathematical skills

Knowledge Evidence

The candidate must demonstrate a factual, technical, procedural and theoretical knowledge of:

- methods of assessing carcase or meat product according to specifications
- procedures for interpreting, recording and reporting mathematical and technical information including that found on carcase tickets
- elements of the specification being utilised
- workplace health and safety and hygiene and sanitation requirements in relation to assessing and measuring carcasses or meat product

Assessment Conditions

Competency must be demonstrated over time and under typical operating conditions for the enterprise.

Assessment must occur in the workplace under normal production conditions or in a simulated environment.

The following three forms of assessment must be used:

- demonstration in the workplace or simulated environment
- quiz of underpinning knowledge
- workplace referee or third-party report of performance over time

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPR303 Calculate yield of carcase or product

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to calculate the yield of carcasses or meat products.

This unit is applicable to workers in boning rooms, meat retailing operations and smallgoods enterprises.

All training must be conducted in accordance with Australian meat industry standards and regulations.

All work should be carried out to comply with workplace and hygiene requirements.

This unit applies to individuals who work under broad direction and take responsibility for their own work.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Calculate yield of carcase or product as appropriate	1.1 Calculate and record total weight of product according to workplace requirements 1.2 Weigh all components including carcase, primal cuts and trimmings as appropriate, according to workplace requirements 1.3 Perform calculations to determine yield 1.4 Perform tasks in accordance with workplace health and safety hygiene and workplace requirements
2. Record yield	2.1 Record yield in accordance with workplace requirements

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMR303C Calculate yield of carcase or product	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPR303 Calculate yield of carcase or product

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Evidence must demonstrate the candidate's consistency of performance over time at production speed.

The candidate must:

- weigh whole carcase or product prior to cutting or trimming into components
- estimate yield to identify and rectify inaccurate calculations
- explain the principles of calculation of yield
- apply relevant regulatory and workplace health and safety requirements
- use communication skills relevant to the task
- use mathematical skills relevant to the task

Knowledge Evidence

The candidate must demonstrate a factual, technical, procedural and theoretical knowledge of:

- principles of calculation of yield
- relevant regulatory and workplace health and safety requirements
- steps in calculating yield

Assessment Conditions

Competency must be demonstrated over time and under typical operating conditions for the enterprise.

Assessment must occur in the workplace under normal operating conditions or in a simulated environment.

The following three forms of assessment must be used:

- observation/simulation
- quiz of underpinning knowledge
- workplace referee or third-party report of performance over time

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPR304 Manage stock

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to receive and rotate stock, undertake stock control and re-order stock.

This unit is applicable to workers in meat retailing enterprises.

All training must be conducted in accordance with Australian meat industry standards and regulations.

All work should be carried out to comply with workplace requirements.

This unit applies to individuals who work under broad direction and take responsibility for their own work.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the	Performance criteria describe the performance needed to demonstrate

Element	Performance criteria
essential outcomes.	achievement of the element.
1. Receive stock	1.1 Weigh and check carcasses or cartons on receipt in accordance with the number and quality ordered 1.2 Check ticketing and labels to ensure they comply with meat ordered 1.3 Check meat quality in accordance with workplace requirements 1.4 Receive and check dry goods to ensure they are in accordance with order placed 1.5 Record and report problems with receivals in accordance with workplace requirements
2. Check stock	2.1 Determine quantity of existing stock in accordance with workplace requirements 2.2 Inspect meat to determine quality in accordance with health, hygiene and Quality Assurance (QA) requirements 2.3 Communicate state of stock promptly to supervisor or manager 2.4 Discard outdated or deteriorated stock in accordance with workplace requirements 2.5 Determine future stock needs in accordance with workplace requirements
3. Participate in stocktake	3.1 Assist with stocktaking and cyclical counts, in accordance with workplace requirements 3.2 Complete stock records documentation in accordance with workplace stock control system 3.3 Report and record discrepancies in stock 3.4 Operate and maintain electronic recording equipment according to manufacturer's specifications, as appropriate
4. Re-order stock	4.1 Identify minimum stock levels in accordance with workplace requirements 4.2 Complete stock requisition forms or electronic orders 4.3 Identify undelivered stock orders on stock system and followed up without undue delay

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMR304C Manage stock	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPR304 Manage stock

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Evidence must demonstrate the candidate's consistency of performance over time.

The candidate must demonstrate the ability to:

- Receive incoming stock
- follow equipment and material requirements
- follow workplace health and safety and hygiene requirements
- identify and minimise safety hazards
- use different types of weighing machines
- check and interpret electronic labels
- calibrate equipment
- complete documentation for weighing and receipt of goods
- perform stock control tasks
- identify and minimise safety hazards
- work with diverse individuals and groups
- apply relevant workplace health and safety and regulatory requirements
- use relevant communication skills

Knowledge Evidence

The candidate must demonstrate a factual, technical, procedural and theoretical knowledge of:

- principles of the relevant health acts and regulatory requirements in relation to stock control
- ageing process and the shelf life of various products
- bacterial process in ageing and deterioration of meat
- differences in quality of carcasses
- differences in types of weighing machines
- features and purpose of the stock control sheet
- indications of meat contamination, and workplace procedures for handling contamination
- principles and procedures of stock rotation

- procedures for meat disposal
- purpose of each item of data on invoices and delivery dockets
- relevant workplace health and safety and regulatory requirements

Assessment Conditions

Competency must be demonstrated over time and under typical operating conditions for the enterprise.

Assessment must occur in the workplace under normal operating conditions or in a simulated environment.

The following three forms of assessment must be used:

- demonstration in the workplace or simulated environment
- quiz of underpinning knowledge
- workplace referee or third-party report of performance over time

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPR305 Meet customer needs

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to identify customer needs. It also describes the use diverse sales techniques to satisfy these needs and promote enterprise products and services.

This unit is applicable to workers in meat retailing enterprises.

All training must be conducted in accordance with Australian meat industry standards and regulations.

All work should be carried out to comply with workplace and hygiene requirements.

This unit applies to individuals who work under broad supervision and take responsibility for their own work.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

AMPR105 Provide service to customers

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the	Performance criteria describe the performance needed to demonstrate

Element	Performance criteria
essential outcomes.	achievement of the element.
1. Provide information on products and services	1.1 Advise customer accurately and courteously on products and services which are relevant to customer requirements 1.2 Provide information on handling products, cooking requirements, presentation to the consumer, and a range of catering needs as appropriate 1.3 Offer customer alternative products or services, or advice on how to obtain same when requested item is not available
2. Satisfy customer needs	2.1 Discuss range of products and services with customer, which allows for informed decision making by the customer 2.2 Recommend products or services to meet customer needs 2.3 Sell products or services in accordance with customer's budget, preferred products and their availability
3. Deal with customer complaints	3.1 Deal with complaints and grievances courteously and efficiently to the satisfaction of the customer 3.2 Deal with customer complaints referred from other staff according to workplace requirements

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMR305C Meet customer needs	E

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPR305 Meet customer needs

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Evidence must demonstrate the candidate's consistency of performance over time.

The candidate must demonstrate the ability to:

- apply communication skills appropriate to the task
- apply mathematical skills appropriate to the task
- demonstrate a variety of sales techniques
- explain different methods of cooking, times of cooking, accompanying condiments and presentation of the cooked product
- provide accurate advice in a courteous manner to customers on the use of products and services
- provide advice on cooking meat products as required
- provide clear descriptions and advice to customers, demonstrating use of appropriate language and showing sensitivity to cultural differences
- suit advice to customer needs
- demonstrate awareness of cultural and ethnic differences and respond appropriately
- handle information from external clients with discretion and confidentiality
- refer customers to a more experienced team member if unable to meet their needs
- demonstrate effective interpersonal skills in providing advice to customers and when handling complaints
- work with team members
- apply relevant workplace health and safety, regulatory and workplace requirements

Knowledge Evidence

The candidate must demonstrate a factual, technical, procedural and theoretical knowledge of:

- catering needs, new lines, menus or recipes, portion requirements, cooking, carving and meat presentation
- products and services to suit customer needs
- methods of cooking, times of cooking, accompanying condiments and presentation of the cooked product

- enterprise ethical and customer service standards
- relevant workplace health and safety, regulatory and workplace requirements
- sources of information to further meet customer needs
- products and explain how they may be cooked and served

Assessment Conditions

Competency must be demonstrated over time and under typical operating conditions for the enterprise.

Assessment must occur in the workplace under normal production conditions. Where the candidate does not interact with customers in their usual place of work, they must undertake alternative work placement or simulated work experience to meet the requirements of this unit.

The following three forms of assessment must be used:

- quiz of underpinning knowledge
- demonstration in the workplace or simulated environment
- workplace referee or third-party report of performance over time

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPR306 Provide advice on nutritional role of meat

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit covers the skills and knowledge required for the provision of information regarding the role of meat in the diet to ensure the customer is able to make informed decisions regarding purchases.

This unit is applicable to workers in meat retailing enterprises.

All training must be conducted in accordance with Australian meat industry standards and regulations.

All work should be carried out to comply with workplace and hygiene requirements.

This unit applies to individuals who work under broad supervision and take responsibility for their own work.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the	Performance criteria describe the performance needed to demonstrate

Element	Performance criteria
essential outcomes.	achievement of the element.
1. Advise on general nutritive composition of meat	1.1 Provide information regarding approximate percentages of protein, fat, iron, thiamine, niacin, riboflavin and other vitamins and minerals found in meat according to the Standard Set of Food Tables 1.2 Provide information on functions of six main nutrients required in the diet according to the Standard Set of Food Tables and Dietary Guidelines
2. Advise on methods of reducing fats from a diet which includes meat	2.1 Provide information regarding cooking methods which reduce fat 2.2 Provide information on meat cuts which are recommended for a low-fat diet

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMR306C Provide advice on nutritional role of meat	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPR306 Provide advice on nutritional role of meat

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Evidence must demonstrate the candidate's consistency of performance over time.

The candidate must:

- apply communication skills appropriate to the task
- explain cooking times and temperatures for roasting and microwaving meat to achieve rare, medium and well-done
- provide advice on the nutritional role of meat as appropriate
- follow up customer enquiries
- assist other staff to provide advice to customers when able
- demonstrate awareness of cultural and ethnic differences and respond appropriately
- apply relevant workplace health and safety, regulatory and workplace requirements
- maintain currency of reference materials and information to give to customers
- refer customers to more experienced or knowledgeable staff member, when required
- relay information to customer

Knowledge Evidence

The candidate must demonstrate a factual, technical, procedural and theoretical knowledge of:

- cooking times and temperatures for roasting and microwaving meat to achieve rare, medium and well-done
- cooking methods that will reduce fat
- dry cooking techniques
- major nutrients required for a healthy diet
- workplace customer service standards, complaints policy and procedures
- sources of information on new cooking techniques
- major nutrients found in meat
- meat cuts recommended by the National Heart Foundation

Assessment Conditions

Competency must be demonstrated over time and under typical operating conditions for the enterprise.

Assessment must occur in the workplace under normal production conditions or in a simulated environment.

Where the candidate is unable to interact with customers in their usual work environment, they must undertake alternative work placement or simulation to meet the requirements of the unit.

The following three forms of assessment must be used:

- demonstration in the workplace or simulated environment
- quiz of underpinning knowledge
- workplace referee or third-party report of performance over time

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPR307 Merchandise products, services

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to arrange and present products and services within the workplace. It includes pricing, set-up of display cabinets, stock bins, product displays, signage, ticketing, wrapping of products and merchandising strategies.

This unit is applicable to workers in meat retailing enterprises.

All training must be conducted in accordance with Australian meat industry standards and regulations.

All work should be carried out to comply with workplace, regulatory and hygiene standards.

This unit applies to individuals who work under broad supervision and take responsibility for their own work.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential	Performance criteria describe the performance needed to

Element	Performance criteria
outcomes.	demonstrate achievement of the element.
1. Price and weigh products for display	1.1 Weigh products 1.2 Price products to workplace requirements 1.3 Place price tickets on products in accordance with workplace requirements 1.4 Mark prices on pre-packaged trays
2. Arrange meat for display	2.1 Trim meat for display purposes in accordance with workplace, hygiene and regulatory requirements 2.2 Arrange meat on trays according to workplace, hygiene and regulatory requirements
3. Layout cabinets to display products and services	3.1 Display meat, trays and other products in window and cabinets in accordance with workplace, hygiene and regulatory requirements 3.2 Position trays in window to take most advantage of colour and design and in accordance with workplace, hygiene and regulatory requirements 3.3 Display meat and other products to ensure maintenance of product quality and food safety 3.4 Regularly replenish cabinets and windows with stock to maintain presentation 3.5 Intersperse trays with other products and garnishing to provide attractive display in accordance with workplace requirements, hygiene and regulatory requirements 3.6 Set layout to reflect advertising and seasonal promotions
4. Maintain stock presentation	4.1 Display meat and other products to ensure maintenance of product quality and safety 4.2 Regularly replenish cabinets and windows with stock to maintain presentation
5. Position displays for impulse buying	5.1 Identify key positions to place displays for maximum sales effect 5.2 Identify local, cultural and ethnic needs, seasons or events 5.3 Plan and prepare displays in accordance with workplace requirements
6. Organise signs and tickets	6.1 Display signage, labels and price tickets visibly and legibly, with accurate information 6.2 Place signage, labels and price tickets to workplace specifications

Element	Performance criteria
7. Wrap meat and other products for display	7.1 Wrap and/or packed meat for display in accordance with health and workplace requirements
8. Contribute to the development of workplace marketing and merchandising strategy	8.1 Participate in workplace promotional activities 8.2 Recommend promotional events and strategies to be conducted within the workplace to the manager

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMR307C Merchandise products, services	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPR307 Merchandise products, services

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Evidence must demonstrate the candidate's consistency of performance over time.

The candidate must:

- plan a display:
 - follow health and hygiene requirements
 - plan a cabinet layout
 - plan window displays
 - select products to be displayed
 - trim meat for display purposes
- portion products in display to increase sales of particular items
- weigh products accurately
- label products according to workplace and regulatory requirements
- mark prices on stock to match stock records
- demonstrate the effective and attractive laying out of a cabinet or window according to a pre-determined plan
- position displays to gain attention of customers
- demonstrate a range of merchandising strategies
- explain a range of advertising and seasonal promotions
- work with team members to carry out tasks
- evaluate effectiveness of display for selling products
- apply relevant workplace health and safety requirements
- use communication skills appropriate to the task
- use mathematical skills appropriate to the task

Knowledge Evidence

The candidate must demonstrate a factual, technical, procedural and theoretical knowledge of:

- key positions to display products for maximum sales effect

- merchandising strategies
- methods of maintaining product quality of displays
- workplace policy for cabinet and window displays
- relevant workplace health and safety requirements

Assessment Conditions

Competency in this unit must be demonstrated over time and under typical operating conditions for the enterprise.

Assessment must occur in the workplace under normal enterprise or production conditions or in a simulated environment.

The following three forms of assessment must be used:

- quiz of underpinning knowledge
- demonstration in the workplace or simulated environment
- workplace referee or third-party report of performance over time

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPR308 Prepare, roll, sew and net meat

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit covers the skills and knowledge required to roll, sew and net meat.

This unit is applicable to meat retailing, food services and smallgoods enterprises.

All training must be conducted in accordance with Australian meat industry standards and regulations.

All work should be carried out to comply with workplace, regulatory and hygiene standards.

This unit applies to individuals who work under broad supervision and take responsibility for their own work.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.

Element	Performance criteria
1. Prepare meat for rolling, sewing and netting	1.1 Prepare meat for rolling, sewing and netting according to workplace, hygiene, workplace health and safety and Quality Assurance (QA) requirements
2. Roll meat	2.1 Roll meat according to product and customer specifications, workplace, hygiene and QA requirements
3. Sew, net and tie meat	3.1 Sew, net and tie meat according to workplace, workplace health and safety, hygiene and QA requirements, and product and customer specifications

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMR309C Prepare, roll, sew and net meat	E

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPR308 Prepare, roll, sew and net meat

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Evidence must demonstrate the candidate's consistency of performance over time at production speed.

The candidate must:

- explain meat preparation for rolling
- operate netting machines
- roll, tie, sew and net meats to accepted workplace standard
- use different techniques to tie meat
- identify sub-standard products and rectify
- apply relevant regulatory requirements
- seek advice from appropriate sources, as necessary, when working with new products
- use communication and mathematical skills appropriate to the task
- work with team members to develop new products

Knowledge Evidence

The candidate must demonstrate a factual, technical, procedural and theoretical knowledge of:

- use of netting
- meat preparation for rolling
- relevant regulatory requirements

Assessment Conditions

Competency must be demonstrated over time and under typical operating conditions for the enterprise.

Assessment must occur in the workplace under normal operating conditions or in a simulated environment.

The following three forms of assessment must be used:

- quiz of underpinning knowledge
- demonstration in the workplace or simulated environment
- workplace referee or third-party report of performance over time

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPR309 Bone and fillet poultry

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to manually bone and fillet poultry.

This unit is applicable to workers in meat retailing enterprises.

All training must be conducted in accordance with Australian meat industry standards and regulations.

All work should be carried out to comply with workplace requirements and hygiene standards.

This unit applies to individuals who work under broad direction and take responsibility for their own work.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

AMPX209 Sharpen knives

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the	Performance criteria describe the performance needed to demonstrate

Element	Performance criteria
essential outcomes.	achievement of the element.
1. Prepare work bench for use	1.1 Clear work bench of other species and products 1.2 Clean work bench in accordance with hygiene and workplace requirements
2. Bone poultry	2.1 Secure poultry for boning 2.2 Bone poultry to maximise yield using hand knives to workplace and hygiene requirements
3. Separate poultry into bone-in products	3.1 Secure poultry for cutting 3.2 Separate poultry into a range of bone-in products to workplace and hygiene requirements
4. Identify and separate contaminated product	4.1 Check product for contamination and non-compliance to workplace and hygiene requirements 4.2 Separate contaminated or non-compliant and take corrective action

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMR310C Bone and fillet poultry	E

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPR309 Bone and fillet poultry

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Evidence must demonstrate the candidate's consistency of performance over time at production speed.

The candidate must:

- cut product according to workplace, workplace health and safety and hygiene requirements
- demonstrate correct cutting, slicing and trimming techniques
- demonstrate cutting lines to produce cuts to workplace requirements
- demonstrate safe and effective knife skills
- bone poultry safely, effectively, and with consideration for maximising yield
- demonstrate the ability to work with team members
- explain hygiene requirements specific to poultry (including salmonella risk)
- operate and clean equipment according to workplace requirements
- remove defects from products according to workplace, hygiene and regulatory requirements
- use communication skills appropriate to the task

Knowledge Evidence

The candidate must demonstrate a factual, technical, procedural and theoretical knowledge of:

- hygiene requirements specific to poultry (salmonella risk)
- boning procedure
- workplace health and safety implications of the slippery and moist nature of poultry

Assessment Conditions

Competency must be demonstrated over time and under typical operating conditions for the enterprise.

Assessment must occur in the workplace under normal operating conditions or in simulated environment.

The following three forms of assessment must be used:

- quiz of underpinning knowledge
- demonstration in the workplace or simulated environment
- workplace referee or third-party report of performance over time

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPR310 Cost and price meat products

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to calculate costs and set prices of meat and meat products.

This unit is applicable to workers in meat retail operations.

All training must be conducted in accordance with Australian meat industry standards and regulations.

All work should be carried out to comply with workplace requirements.

This unit applies to individuals who work under broad direction and take responsibility for their own work.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the	Performance criteria describe the performance needed to demonstrate

Element	Performance criteria
essential outcomes.	achievement of the element.
1. Cost product	1.1 Calculate cost price of product
2. Price product to achieve business goals	2.1 Calculate prices to achieve enterprise sales, stock and profitability targets

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMR311C Cost and price meat products	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPR310 Cost and price meat products

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Evidence must demonstrate the candidate's consistency of performance over time.

The candidate must:

- alter electronic scales to show correct sales price
- apply mathematical skills appropriate to the task
- calculate margins required to return gross profit targets
- calculate product cost price based on invoice price and cost price based on yield
- calculate sale price to achieve required return according to enterprise targets and goals
- explain concepts of 'break even point', and 'gross' and 'net profit' margins
- apply relevant workplace health and safety , regulatory and workplace requirements
- identify overhead cost per kilogram
- mark ticket prices to show correct sales price
- use communication skills relevant to the task

Knowledge Evidence

The candidate must demonstrate a factual, technical, procedural and theoretical knowledge of:

- concepts of 'break even point', and 'gross' and 'net profit' margins
- reasons for prices calculated to achieve more than or less than gross profit margin
- relevant workplace health and safety, regulatory and workplace requirements
- elements contributing to the total cost of the product (total cost of purchase, preparing or selling product)

Assessment Conditions

Competency must be demonstrated over time and under typical operating conditions for the enterprise.

Assessment must occur in the workplace under normal operating conditions or in a simulated environment.

The following three forms of assessment must be used:

- quiz of underpinning knowledge
- demonstration in the workplace or simulated environment
- workplace referee or third-party report of performance over time

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPR311 Prepare portion control to specifications

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to break and prepare carcasses and primal cuts to portion control specifications. The products are cut to meet the specifications of the hospitality industry, including restaurants, hotels or airlines.

This unit is applicable to workers in boning rooms and meat retail operations.

All training must be conducted in accordance with Australian meat industry standards and regulations.

All work should be carried out to comply with workplace requirements and hygiene standards.

This unit applies to individuals who work under broad direction and take responsibility for their own work.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

AMPX209 Sharpen knives

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Slice primal cuts to portion control specifications	1.1 Select cuts to customer specifications to maximise yield 1.2 Slice cuts to specified weight tolerances and for maximum yield 1.3 Slice cuts to workplace, hygiene and Quality Assurance (QA) requirements
2. Handle knife effectively	2.1 Handle knife safely, hygienically and effectively
3. Package and label cuts to specifications	3.1 Package cuts to customer specifications and workplace requirements 3.2 Label cuts to customer specifications and workplace requirements

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMR312C Prepare portion control to specifications	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPR311 Prepare portion control to specifications

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Candidates must be able to demonstrate cutting, slicing and trimming techniques to workplace requirements and customer specifications for a minimum of two species.

The candidate must:

- select primal cuts for maximum yield and suitability to portion control specification
- demonstrate cutting, slicing and trimming techniques to workplace requirements and customer specifications for a minimum of two species
- demonstrate safe use of bandsaw, as required
- demonstrate sorting procedures to gain maximum yield
- explain and demonstrate hygiene standards and procedures for preparing portion control cuts
- explain and demonstrate QA standards and procedures for preparing portion control cuts
- slice portions evenly
- apply mathematical skills relevant to the task
- explain and demonstrate correct procedure for achieving and maintaining weights while cutting
- identify sub-standard product and rectify appropriately
- demonstrate the ability to listen actively and ask questions to confirm understanding when customers are explaining new cuts and/or specifications
- work with team members
- explain and demonstrate sorting procedures for achieving and maintaining weights while cutting to gain maximum yield
- apply workplace health and safety and regulatory requirements
- use communication skills relevant to the task

Knowledge Evidence

The candidate must demonstrate a factual, technical, procedural and theoretical knowledge of:

- correct procedure for achieving and maintaining weights while cutting

- hygiene standards and procedures for preparing portion control cuts
- QA standards and procedures for preparing portion control cuts
- sorting procedures for achieving and maintaining weights while cutting to gain maximum yield
- pre-portioning processes
- criteria for selection of meat to suit specification
- hygiene requirements for preparation of cuts
- portion specification
- quality requirements for preparation of cuts
- relationship between primal cut size, dimensions, order specification and yield
- value of off-cuts
- workplace health and safety and regulatory requirements

Assessment Conditions

Competency must be demonstrated over time and under typical operating conditions for the enterprise.

Assessment must occur in the workplace under normal operating conditions or in a simulated environment.

The following three forms of assessment must be used:

- quiz of underpinning knowledge
- demonstration in the workplace or simulated environment
- workplace referee or third-party report of performance over time

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPR312 Bone game meat

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to bone game meat.

This unit is applicable to workers in boning room and meat retail operations.

All training must be conducted in accordance with Australian meat industry standards and regulations.

All work should be carried out to comply with workplace requirements and hygiene standards.

This unit applies to individuals who work under broad direction and take responsibility for their own work.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

AMPX209 Sharpen knives

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the	Performance criteria describe the performance needed to demonstrate

Element	Performance criteria
essential outcomes.	achievement of the element.
1. Bone game meat	1.1 Bone game meat to customer specifications and workplace requirements 1.2 Task is performed to workplace health and safety, hygiene and Quality Assurance (QA) requirements
2. Handle knife effectively	2.1 Handle knife safely, hygienically and effectively

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMR313C Bone game meat	E

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPR312 Bone game meat

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Evidence must demonstrate the candidate's consistency of performance over time at production speed.

The candidate must:

- identify the main parts of the carcass
- demonstrate equipment used to bone carcass
- apply relevant regulatory requirements
- use communication skills appropriate to the task

Knowledge Evidence

The candidate must demonstrate a factual, technical, procedural and theoretical knowledge of:

- different methods of boning
- equipment used to bone carcass
- relevant regulatory requirements
- main parts of the carcass

Assessment Conditions

Competency must be demonstrated over time and under typical operating conditions for the enterprise.

Assessment must occur in the workplace under normal production conditions or in a simulated environment.

The following three forms of assessment must be used:

- quiz of underpinning knowledge
- demonstration in the workplace or simulated environment

- workplace referee or third-party report of performance over time

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPR313 Order stock in a meat enterprise

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to order stock while working under the supervision of the store buyer in a meat enterprise.

This unit is applicable to workers in the retailing, processing and smallgoods sectors of the meat industry. Employees may be involved in the ordering of stock such as:

- cleaning materials
- food preparation requirements
- meat products
- packaging
- Personal Protective Equipment (PPE) supplies and safety equipment
- rendering materials.

All training must be conducted in accordance with Australian meat industry standards and regulations.

All work should be carried out to comply with workplace requirements.

This unit applies to individuals who work under broad direction and take responsibility for their own work.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Process order	1.1 Process or raise orders for stock as requested according to workplace requirements 1.2 Maintain ordering and recording system according to workplace requirements 1.3 Record and file orders and delivery requirements for retrieval according to workplace procedures
2. Follow up order	2.1 Monitor delivery process to meet agreed deadlines 2.2 Handle routine supply problems or refer to management as required by workplace requirements 2.3 Maintain continuous liaison with buyers and suppliers to ensure continuity of supply 2.4 Distribute stock according to workplace allocation

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMR314B Order stock in a meat enterprise	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPR313 Order stock in a meat enterprise

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Evidence must demonstrate the candidate's consistency of performance over time.

The candidate must:

- apply problem-solving skills where necessary
- work with team members and individually
- demonstrate communication and mathematical skills in regard to:
 - maintaining delivery and supply records
 - maintaining stock ordering and recording system
 - processing or raising stock orders
 - stock distribution records
- apply workplace requirements in regard to:
 - current and future stock levels
 - existing suppliers
 - quality control procedures and requirements
 - range of stock
 - workplace merchandising and marketing
- apply relevant workplace health and safety and regulatory requirements

Knowledge Evidence

The candidate must demonstrate a factual, technical, procedural and theoretical knowledge of:

- workplace requirements in regard to:
 - current and future stock levels
 - existing suppliers
 - quality control procedures and requirements
 - range of stock
 - workplace merchandising and marketing

- relevant workplace health and safety and regulatory requirements

Assessment Conditions

Competency must be demonstrated over time and under typical operating and production conditions for the enterprise.

Assessment must occur in the workplace under normal operating conditions.

The following three forms of assessment must be used:

- demonstration in the workplace or simulated environment
- quiz of underpinning knowledge
- workplace referee or third-party report of performance over time

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPR314 Calculate and present statistical data in a meat enterprise

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to calculate and present statistical information commonly used in meat enterprises.

Skills to calculate and present statistical data are used widely throughout the retail and smallgoods sectors of the meat industry, for example:

- calculating and presenting production statistics
- calculating consumption and replacement requirements of gloves, caps and other personal protective equipment
- calculating quantities
- preparing process control data and sheets

All training must be conducted in accordance with Australian meat industry standards and regulations.

All work should be carried out to comply with workplace requirements.

This unit applies to individuals who work under broad direction and take responsibility for their own work.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Design and complete statistical tables and charts	1.1 Design frequency tables and charts to record and present statistical information 1.2 Analyse statistical tables and charts to provide a description and interpretation of their contents
2. Calculate measures of central tendency	2.1 Calculate measures of central tendency and use to explain the average of a set of data
3. Calculate measures of dispersion	3.1 Calculate measures of dispersion and use to explain the pattern of variation of data
4. Graph statistical data	4.1 Structure graphs to present meat processing data in a form suitable for analysis and interpretation 4.2 Interpret meat processing performance and trends from graphs

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMR315B Calculate and present statistical data in a meat enterprise	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPR314 Calculate and present statistical data in a meat enterprise

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Evidence must demonstrate the candidate's consistency of performance over time.

The candidate must:

- accurately calculate averages, average range and standard deviation
- consistently use estimation processes
- consistently use mathematical processes
- consistently use mathematical symbols and diagrams
- consistently prepare and interpret statistical charts and tables including frequency charts and tables.
- consistently prepare and interpret graphs
- apply relevant workplace health and safety, regulatory and workplace requirements
- use relevant communication skills

Knowledge Evidence

The candidate must demonstrate a factual, technical, procedural and theoretical knowledge of:

- estimation processes
- mathematical processes
- mathematical symbols and diagrams
- purpose and structure of statistical charts and tables including frequency charts and tables
- purpose and structure of graphs
- purpose of calculating averages
- purpose of measuring the dispersion of values
- relevant workplace health and safety, regulatory and workplace requirements

Assessment Conditions

Competency must be demonstrated under typical operating conditions for the enterprise and within the parameters of the role and responsibilities.

The following three forms of assessment must be used:

- quiz of underpinning knowledge
- demonstration in the workplace or simulated environment
- workplace referee or third-party report of performance over time

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPR315 Utilise the Meat Standards Australia system to meet customer requirements

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to utilise the Meats Standards Australia (MSA) system in order to improve demand for beef and sheep products and achieve an associated shift in price and volume.

Participants in the MSA program must be licensed to use the Trade Mark and Certified products.

This unit is suitable for people working in food services, boning rooms or meat retailing enterprises.

All training must be conducted in accordance with Australian meat industry standards and regulations.

All work should be carried out to comply with workplace requirements and hygiene standards.

This unit applies to individuals who work under broad direction and take responsibility for their own work.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

AMPX209 Sharpen knives

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Implement the MSA system	1.1 Describe how and why MSA was developed 1.2 Identify factors that affect eating quality 1.3 Cut product for each approved cooking method
2. Describe the licensing requirements for an MSA end user	2.1 Use MSA Standards Manual 2.2 Identify accurate methods of MSA product identification 2.3 Interpret carton end panels and carcass cut and cook reports accurately 2.4 Describe the MSA customer complaint system
3. Explore value adding opportunities through eating quality principles	3.1 Identify primals and sub-primal cuts 3.2 Value-add primals by seaming into individual muscles 3.3 Prepare product according to MSA approved eating quality and cooking methods
4. Investigate potential profit opportunities through value adding techniques	4.1 Investigate variation in yield differences between preparing product traditionally versus value-adding 4.2 Investigate gross profit of preparing product traditionally versus value-adding 4.3 identify differences in portion sizes between traditionally prepared product and value-added product

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMR316B Utilise the Meat Standards Australia system for beef to meet customer requirements	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPR315 Utilise the Meat Standards Australia system to meet customer requirements

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Evidence must demonstrate the candidate's consistency of performance over time.

The candidate must:

- accurately identify MSA products
- apply value adding techniques to a range of beef or sheepmeat primal using MSA eating quality principles
- investigate gross profit percentages of selling sub-primal cuts versus traditionally sliced
- demonstrate active listening in relation to customer complaints
- complete an MSA customer complaint form and provide all necessary information
- apply relevant workplace health and safety, regulatory and workplace requirements
- use relevant communication skills

Knowledge Evidence

The candidate must demonstrate a factual, technical, procedural and theoretical knowledge of:

- differences between the MSA beef and sheepmeat programs
- variables that impact on eating quality
- key elements of the MSA program
- relationship between cut and cooking method
- consumer taste test system on which MSA is based
- relevant workplace health and safety, regulatory and workplace requirements
- primals that have variable eating quality
- sources of information on the MSA program
- benefits of MSA
- MSA approved cooking methods and describe their preparation requirements
- value-added options using muscle seaming

Assessment Conditions

Competency must be demonstrated over time and under typical operating conditions for the enterprise.

Assessment must occur in the workplace under normal operating conditions or in a simulated environment.

The following three forms of assessment must be used:

- quiz of underpinning knowledge
- demonstration in the workplace or simulated environment
- workplace referee or third-party report of performance over time

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPR316 Cure, corn and sell product

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to cure, corn and sell various meat products.

This unit is suitable for all sectors of the meat industry. Smallgoods and value-adding establishments may prepare products for wholesale customers, meat retail establishments and retail customers.

All training must be conducted in accordance with Australian meat industry standards and regulations.

All work should be carried out in accordance with workplace requirements and hygiene standards.

This unit applies to individuals who work under broad direction and take responsibility for their own work.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Prepare, operate and clean processing equipment used for curing and corning product	1.1 Prepare processing equipment according to manufacturer specifications, and workplace health and safety, hygiene and workplace requirements 1.2 Operate processing equipment according to manufacturer specifications, workplace health and safety, hygiene and workplace requirements 1.3 Clean processing equipment according to manufacturer specifications, workplace health and safety, hygiene and workplace requirements
2. Prepare meat	2.1 Select meat according to product specifications 2.2 Prepare meat according to product specifications, and hygiene and workplace requirements
3. Prepare ingredients	3.1 Select and prepare ingredients according to product specifications, and hygiene and workplace requirements
4. Prepare brines	4.1 Add required amount of water and other liquid and solid additives in correct order and mix according to product specifications, and hygiene and workplace requirements 4.2 Prepare brine solutions according to product specifications, and hygiene and workplace requirements 4.3 Use hydrometer (salinometer) to check brine solution
5. Process meat	5.1 Cure or corn meat according to product specifications, health regulations and workplace requirements at a speed appropriate for production requirements 5.2 Regularly monitor processing 5.3 Make adjustments to processing as required to achieve product specifications
6. Store meat product	6.1 Store product on completion of processing, according to product specifications, and hygiene, regulatory and workplace requirements
7. Sell meat product	7.1 Provide information, including cooking, storage and serving suggestions, to customers on meat product 7.2 Promote product to customers

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMR317B Cure, corn and sell product	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPR316 Cure, corn and sell product

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Evidence must demonstrate the candidate's consistency of performance over time at production speed.

The candidate must:

- activate processing equipment to assess its readiness for operational use
- follow recipes and procedures accurately
- explain the curing and corning processes for a variety of meat products
- mix curing ingredients for required length of time
- perform running adjustments according to workplace requirements and manufacturer specifications
- pump meat to increase original weight according to workplace requirements
- pump meat correctly to avoid air pockets
- demonstrate the correct pickling procedure, according to product specifications and workplace requirements
- perform curing and corning according to workplace, workplace health and safety, hygiene and regulatory requirements
- wash residue from cured meats following removal from holding brine
- identify sub-standard product and address the problem according to workplace requirements
- operate adjustment tools and equipment correctly
- seek advice from appropriate sources when working with new products or equipment
- report any faults and adjustments required to processing equipment, either verbally or in writing, according to workplace procedures
- use tools and cleaning agents appropriate to the cleaning activity and manufacturer specifications
- apply relevant communication and mathematical skills
- apply relevant regulatory requirements

Knowledge Evidence

The candidate must demonstrate a factual, technical, procedural and theoretical knowledge of:

- the term 'osmosis' in relation to the curing process
- different salts, cures and brines used in the curing process
- conditions under which equipment may need adjusting
- function of various additives and ingredients
- purpose and effect of brine on meat
- safe and correct operation of processing equipment
- health regulations that apply to curing and corning meats
- curing and corning processes for a variety of meat products
- effects of curing on shelf life and taste of product
- purpose and use of processing equipment used in curing and corning products
- purpose of correct water temperature and correct additive sequence
- reasons for pickling to correct pump percentage and yield requirements
- selection criteria for meat for the curing or corning process
- relevant regulatory requirements
- meat cuts used in curing and corning
- various ingredients for curing meat and their use and purpose
- maximum amount of nitrite allowed in cured, corned or salted meats
- procedures for cleaning processing equipment

Assessment Conditions

Competency must be demonstrated over time under typical operating conditions.

Assessment must occur in the workplace under normal production conditions or in a simulated environment.

Where the candidate does not cure or corn meat product in their usual place of work they must complete the requirements of the unit in an alternative work placement or in a simulated environment.

The following three forms of assessment must be used:

- quiz of underpinning knowledge
- demonstration in the workplace or simulated environment
- workplace referee or third-party report of performance over time

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPR317 Assess and sell poultry products

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to assess and sell poultry products.

The unit is applicable to workers in meat retail operations.

All training must be conducted in accordance with Australian meat industry standards and regulations.

All work should be carried out to comply with workplace requirements and hygiene standards.

This unit applies to individuals who work under broad direction and take responsibility for their own work.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the	Performance criteria describe the performance needed to demonstrate

Element	Performance criteria
essential outcomes.	achievement of the element.
1. Identify poultry cuts	1.1 Identify poultry by cut name and species according to specifications and workplace requirements
2. Sort and select poultry product	2.1 Sort poultry product according to customer and workplace specifications 2.2 Select poultry by cut name and species according to workplace requirements 2.3 Identify contaminated product and take corrective action 2.4 Follow hygiene and sanitation requirements in regard to selecting product
3. Assess poultry product	3.1 Assess product for shelf life expectancy 3.2 Assess product according to workplace requirements, customer specifications and industry requirements
4. Identify and separate contaminated product	4.1 Check product for contamination and non-compliance to workplace and hygiene requirements 4.2 Separate contaminated or non-compliant product and take corrective action
5. Sell poultry product	5.1 Provide information, including cooking, storage and serving suggestions, to customers on poultry products 5.2 Promote product to customers
6. Store poultry product	6.1 Store poultry according to hygiene and sanitation, regulatory and workplace requirements 6.2 Store poultry under correct conditions and temperatures to maintain quality, extend shelf life, and maximise appearance and eating quality

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMR318B Assess and sell poultry product	E

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPR317 Assess and sell poultry products

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Evidence must demonstrate the candidate's consistency of performance over time at production speed.

The candidate must:

- identify poultry cuts according to label on cartons as appropriate
- select cuts correctly by species and cut according to workplace requirements
- select poultry to customer and workplace requirements
- identify cuts correctly by species and cut, according to workplace specifications
- remove defects from products according to workplace, hygiene and regulatory requirements
- record and communicate outcomes of poultry product assessment according to workplace requirements
- apply relevant communication and mathematical skills
- apply relevant regulatory requirements in relation to selling poultry

Knowledge Evidence

The candidate must demonstrate a factual, technical, procedural and theoretical knowledge of:

- normal causes of contamination of poultry
- hygiene requirements specific to poultry (including salmonella risk)
- methods of assessing poultry according to specifications
- legislation regarding growth promotants in poultry
- workplace health and safety implications of the slippery and moist nature of poultry
- difference between growth promotants and antibiotics
- difference between organic, free range and conventional poultry products
- workplace, workplace health and safety, hygiene and sanitation requirements in relation to assessing poultry
- relevant regulatory requirements in relation to selling poultry

Assessment Conditions

Competency must be demonstrated over time and under typical operating conditions for the enterprise.

Assessment must occur in the workplace under normal workplace conditions or in a simulated environment.

The following three forms of assessment must be used:

- quiz of underpinning knowledge
- demonstration in the workplace or simulated environment
- workplace referee or third-party report of performance over time

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPR319 Locate, identify and assess meat cuts

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to locate, identify and assess cuts on a carcass.

This unit is applicable to meat tradespersons who prepare and further process primal cuts.

All training must be conducted in accordance Australian meat industry standards and regulations.

All work should be carried out in accordance with workplace requirements and hygiene standards.

This unit applies to individuals who work under broad direction and take responsibility for their own work.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the	Performance criteria describe the performance needed to demonstrate

Element	Performance criteria
essential outcomes.	achievement of the element.
1. Locate cuts on a carcass	1.1 Locate primal cuts on a carcass by cut name and species according to workplace requirements and specifications 1.2 Locate meat cuts on a carcass by cut name and species according to workplace requirements and customer specifications 1.3 Locate specialised cuts on a carcass by cut name and species according to workplace requirements and customer specifications
2. Identify cuts	2.1 Identify meat cuts on a carcass by cut name and species according to workplace requirements and customer specifications 2.2 Identify meat cuts on primals in cartons by cut name and species according to workplace requirements and customer specifications 2.3 Identify cutting lines for meat cuts on primals according to workplace requirements and customer specifications 2.4 Identify cutting lines for primal cuts on a carcass according to workplace requirements and customer specifications
3. Assess cuts	3.1 Assess meat cuts for quality to workplace requirements and customer specifications 3.2 Assess meat cuts against cut specifications to workplace requirements 3.3 Assess primal cuts for quality to workplace requirements and customer specifications 3.4 Assess primal cuts against cut specifications to workplace requirements

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMR320B Locate, identify and assess meat cuts	E

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPR319 Locate, identify and assess meat cuts

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Evidence must demonstrate the candidate's consistency of performance over time at production speed.

The candidate must:

- demonstrate safe manual-handling techniques
- locate primal cuts on a carcass of beef, sheep and one other species
- assess primal cuts on a carcass of beef, sheep and one other species
- identify contaminated product and take the appropriate corrective action according to workplace requirements
- apply relevant communication skills
- apply relevant regulatory requirements

Knowledge Evidence

The candidate must demonstrate a factual, technical, procedural and theoretical knowledge of:

- hygiene and workplace health and safety requirements for breaking carcasses
- quality requirements for breaking carcasses
- principles of contamination in regard to primary cuts
- sequence for breaking carcasses
- relevant regulatory requirements
- acceptable cutting lines to produce primary cuts to workplace requirements
- primary cut specifications for beef, sheep and one other species
- major anatomical structures of the carcass of each species

Assessment Conditions

Competency must be demonstrated over time under typical operating conditions.

Assessment must occur in the workplace under normal enterprise or production conditions or in a simulated environment.

The following three forms of assessment must be used:

- quiz of underpinning knowledge
- demonstration in the workplace or simulated environment
- workplace referee or third-party report of performance over time

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPR320 Assess and address customer preferences

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to research local areas to make informed decisions on product lines stocked and inform customers on product features and benefits.

This unit is applicable to meat retailing enterprises.

All training must be conducted in accordance with Australian meat industry standards and regulations.

All work should be carried out in accordance with workplace requirements.

This unit applies to individuals who work under broad direction and take responsibility for their own work.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the	Performance criteria describe the performance needed to demonstrate

Element	Performance criteria
essential outcomes.	achievement of the element.
1. Research local markets to determine potential customer needs	1.1 Investigate local demographics and interpret purchasing preferences/requirements 1.2 Review current product lines, brands and suppliers to determine match to local preferences/requirements 1.3 Research current and alternative suppliers to ensure local requirements can be met 1.4 Review alternative product lines to determine economic viability of introduction
2. Recommend new products to manager	2.1 Prioritise new product line possibilities 2.2 Report research to supervisors/managers 2.3 Recommend new product lines or suppliers to managers, with support from market research
3. Promote product features to customers	3.1 Inform customers on special features of product lines 3.2 Promote product features that meet local requirements and preferences

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMR321A Assess and address customer preferences	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPR320 Assess and address customer preferences

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Evidence must demonstrate the candidate's consistency of performance over time.

The candidate must:

- undertake market research, including determining:
 - demographic make-up of local area
 - specific religious needs of local area, including halal or kosher meats
 - specific cuts of meat preferred by major local cultural groups
 - preferences for organic meats
 - preferences for value-added products or basic meat cuts
 - more sophisticated expectations of product including brands that promote good animal welfare practices, environmentally-friendly production and processing, Australian made and owned products
 - preferences for particular species, including game meat
 - prices they are prepared to pay for meat
 - what is sold by competitors
- use appropriate research methodology, including internet research, questionnaires, observations, conversations with customers, other local residents, local council data, suppliers or other industry members, existing market research data
- research suppliers and brands for product features and supply chain policies and practices
- seek advice from appropriate sources when introducing/investigating new product lines
- apply communication skills relevant to the task
- apply mathematical skills to determine economic viability of various product lines
- apply relevant workplace health and safety and regulatory requirements
- report findings and make recommendations based on market research and accurate cost/price/profit calculations to senior staff members
- provide sound information to customers about product lines, brands and supply chain, using appropriate language and showing sensitivity to cultural differences
- research and follow cutting specifications for non-standard meat cuts

- provide sound information to customers on link between specialised brands and product cost
- demonstrate effective interpersonal skills in providing advice to customers
- demonstrate awareness of cultural and ethnic differences and respond appropriately

Knowledge Evidence

The candidate must demonstrate a factual, technical, procedural and theoretical knowledge of:

- requirements of whole of supply-chain practices required for a product to achieve brandings including RSPCA, free-range, organic, enviomeat and MSA
- range of species, including game
- difference between dry-aged and wet-aged meat
- requirements of whole of supply-chain practices required for a product to meet religious requirements including halal (for Muslim consumers) or kosher (for Jewish consumers)
- enterprise ethical and customer service standards
- relevant workplace health and safety requirements
- sources of information to further meet customer needs and expectations
- features of new and existing product lines
- mathematical formulas for determining product selling prices
- problem-solving techniques

Assessment Conditions

Competency must be demonstrated over time and under typical operating conditions for the enterprise.

Assessment must occur in the workplace under normal production conditions.

The following three forms of assessment must be used:

- quiz of underpinning knowledge
- workplace project
- workplace referee or third-party report of performance over time

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPR321 Collect and prepare standard samples

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to collect and prepare standard samples.

This unit is applicable to workers in the meat industry who are required to collect samples for testing.

All training must be conducted in accordance with Australian meat industry standards and regulations.

All work must be carried out in accordance with workplace requirements, regulatory requirements and hygiene standards.

This unit applies to individuals who work under broad direction and take responsibility for their own work.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the	Performance criteria describe the performance needed to demonstrate

Element	Performance criteria
essential outcomes.	achievement of the element.
1. Receive, handle and store samples	1.1 Register samples upon receipt in accordance with quality and workplace procedures 1.2 Check labelling and history of sampling in accordance with laboratory procedures 1.3 Record sample information and cross-reference with current or previous test data according to workplace requirements 1.4 Observe universal precautions and relevant legislative requirements during the handling and storage of all samples 1.5 Record samples requiring analysis by external laboratories and forward following workplace procedures 1.6 Dispose of unwanted samples in accordance with workplace and hygiene standards
2. Prepare for sample collection	2.1 Confirm type of sample required prior to collection 2.2 Follow prescribed procedures to ensure representative sampling and record details to workplace requirements 2.3 Prepare or assemble appropriate sampling equipment to safety and workplace requirements
3. Perform sample collection	3.1 Collect gross samples in accordance with workplace procedures 3.2 Preserve sample integrity throughout all aspects of sampling 3.3 Place samples in suitable containers and label to clearly identify sample type, location, date and any other workplace-specific information 3.4 Store, preserve and transport samples in accordance with relevant regulations and laboratory procedures 3.5 Maintained sampling equipment in clean, safe and sterile working order 3.6 Recognised and report unusual or non-standard observations made during sampling
4. Perform standard chemical or biological sample preparation (where applicable)	4.1 Prepared samples and controls for analysis 4.2 Take action to minimise loss of analyses from sample 4.3 Use separation equipment to provide the required sample fractions

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMR322A Collect and prepare standard samples	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPR321 Collect and prepare standard samples

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Evidence must demonstrate the candidate's consistency of performance over time. Sample collection techniques must comply with the relevant meat industry regulations and standards.

The candidate must:

- collect samples in accordance with workplace and regulatory requirements
- apply relevant workplace health and safety requirements
- use relevant communications skills

Knowledge Evidence

The candidate must demonstrate a factual, technical, procedural and theoretical knowledge of:

- procedures for collecting, receiving, handling and storing specimens in accordance with laboratory procedures, universal precautions and legislative requirements
- use of aseptic techniques in collecting samples
- how sample collection has to be coordinated with workplace activities
- importance of obtaining representative samples and how this can be achieved
- procedures for documenting all pertinent sample information in the required format
- workplace Standard Operating Procedures (SOPs) for collecting and preparing samples
- relevant workplace health and safety requirements
- steps in preparing samples and sub-samples to comply with required procedures
- workplace procedures to recognise sampling equipment and, as required, maintain it in a sterile condition
- correct disposal procedures

Assessment Conditions

Sample collection techniques must comply with the relevant meat industry regulations and standards.

Assessment may be conducted in a real or simulated situation.

The following three forms of assessment must be used:

- quiz of underpinning knowledge
- workplace demonstration
- workplace referee or third-party report of performance over time

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPR322 Prepare and produce value added products

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to prepare and produce more complex value added products, such as those employing pastry, dairy products or cooking. It includes preparing ingredients and following recipes. The operation of processing equipment to produce value-added products may also be required.

This unit is applicable to workers in meat retailing and food services enterprises.

All training must be conducted in accordance with Australian meat industry standards and regulations.

All work should be carried out to comply with workplace requirements and hygiene standards.

This unit applies to individuals who work under broad direction and take responsibility for their own work.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

AMPX209 Sharpen knives

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Prepare and operate processing equipment used in producing value-added products	1.1 Prepared and operate processing equipment according to hygiene, and health and safety requirements 1.2 Identify faults in line with manufacturer and workplace requirements 1.3 Use equipment according to manufacturer, workplace and workplace health and safety requirements 1.4 Performed start-up and shut-down procedures according to manufacturer and workplace requirements
2. Clean processing equipment	2.1 Clean equipment to manufacturer's, workplace health and safety, hygiene and workplace requirements
3. Follow recipe	3.1 Follow recipes to prepare and produce value-added products to product specifications
4. Select ingredients for formulation of value-added products	4.1 Select ingredients in accordance with recipes, policy and practice, and regulatory requirements 4.2 Weigh ingredients in accordance with recipe specifications and regulatory requirements 4.3 Label ingredients according to workplace and regulatory requirements
5. Prepare meat, stuffings, seasonings and force meat for value-added products	5.1 Prepare meat according to recipes, policy and practice 5.2 Prepare stuffings, seasonings and force meat in accordance with recipes, policy and practice
6. Prepare pastry, marinades, sauces, and glazes for value-added product	6.1 Prepare pastry, marinades, sauces and glazes in accordance with recipes, policy and practice
7. Mix ingredients	7.1 Weigh ingredients in accordance with recipe requirements 7.2 Add ingredients to meat according to recipes, product specifications and regulatory requirements 7.3 Blend ingredients to achieve product consistency according to recipes and product specifications
8. Produce value-added products	8.1 Formulate product according to product specifications 8.2 Present product according to product specifications and policy

Element	Performance criteria
	and procedures 8.3 Use pastry types according to recipes and workplace requirements 8.4 Skewer meat according to recipes and workplace requirements
9. Store products and ingredients	9.1 Store product according to workplace and regulatory requirements 9.2 Store ingredients according to workplace and regulatory requirements 9.3 Identify shelf life of products and take appropriate action 9.4 Identify effects of ingredients on shelf life and take appropriate action

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMR323A Prepare and produce value added products	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPR322 Prepare and produce value added products

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

The candidate must be able to produce value-added meat products from a minimum of three species, using pastry, fresh produce, dried herbs and spices and marinades.

The candidate must:

- make adjustments to equipment when necessary according to manufacturer's, workplace and workplace health and safety requirements
- describe shelf life of products, factors affecting shelf life and effects of different ingredients on shelf life
- explain the permissible use of additives and ingredients in value-added products
- identify suitable alternatives from existing stock where quantities of required ingredients are not available, as applicable
- work with team members to develop new value-added products
- identify sub-standard product and rectify appropriately
- label value-added products according to workplace and regulatory requirements
- provide advice to customers on ingredients in value-added products
- seek advice on new recipes and products from appropriate sources
- use communication skills appropriate to the task
- use mathematical skills as required for production of value-added products
- estimate measures to verify calculations

Knowledge Evidence

The candidate must demonstrate a factual, technical, procedural and theoretical knowledge of:

- regulatory requirements regarding use and storage of fruit and vegetables
- shelf life of products, factors affecting shelf life and effects of different ingredients on shelf life
- range of effects on the product and on consumer health of the use of incorrect and inadequate quantities of ingredients
- properties of correct blending

- purpose and use of processing equipment in the preparation of value-added products
- use and purpose of stuffings, seasoning and force meat in producing value-added products
- use and purposes of ingredients in producing value-added products
- quality requirements related to production of value-added products
- effect of various ingredients on product shelf life
- procedures for cleaning processing equipment
- workplace health and safety and hygiene requirements related to producing value-added products

Assessment Conditions

Competency must be demonstrated over time and under typical operating conditions for the enterprise.

Assessment must occur in the workplace under normal operating conditions or in a simulated environment.

Where the candidate does not produce value-added products in their usual place of work they must complete the requirements of the unit in an alternative work placement or in a simulated environment.

The following three forms of assessment must be used:

- demonstration in the workplace or simulated environment
- quiz of underpinning knowledge
- workplace referee or third-party report of performance over time

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPR323 Break small stock carcasses for retail sale

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to break small stock carcasses for retail sale.

This unit is applicable to meat tradespersons in the retail industry who separate carcasses into primal cuts for further processing or preparation.

All training must be conducted in accordance with Australian meat industry standards and regulations.

All work should be carried out to comply with workplace requirements and hygiene standards.

This unit applies to individuals who work under broad direction and take responsibility for their own work.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

AMPX209 Sharpen knives

AMPR319 Locate, identify and assess meat cuts

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Break small stock carcass into primal cuts	1.1 Prepare equipment for breaking carcass safely 1.2 Position or fasten carcass securely for separation 1.3 Accurately separate carcass into primal cuts using acceptable cutting lines 1.4 Accurately separate carcass into primal cuts according to workplace, workplace health and safety, Quality Assurance (QA), customer specifications and hygiene requirements
2. Handle knife effectively	2.1 Sanitised knife and other equipment according to workplace and regulatory requirements 2.2 Handle knife safely, hygienically and effectively

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

New unit.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPR323 Break small stock carcasses for retail sale

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

The candidate must be able to demonstrate:

- breaking carcase into primal cuts for at least one small stock species
- identifying primary cut specifications for at least one small stock species
- using knife skills to enterprise speed and requirements

The candidate must:

- demonstrate safe manual-handling techniques
- breaking carcase into primal cuts for at least one small stock species
- identify primary cut specifications for at least one small stock species
- apply relevant communication skills
- identify contaminated product and take the appropriate corrective action according to workplace requirements
- apply relevant regulatory requirements

Knowledge Evidence

The candidate must demonstrate a factual, technical, procedural and theoretical knowledge of:

- hygiene, workplace health and safety or workplace requirements when breaking carcasses
- quality requirements for breaking carcasses
- principles of contamination in regard to primary cuts
- primary cut specifications for appropriate species
- major anatomical structures of the carcase of appropriate species
- relevant regulatory requirements

Assessment Conditions

Competency must be demonstrated over time and under typical operating conditions for the enterprise.

Assessment must occur in the workplace under normal production conditions or in a simulated environment.

The following three forms of assessment must be used:

- quiz of underpinning knowledge
- demonstration in the workplace or simulated environment
- workplace referee or third-party report of performance over time

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPR324 Break large stock carcasses for retail sale

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to break large stock carcasses for retail sale.

This unit is applicable to meat tradespersons in the retail industry who separate carcasses into primal cuts for further processing or preparation.

All training must be conducted in accordance with Australian meat industry standards and regulations.

All work should be carried out in accordance with workplace requirements and hygiene standards.

This unit applies to individuals who work under broad direction and take responsibility for their own work.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

AMPX209 Sharpen knives

AMPR319 Locate, identify and assess meat cuts

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Break large stock carcase into primal cuts	1.1 Prepare equipment for breaking carcase safely 1.2 Position or fasten carcase securely for separation 1.3 Accurately separate carcase into primal cuts using acceptable cutting lines 1.4 Accurately separate carcase into primal cuts according to workplace, workplace health and safety, Quality Assurance (QA), customer specifications and hygiene requirements 1.5 Identify contaminated or out of specification product and take appropriate corrective action, according to workplace and regulatory requirements
2. Handle knife effectively	2.1 Sanitise knife and other equipment according to workplace and regulatory requirements 2.2 Handle knife safely, hygienically and effectively

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

New unit.

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPR324 Break large stock carcasses for retail sale

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

The candidate must be able to demonstrate:

- breaking carcass into primal cuts for one large stock species
- identifying primary cut specifications for one large stock species
- using knife skills to enterprise speed and requirements

The candidate must:

- demonstrate safe manual-handling techniques
- break carcass into primal cuts for one large stock species.
- identify primary cut specifications for one large stock species
- apply relevant communication skills
- identify contaminated product and take the appropriate corrective action according to workplace requirements
- sanitise equipment according to workplace requirements
- apply relevant regulatory requirements

Knowledge Evidence

The candidate must demonstrate a factual, technical, procedural and theoretical knowledge of:

- hygiene, workplace health and safety or workplace requirements when breaking carcasses
- quality requirements for breaking carcasses
- principles of contamination in regard to primary cuts
- primary cut specifications for beef, sheep and one other species
- major anatomical structures of the carcass of each species
- relevant regulatory requirements

Assessment Conditions

Competency must be demonstrated over time and under typical operating conditions for the enterprise.

Assessment must occur in the workplace under normal production conditions or in a simulated environment.

The following three forms of assessment must be used:

- quiz of underpinning knowledge
- demonstration in the workplace or simulated environment
- workplace referee or third-party report of performance over time

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPR325 Prepare cooked meat product for retail sale

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to prepare cooked meat products in a retail establishment.

This unit is applicable to workers in meat retailing. Cookery methods are used to prepare, cook and store meat products for retail sale.

This unit must be delivered in accordance with Australian meat industry standards and regulations.

All work should be carried out in accordance with workplace requirements and hygiene standards.

This unit applies to individuals who work under broad direction and take responsibility for their own work.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Prepare meat for cooking	1.1 Prepare meat to workplace health and safety, hygiene and sanitation and regulatory requirements 1.2 Prepare meat following workplace procedures, recipes and requirements 1.3 Identify sub-standard product prior to cooking and take corrective action 1.4 Calculate quantities and assemble required ingredients
2. Cook meat product	2.1 Check equipment and utensils prior to cooking meat products to ensure they meet workplace health and safety, manufacturers, hygiene and sanitation and regulatory requirements 2.2 Cook meat product following workplace health and safety and regulatory requirements 2.3 Cook meat following recipes, workplace procedures and quality assurance requirements 2.4 Monitor temperatures of meat products during cooking 2.5 Cool meat product (if required) 2.6 Monitor and record cooling temperatures of meat product
3. Store meat product	3.1 Store cooked meat product appropriately to avoid cross contamination with raw products 3.2 Store cooked meat product following workplace health and safety, regulatory and quality assurance requirements 3.3 Monitor temperature of cooked meat product during storage

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

New unit.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPR325 Prepare cooked meat product for retail sale

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Evidence must demonstrate the candidate's consistency of performance over time at production speed.

The candidate must:

- trim and prepare meat product to be cooked to workplace requirements
- follow workplace health and safety, regulatory and hygiene and sanitation requirements for preparing meat
- follow workplace recipes and procedures for preparing meat to be cooked
- identify sub-standard or contaminated meat product during preparation
- take corrective action if sub-standard or contaminated product is identified
- identify the most appropriate cooking methods for meat products
- select appropriate cooking equipment
- calculate required weights and quantities
- follow recipes accurately
- apply hygiene and safety principles and procedures during the cooking process
- follow safe work practices, particularly in relation to bending, lifting and using cutting implements, appliances, heated surfaces and other equipment which carry a risk of burns
- seek advice from appropriate sources when working with new products/equipment
- report equipment faults, either verbally or in writing according to workplace requirements
- monitor and record temperature of product throughout the cooking process
- store meat product appropriately
- apply relevant workplace health and safety, regulatory and workplace requirements
- use mathematical skills relevant to the task
- use relevant communication skills

Knowledge Evidence

The candidate must demonstrate a factual, technical, procedural and theoretical knowledge of:

- workplace health and safety, and regulatory requirements for cooked meat products
- workplace procedures for cooking meat products
- temperature requirements for cooking meat products to meet regulatory and quality assurance requirements
- use and characteristics of a range of equipment used for the required methods of meat cookery
- regulatory requirements for the storage of cooked, ready to eat and cook and cool meat products
- storage life of cooked meat products
- effects of different ingredients on storage life of cooked meat products

Assessment Conditions

Competency must be demonstrated over time and under typical operating and production conditions for the enterprise.

Assessment must occur in the workplace under normal enterprise conditions or in a simulated environment.

The following three forms of assessment must be used:

- quiz of underpinning knowledge
- verified work log or diary
- workplace referee or third-party report of performance over time

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPX201 Prepare and operate bandsaw

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit covers the skills and knowledge required to assemble, clean, disassemble and operate a bandsaw.

This unit is applicable to workers in meat processing plants, smallgoods factories, boning rooms, food services operations, knackeries, game meat processing plants, wholesale and retail operations.

This unit must be delivered in the context of Australian meat processing standards and regulations.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Assemble a bandsaw	1.1 Assemble bandsaw according to manufacturer's specifications and workplace requirements. 1.2 Checked bandsaw guards and scrapers for functioning and safety

Element	Performance criteria
	according to manufacturer's specifications and workplace health and safety requirements. 1.3 Check bandsaw to ensure it is clean in accordance with hygiene and sanitation, and workplace requirements.
2. Operate a bandsaw	2.1 Operate bandsaw in accordance with workplace requirements and manufacturer's specifications. 2.2 Operate bandsaw in accordance with workplace health and safety requirements. 2.3 Use bandsaw to cut meat products according to product specifications and workplace requirements.
3. Clean a bandsaw	3.1 Clean bandsaw to manufacturer's, hygiene, workplace health and safety and workplace requirements.
4. Disassemble bandsaw	4.1 Disassemble bandsaw according to manufacturer's, workplace health and safety and workplace requirements 4.2 Perform routine maintenance according to workplace requirements.

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMPR201C Prepare and operate bandsaw	E

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPX201 Prepare and operate bandsaw

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Assessment must involve cutting meat products over a period of time.

The candidate must:

- assemble and operate a bandsaw to manufacturer's, workplace, workplace health and safety, and hygiene and sanitation requirements
- carry out a pre-operational safety check on the bandsaw
- cut products using the bandsaw according to workplace, workplace health and safety and hygiene requirements
- use the bandsaw according to workplace health and safety, hygiene and sanitation, Quality Assurance (QA) and workplace requirements
- seek advice from appropriate sources when working with new products or equipment
- demonstrate effective use of all cutting guides and safety guards
- report equipment faults either verbally or in writing to supervisor in accordance with workplace requirements
- work safely and effectively as an individual and as part of a team
- apply relevant regulatory requirements

Knowledge Evidence

The candidate must demonstrate a basic factual, technical and procedural knowledge of:

- purpose and effective use of all cutting guides and safety guards
- purpose and use of the bandsaw
- safety procedures related to use of the bandsaw
- relevant regulatory requirements
- workplace health and safety requirements for operating a bandsaw
- workplace requirements related to:
 - cleaning a bandsaw
 - disassembly and reassembly of the bandsaw

- operating a bandsaw
- routine maintenance of a bandsaw

Assessment Conditions

Competency must be demonstrated over time and under typical operating and production conditions for the enterprise.

Assessment must occur in the workplace under normal operating conditions or in a simulated environment.

As a minimum, the following three forms of assessment must be used:

- quiz of underpinning knowledge
- workplace demonstration
- workplace referee or third-party report of performance over time

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPX209 Sharpen knives

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to maintain knives for safe and effective use in a meat establishment.

This unit is applicable to any worker who is required to sharpen a knife to use in a processing, wholesaling or retail meat establishment. This unit is a pre-requisite for any other unit where a knife is used to perform a task.

This unit must be delivered in the context of Australian meat industry standards and regulations.

All work should be carried out in accordance with workplace requirements, regulatory requirements and hygiene standards.

This unit applies to individuals who work under general supervision, exercise limited autonomy and have some accountability for their own work.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Sharpen knives	1.1 Sharpen knives according to workplace requirements 1.2 Sharpen knives to maintain bevel edge 1.3 Use steel correctly to maintain bevel edge and to meet workplace health and safety requirements
2. Work safely with others	2.1 Use knives in ways which minimise the risk of injury 2.2 Use knives safely at all times in accordance with workplace health and safety, hygiene and sanitation, and food safety requirements
3. Maintain knives and associated equipment	3.1 Maintain knives to hygiene and sanitation, and workplace requirements 3.2 Maintain, clean and store knife-sharpening equipment to hygiene and sanitation, and workplace requirements

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMPSR203A Sharpen knives	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPX209 Sharpen knives

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

The candidate must be observed maintaining knives for safe and effective use in a meat establishment. Competency must be demonstrated in conjunction with a skill or task requiring the use of a knife. Evidence must demonstrate the candidate's consistency of performance over time.

The candidate must:

- steel a knife correctly
- use safe techniques of knife sharpening to workplace, hygiene and sanitation, and health and safety requirements

Knowledge Evidence

The candidate must demonstrate a factual, technical, procedural and theoretical knowledge of:

- steps in steeling a knife to maintain edge
- technique to sharpen a knife with an appropriate bevel edge
- theory of knife sharpening
- sterilisation, and hygiene and sanitation requirements related to knife sharpening
- workplace health and safety issues related to the use and sharpening of knives
- relevant regulatory requirements

Assessment Conditions

Assessment can be carried out in an actual or simulated workplace.

The following three forms of assessment must be used:

- quiz of underpinning knowledge
- workplace demonstration
- workplace referee or third party report of performance over time

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPX210 Prepare and slice meat cuts

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to prepare and slice meat into finished meat cuts.

This unit is applicable to operators in smallgoods, food services and meat retail businesses where products are prepared for sale.

This unit must be delivered in the context of Australian meat industry standards.

All work should be carried out in relation to workplace requirements, regulatory requirements and hygiene standards.

This unit applies to individuals who work under general supervision, exercise limited autonomy and have some accountability for their own work.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

AMPX209 Sharpen knives

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the	Performance criteria describe the performance needed to

Element	Performance criteria
essential outcomes.	demonstrate achievement of the element.
1. Slice and trim meat in preparation for sale	1.1 Prepare and slice meat cuts according to workplace requirements and customer specifications 1.2 Separate meat cuts into final meat cuts according to Quality Assurance (QA), hygiene and sanitation, workplace health and safety, and customer specifications
2. Handle knife effectively	2.1 Handle knife safely, hygienically and effectively

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMSR201C Prepare and slice meat cuts	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPX210 Prepare and slice meat cuts

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Candidates must be observed preparing and slicing meat into finished cuts.

For meat retailing:

- prepare and slice meat cuts for all primals for three species (including beef and sheep) to workplace and regulatory requirements, similar to the speed of production.

For smallgoods manufacturing:

- prepare and slice meat cuts for all primals for one species to workplace and regulatory requirements, similar to the speed of production.

The candidate must:

- demonstrate correct cutting, slicing and trimming techniques
- use safe and effective knife skills
- identify and name examples of finished meat cuts
- apply relevant regulatory requirements
- slice and trim meat in preparation for sale according to workplace health and safety, hygiene and workplace requirements and customer specifications
- prepare finished meat cuts from all primals relevant to meat retailing and/or smallgoods manufacturing
- remove defects from products according to workplace and regulatory requirements
- seek advice from relevant sources when working with new cutting equipment or products
- use communication skills appropriate to the task

Knowledge Evidence

The candidate must demonstrate a factual, technical and procedural knowledge of:

- principles of QA, hygiene and sanitation, and workplace health and safety in relation to slicing meat
- workplace requirements related to slicing meat
- relevant regulatory requirements

Assessment Conditions

Competency must be demonstrated over time and under typical operating and production conditions for the enterprise.

Assessment must occur in the workplace under normal enterprise or production conditions or in a simulated environment.

The following three forms of assessment must be used:

- quiz of underpinning knowledge
- workplace demonstration
- workplace referee or third-party report of performance over time

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPX211 Trim meat to specifications

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to trim a selection of meat cuts in accordance with workplace specifications.

This unit applies to operators in smallgoods enterprises, meat retail and meat wholesale operations.

This unit must be delivered in the context of Australian meat industry processing standards and regulations.

All work should be carried out in relation to workplace requirements, regulatory requirements and hygiene standards.

This unit applies to individuals who work under general supervision, exercise limited autonomy and have some accountability for their own work.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

AMPX209 Sharpen knives

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Trim meat to workplace specifications	1.1 Trim meat to workplace specifications. 1.2 Trim meat to workplace health and safety, hygiene and sanitation, and workplace requirements. 1.3 Trim meat to customer specifications.
2. Handle product hygienically	2.1 Handle product to meet hygiene and sanitation requirements.
3. Handle knife effectively	3.1 Handle knife safely, hygienically and effectively.

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMSR202C Trim meat to specifications	E

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPX211 Trim meat to specifications

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Candidates must be observed trimming a selection of meat cuts in accordance with workplace specifications.

The candidate must:

- prepare equipment appropriately prior to the commencement of the task
- give examples of customer and workplace specifications for trimming meat
- trim meat to specifications as follows:
 - for meat retailing, meat must include beef, sheep meat and one other species
 - for smallgoods manufacturing, meat must include a minimum of one species
- use a knife to workplace, health and safety, and hygiene requirements
- maintain a sharp knife
- apply relevant communication skills
- apply relevant regulatory requirements

Knowledge Evidence

The candidate must demonstrate a basic factual, technical and procedural knowledge of:

- hygiene requirements for the handling of meat products
- steps in sharpening a knife
- workplace, health and safety and hygiene requirements for use of a knife
- relevant regulatory requirements

Assessment Conditions

Competency must be demonstrated under conditions similar to the speed of production and within the parameters of the role and responsibilities.

Assessment must occur in the workplace under normal enterprise or production conditions or in a simulated environment.

The following three forms of assessment must be used:

- quiz of underpinning knowledge
- workplace demonstration
- workplace referee or third-party report of performance over time

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPX212 Package product using automatic packing and labelling equipment

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to pack and label meat products, using automatic packaging and labelling equipment.

This unit is applicable to workers in smallgoods plants, meat wholesale enterprises, and meat retail establishments who set up packaging units, accurately identify products and package products to meet customer orders.

This unit must be delivered using Australian meat industry standards and regulations.

All work undertaken should comply with workplace requirements, regulatory requirements and hygiene standards.

This unit applies to individuals who work under general supervision, exercise limited autonomy and have some responsibility for their own actions.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Set up packaging unit for operation	1.1 Implement workplace start-up procedures ensuring compliance with workplace health and safety, and hygiene requirements 1.2 Load consumables to specifications 1.3 Select equipment settings according to packaging instructions 1.4 Identify and report faults in equipment either verbally or in writing according to workplace requirements.
2. Set weight controls	2.1 Set weight controls to production requirements ensuring bagged product is check-weighed to verify machine set up 2.2 Adjust controls to achieve production specifications
3. Operate packaging process	3.1 Package product to workplace requirements ensuring process is operated according to workplace health and safety, workplace and hygiene requirements, and manufacturer's specifications 3.2 Check packs for damage 3.3 Seal and code to packing requirements
4. Describe packaged product	4.1 Measure packaged product according to workplace requirements 4.2 Label packaged product according to workplace requirements 4.3 Package product according to workplace health and safety and hygiene requirements

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMSR203C Package product using automatic packing and labelling equipment	E

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPX212 Package product using automatic packing and labelling equipment

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

The candidate must be observed packing and labelling meat products, using relevant equipment. Evidence must demonstrate the candidate's consistency of performance over time at production speed.

The candidate must:

- assemble the packaging unit
- check safety features are in place
- check the unit to ensure cleanliness and working order
- accurately enter information in labelling equipment
- set weight controls
- load product according to specifications
- operate packaging equipment to package products according to manufacturer's specifications, workplace, health and safety, hygiene and sanitation requirements
- adjust equipment settings according to packaging instructions or schedules
- complete packaging and labelling records accurately
- package product to customer specifications
- identify and report faults in equipment
- apply relevant communication and mathematical skills
- apply relevant regulatory requirements
- use estimation and manual scales to check-weigh product

Knowledge Evidence

The candidate must demonstrate a basic factual, technical and procedural knowledge of:

- methods of recording production
- regulatory requirements related to packaging
- features of the packaging unit including parts, safety features, start-up and shut-down procedures, possible faults and adjustments

- production schedule for automatic packaging and labelling equipment
- relevant regulatory requirements

Assessment Conditions

Competency must be demonstrated using automated packaging equipment under conditions similar to the speed of production and within the parameters of the role and responsibilities.

Assessment must occur in the workplace under normal enterprise or production conditions or in a simulated environment.

The following three forms of assessment must be used:

- quiz of underpinning knowledge
- workplace demonstration
- workplace referee or third-party report of performance over time

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPX213 Despatch meat product

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to place orders at a despatch point and loading products into transportation.

This unit is applicable to workers in smallgoods manufacturers and meat establishments, which deliver meat and meat products to customers, including restaurants.

This unit must be delivered using Australian meat industry standards and regulations.

All work should be carried out to comply with workplace procedures, regulatory requirements and hygiene standards.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Arrange and	1.1 Consolidate orders picked from separate areas

Element	Performance criteria
consolidate orders	1.2 Place products and/or batches in correct despatch area 1.3 Acquire information about despatch scheduling requirements 1.4 Arrange and secure products 1.5 Store product in despatch area according to schedule 1.6 Use correct methods for efficient and safe loading
2. Loadout product	2.1 Transport product to loadout according to workplace health and safety, hygiene and sanitation, Quality Assurance (QA) and workplace requirements 2.2 Load product is loaded according to workplace health and safety, hygiene, QA and workplace production requirements 2.3 Document and record products according to workplace and production requirements 2.4 Complete product loadout is completed according to workplace health and safety S, QA, and workplace requirements
3. Maintain clean holding rooms	3.1 Maintain holding rooms to workplace, regulatory, and hygiene and sanitation requirements

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMSR204C Despatch meat product	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPX213 Despatch meat product

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

The candidate must be observed placing orders at a despatch point and loading products into transport.

The candidate must:

- identify species and various meat products for storage
- handle product according to hygiene requirements
- monitor refrigerated temperature on a regular basis
- rotate stock
- apply relevant communication and mathematical skills
- arrange and consolidate orders to customer and workplace requirements
- record information accurately and legibly
- seek advice where necessary from relevant sources when working with new products, technology or changes in work practices
- use correct manual handling techniques for transferring product to storage facilities
- maintain clean holding rooms

Knowledge Evidence

The candidate must demonstrate a basic factual, technical and procedural knowledge of:

- storage requirements for products
- recording procedures for loadout of product
- regulatory requirements related to storage and handling of product
- temperatures for storage of meat products
- workplace requirements for despatch of meat
- appropriate storage facilities for individual products

Assessment Conditions

Competency must be demonstrated under conditions similar to the speed of production and within the parameters of the role and responsibilities.

Assessment must occur in the workplace under normal enterprise or production conditions or in a simulated environment.

The following forms of assessment must be used:

- quiz of underpinning knowledge
- workplace demonstration
- workplace referee or third-party report of performance over time

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPX214 Package meat and smallgoods product for retail sale

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to safely and correctly package processed meats and smallgoods for retail sale.

This unit is applicable to workers in butcher shops or smallgoods stores who package meat and smallgoods products for retail sale.

This unit must be delivered using Australian meat industry standards and regulations.

All work should be carried out to comply with workplace requirements, regulatory requirements and hygiene and sanitation standards.

This unit applies to individuals who work under general supervision, exercise limited autonomy and have some accountability for their own work.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the	Performance criteria describe the performance needed to

Element	Performance criteria
essential outcomes.	demonstrate achievement of the element.
1. Prepare product for packaging	1.1 Prepare product for packaging to required specifications 1.2 Prepare materials required for packaging according to workplace requirements and product specifications
2. Set packaging machine requirements	2.1 Complete preparation for start-up of packaging machine to workplace requirements 2.2 Ensure machine requirements are set correctly 2.3 Follow start-up procedures according to workplace requirements 2.4 Attach and change packaging materials according to workplace requirements and product specification 2.5 Follow workplace health and safety, hygiene and sanitation requirements
3. Operate packaging machinery	3.1 Operate packaging machine in accordance with workplace requirements 3.2 Pack meat products according to workplace health and safety, workplace, hygiene and sanitation and regulatory requirements 3.3 Perform shut-down procedures according to workplace, workplace health and safety, and hygiene and sanitation requirements
4. Clean packaging machinery	4.1 Clean and sanitise packaging machinery according to workplace requirements and food safety regulations 4.2 Clean and sanitise packaging area according to workplace requirements and food safety regulations

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMSR215A Package meat and smallgoods product for retail sale	E

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPX214 Package meat and smallgoods product for retail sale

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Evidence must demonstrate the candidate's consistency of performance over time at production speed.

The candidate must:

- use a range of packaging equipment to package processed meats and smallgoods for retail sale
- identify food safety hazards in packaging processed meat and take appropriate preventative or corrective action
- identify sub-standard or contaminated product
- clean equipment according to hygiene requirements
- work with team members
- apply relevant regulatory and workplace requirements
- report equipment faults, either verbally or in writing, according to workplace requirements
- seek advice from appropriate sources when working with new products or equipment
- use mathematical skills relevant to the task
- use relevant communication skills

Knowledge Evidence

The candidate must demonstrate a basic factual, technical and procedural knowledge of:

- effect of packaging materials and processes on quality, safety and shelf life of product
- regulatory requirements for packaging and labelling
- packaging processes
- workplace procedures for dealing with sub-standard or contaminated product
- defects that can occur during packaging
- packaging requirements
- specific workplace health and safety requirements for vacuum packing
- general operating principles, including start-up and shut-down procedures

Assessment Conditions

Competency must be demonstrated under conditions similar to the speed of production and within the parameters of the role and responsibilities.

Assessment must occur in the workplace under normal enterprise or production conditions or in a simulated environment.

The following three forms of assessment must be used:

- quiz of underpinning knowledge
- workplace demonstration
- workplace referee or third-party report of performance over time

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPX304 Prepare primal cuts

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to bone and trim primals into specific finished meat products (cuts).

This unit is applicable to skilled operators in a smallgoods establishment or tradespeople in a meat retail enterprise. Primal cuts may be prepared for sale or further processing.

This unit must be delivered in the context of Australian meat processing standards and regulations.

All work should be carried out to comply with workplace requirements and hygiene and sanitation standards.

This unit applies to individuals who work under broad direction and take responsibility for their own work, including limited responsibility for the work of others. They provide and communicate solutions to a range of predictable problems.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

AMPX209 Sharpen knives

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Bone primal cuts	1.1 Bone primal cuts in accordance with workplace, workplace health and safety, hygiene and sanitation, and Quality Assurance (QA) requirements
2. Trim primal cuts	2.1 Trim primal cuts in accordance with workplace, workplace health and safety, hygiene and sanitation, and QA requirements
3. Handle knives effectively	3.1 Handle knives safely, hygienically and effectively

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMSR302C Prepare primal cuts	E

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPX304 Prepare primal cuts

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

The candidate must be observed boning and trimming primals into specific meat products (cuts).

For **meat retail** the candidate must be able to:

- identify meat cut specifications for a minimum of three species using cut descriptions according to customer specifications and regulatory requirements

For **smallgoods** manufacturing the candidate must be able to:

- identify meat cut specifications for a minimum of one species

Where the candidate does not prepare primal cuts in their usual place of work they must complete the requirements of the unit in an alternative work placement or in a simulated environment.

The candidate must:

- correctly use personal protective equipment (PPE) when boning
- position cuts securely for boning
- using knives and other cutting tools safely and effectively when separating primals
- use safe manual handling techniques
- identify contaminated product and take corrective action according to workplace requirements
- sterilise or sanitise equipment according to regulatory and workplace requirements
- apply relevant communication and mathematical skills
- describe meat cut specifications in accordance with customer specifications and regulatory requirements
- apply relevant regulatory requirements
- seek advice from appropriate sources where necessary, particularly when working with new species, technology or changed regulatory requirements

Knowledge Evidence

The candidate must demonstrate a factual, technical, procedural and theoretical knowledge of:

- principles of hygiene and sanitation, and workplace health and safety in relation to cutting meat product
- food safety, QA and product quality requirements for boning primals
- principles of cross-contamination in relation to cutting
- relevant regulatory requirements

Assessment Conditions

Competency must be demonstrated over time and under typical operating conditions for the enterprise.

Assessment must occur in the workplace under normal enterprise or production conditions or in a simulated environment.

As a minimum, the following three forms of assessment must be used:

- quiz of underpinning knowledge
- workplace demonstration
- workplace referee or third-party report of performance over time

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPX305 Smoke product

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to prepare products which are smoked, such as ham, bacon and smallgoods products.

This unit is applicable to skilled operators who are responsible for smoking ham, bacon and other smallgoods products and operating the smokehouse in smallgoods plants or meat retail enterprises.

This unit must be delivered in the context of Australian meat processing standards and regulations.

All work should be carried out to comply with workplace requirements and hygiene and sanitation standards.

This unit applies to individuals who work under broad direction and take responsibility for their own work, including limited responsibility for the work of others. They provide and communicate solutions to a range of predictable problems.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Select meat	1.1 Select meat according to product specifications 1.2 Prepare meat according to product specifications, where part of the work instructions
2. Prepare ingredients and equipment	2.1 Prepare ingredients according to product specifications and workplace requirements 2.2 Prepare machinery and equipment according to product and manufacturer's specifications
3. Load products	3.1 Check products to ensure correct spacing prior to loading 3.2 Load products in a manner that ensures even cooking 3.3 Handle products according to workplace health and safety, hygiene and sanitation requirements at all times
4. Smoke product	4.1 Insert core temperature probes into product centre appropriately and in accordance with product specifications and workplace requirements 4.2 Program machinery, where applicable, in accordance with manufacturer's and product specifications 4.3 Smoke a variety of products to workplace requirements and customer specifications at a speed similar to production requirements 4.4 Monitor and record process according to workplace requirements
5. Monitor smoke cycle	5.1 Regularly monitor smoke cycle, note results and correct deviations from the program 5.2 Manually check internal temperature in accordance with workplace requirements to ensure correct smoke time has been achieved and undertake further cooking if necessary 5.3 When product type and processing procedures require, initiate a shower cycle according to process specifications
6. Chill products	6.1 On completion of smoke cycle, correctly weigh product and either chill immediately or cool at ambient temperature to a specified internal temperature before chilling, according to regulatory requirements 6.2 Keep products at a specific and constant temperature according to product specifications

Element	Performance criteria
	6.3 Store products according to product specifications 6.4 Identify and stack products according to product specifications and workplace requirements

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMSR303A Smoke product	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPX305 Smoke product

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

The candidate must be observed preparing smoked products including ham, bacon and smallgoods products. Evidence must demonstrate the candidate's consistency of performance over time at production speed.

The candidate must:

- produce commercially suitable smoked products
- demonstrate correct loading procedure for both a full and less-than-full smokehouse
- activate and operate machinery according to manufacturer's and workplace instructions
- measure and monitor product internal temperature correctly to ensure it meets product specifications
- monitor smoking of meat on a regular basis to meet product specifications (including, where relevant, the interpretation of graphs or flow charts or mimic panels and controls)
- interpret cooking records where appropriate with respect to relevant product
- adjust processing as required to achieve product specifications
- apply relevant communication and mathematical skills
- operate smoke facility according to workplace health and safety, hygiene, regulatory, product specifications and workplace requirements, and meet production requirements
- report machine faults according to workplace specifications
- store meat according to workplace health and safety, hygiene, regulatory, product specifications and workplace requirements

Knowledge Evidence

The candidate must demonstrate a factual, technical, procedural and theoretical knowledge of:

- correct smoking procedure for specific product
- storage procedures for smoked products
- meat smoking process
- the purpose and effect of smoking processes on meat
- health regulations that apply to smoking of meats
- chilling requirements for different products

- the possible effects of inconsistent temperature on product
- the effects of smoking on shelf life and product taste
- the purpose of correct water temperature and correct additive sequence, especially phosphate and smoke
- recording requirements for the smoking/cooking process
- relevant workplace requirements related to:
 - appropriate humidity levels
 - effect of moisture on casings
 - smoke generator
 - smoke jet
 - sock
 - wet bulb sock
- the use and purpose of raw materials for smoking meat
- the use and purpose of ingredients for smoking meat
- mathematical information in work instructions, specifications and recipes
- meat cuts used in smoking
- cause and effects of, and explain the appropriate corrective action for:
 - cycle out of sequence
 - excess smoke
 - insufficient smoke

Assessment Conditions

Competency must be demonstrated over time and under normal operating conditions for the enterprise, within the parameters of the role and responsibilities, and according to workplace requirements.

Assessment may occur in the workplace under normal operating conditions or in a simulated environment.

As a minimum, the following three forms of assessment are required:

- quiz of underpinning knowledge
- workplace demonstration
- workplace referee or third-party report of performance over time

Assessors must satisfy current standards for RTOs

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPX306 Provide coaching

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to act as a coach to others in the workplace.

Coaching is used when experienced personnel are teamed with new recruits or employees new to a position. The role of a coach is to provide advice, support and guidance as the employee learns new tasks and skills, and becomes familiar with the position and the working environment. In many enterprises, this is referred to as a 'buddy' system. Coaching or buddying is used throughout the meat industry.

This unit must be delivered in the context of Australian meat processing standards and regulations.

All work should be carried out to comply with workplace requirements and hygiene and sanitation standards.

This unit applies to individuals who work under broad direction and take responsibility for their own work, including limited responsibility for the work of others. They provide and communicate solutions to a range of predictable problems.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Establish coaching relationship	1.1 Identify areas for development in accordance with organisational and individual requirements 1.2 Apply effective communication styles to develop trust, confidence and rapport 1.3 Make coaching arrangements on how the relationship will be conducted 1.4 Agree upon expectations and goals 1.5 Seek input from relevant personnel, if required
2. Provide coaching support	2.1 Assist individuals to clarify tasks, duties and other requirements associated with their positions 2.2 Assist individuals to gain required skills and expertise through demonstration, guidance, advice and constructive feedback 2.3 Provide a supportive environment to allow individuals to work towards achieving required skill levels 2.4 Encourage individuals to make decisions and take responsibility for the courses of actions or solutions under consideration 2.5 Provide assistance and guidance in a manner that allows individuals to retain responsibility for personal performance
3. Evaluate effectiveness of coaching	3.1 Recognise and openly discuss changes in the coaching relationship 3.2 Make adjustments to the relationship to take account of the needs of both the coach and the individual 3.3 Seek feedback from colleagues and other relevant personnel to identify and implement improvements

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMP3102B Provide coaching	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPX306 Provide coaching

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

The candidate must be observed acting as a coach to others in the workplace. Evidence must demonstrate the candidate's consistency of performance over time.

The candidate must:

- apply communication skills in giving, receiving and analysing feedback relevant to the process of coaching
- apply the organisation's policies, procedures and plans
- apply relevant problem-solving skills
- assist another individual to achieve their goals and development needs through the use of significant workplace knowledge
- create a learning environment that allows for open discussion, feedback, tolerance of mistakes during learning within a safe environment, and affirmation of the individual's worthiness
- demonstrate effective methods of coaching
- demonstrate effective planning skills to organise activities
- identify and apply relevant workplace health and safety, regulatory and workplace requirements
- use appropriate methods and techniques for eliciting and interpreting feedback
- work effectively with individuals who have diverse work styles, aspirations, cultures and perspectives

Knowledge Evidence

The candidate must demonstrate a factual, technical, procedural and theoretical knowledge of:

- effective learning styles and methods of coaching
- methods for identifying development opportunities
- enterprise's Standard Operating Procedures (SOPs), work instructions and relevant regulatory requirements, and apply them to the coaching process
- principles of coaching for development of competence

Assessment Conditions

Competency must be demonstrated over time and under typical operating or production conditions for the enterprise.

Assessment must occur in the workplace and under normal enterprise or production conditions.

A minimum of three different forms of assessment must be used.

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPX307 Provide mentoring

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to act as a mentor to others in the workplace. Mentoring is a strategy to promote individual well-being in the workplace and to facilitate retention.

In the meat industry, mentors play a key role. Mentors may be from all areas and levels of the organisation. Mentors may be the people champions or change champions on-site. Mentors can be found in all sectors of the meat industry.

This unit must be delivered in the context of Australian meat processing standards and regulations.

All work should be carried out to comply with workplace requirements and hygiene and sanitation standards.

This unit applies to individuals who work under broad direction and take responsibility for their own work, including limited responsibility for the work of others. They provide and communicate solutions to a range of predictable problems.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Establish mentoring relationship	1.1 Identify areas for development in accordance with organisational and individual requirements 1.2 Use effective communication styles to develop trust, confidence and rapport 1.3 Make mentoring arrangements on how the relationship will be conducted 1.4 Agree upon expectations and goals 1.5 Seek input from relevant personnel if required
2. Provide mentoring support	2.1 Assist individual to identify and evaluate opportunities to achieve agreed goals and development activities 2.2 Share personal experiences and knowledge with individuals to assist in progress to agreed goals and development 2.3 Provide a supportive environment to allow individuals to progress towards achieving their goals 2.4 Encourage individuals to make decisions and take responsibility for the courses of action or solutions under consideration 2.5 Provide assistance and guidance in a manner that allows individuals to retain responsibility for achieving their goals
3. Evaluate effectiveness of mentoring	3.1 Recognise and openly discuss changes in the mentoring relationship 3.2 Make adjustments to the relationship to take account of the needs of both the mentor and the individual 3.3 Seek feedback from the individual and other relevant personnel to identify and implement improvements

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMP3103B Provide mentoring	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPX307 Provide mentoring

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

The candidate must be observed acting as a mentor to others in the workplace. Evidence must demonstrate the candidate's consistency of performance over time at production speed.

The candidate must:

- establish, maintain and appropriately modify a mentoring relationship
- use effective planning skills to organise activities
- apply communication skills in giving, receiving and analysing feedback relating to the mentoring process
- apply relevant problem-solving skills
- assist another individual to achieve their goals and development needs using significant workplace knowledge and experience
- demonstrate effective methods of mentoring
- apply relevant workplace health and safety, regulatory and workplace requirements
- demonstrate methods and techniques for eliciting and interpreting feedback
- work effectively with individuals who have diverse work styles, aspirations, cultures and perspectives

Knowledge Evidence

The candidate must demonstrate a factual, technical, procedural and theoretical knowledge of:

- methods for identifying development opportunities
- enterprise Standard Operating Procedures (SOPs), work instructions, relevant regulatory requirements and how they apply to mentoring processes
- principles of mentoring
- role and benefits of mentoring
- relevant workplace health and safety, regulatory and workplace requirements
- methods and techniques for eliciting and interpreting feedback

Assessment Conditions

Competency must be demonstrated over time and under typical operating or production conditions for the enterprise.

Assessment must occur in the workplace and under normal production conditions.

A minimum of three different forms of assessment must be used.

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPX309 Identify and repair equipment faults

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to locate and repair or replace faulty components of equipment in accordance with agreed upon workplace practices.

This unit must be delivered in the context of Australian meat processing standards and regulations.

All work should be carried out in accordance with the appropriate Australian standard.

All work should be carried out to comply with workplace requirements and regulatory requirements.

This unit applies to individuals who work under broad direction and take responsibility for their own work, including limited responsibility for the work of others. They provide and communicate solutions to a range of predictable problems.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Locate equipment faults	1.1 Monitor unit or sub-system performance to identify presence of actual and potential faults 1.2 Monitor built in test functions, fault indicators, alarms and error codes and check and review appropriate maintenance records 1.3 Detect equipment faults using established fault diagnoses techniques and procedures 1.4 Record and/or report faults according to standard procedures
2. Repair and/or replace faulty equipment components	2.1 Isolate equipment according to standard procedures in preparation for component repair or replacement 2.2 Remove faulty components using appropriate tools and techniques in accordance with standard procedures 2.3 Repair and/or replace faulty components in accordance with manufacturer's specifications and standard procedures 2.4 Check and test unit, sub-system or system to confirm that maintenance has been completed to specifications 2.5 Use tools according to manufacturer's specifications to achieve desired outcomes 2.6 Dispose of waste arising from maintenance according to waste management requirements 2.7 Record maintenance information in the company reporting system

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMS306B Identify and repair equipment faults	E

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPX309 Identify and repair equipment faults

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

The candidate must be observed locating and repairing or replacing faulty equipment in accordance with agreed upon workplace practices. Evidence must demonstrate the candidate's consistency of performance over time.

The candidate must:

- prepare equipment and work area to conduct maintenance
- wear personal protective clothing for maintenance work
- apply relevant regulatory requirements
- follow instructions in undertaking agreed maintenance task
- diagnose and repair or replace faulty equipment according to workplace health and safety, hygiene and sanitation, workplace requirements and manufacturer's specifications
- apply fault diagnosis techniques and procedures
- demonstrate the use of common hand and power tools for component repair or replacement
- verify completion of repair or replacement
- clean maintenance tools or equipment
- maintain a clean and safe work area
- pack or store tools in designated location
- apply relevant communication and mathematical skills including reporting and describing faults, calculating weights, measures, quantities and time
- seek advice from others and relevant sources, including manuals, to learn new skills and techniques

Knowledge Evidence

The candidate must demonstrate a factual, technical, procedural and theoretical knowledge of:

- common problems in conducting maintenance
- consequences of incorrect or inadequate maintenance
- environmental aspects related to maintenance

- equipment isolation requirements
- food safety factors in maintaining equipment
- workplace health and safety hazards and controls
- purpose and use of common hand and power tools for component repair or replacement
- fault diagnosis techniques and procedures
- purpose of routine preventative maintenance
- quality parameters to be achieved
- recording or reporting systems and processes
- relationship of maintenance to other work activities in the meat or enterprise plant
- roles of and relationships with others involved in carrying out maintenance functions
- services used in maintenance
- significance of minimising equipment down time
- waste handling requirements
- relevant regulatory requirements

Assessment Conditions

Competency must be demonstrated over time and under typical operating and production conditions for the enterprise.

Assessment must occur in the workplace under normal operating and production conditions.

As a minimum, the following three forms of assessment must be used:

- quiz of underpinning knowledge
- workplace demonstration
- workplace referee or third-party report of performance over time

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPX401 Monitor meat preservation process

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to monitor the hygienic preservation of meat and ensure compliance with quality standards and regulatory requirements.

This unit is applicable to meat safety officers (inspectors) and Quality Assurance (QA) managers responsible for overseeing meat preservation.

All work is carried out to comply with product specifications, customer requirements and workplace procedures.

This unit applies to individuals who take responsibility for their own work and for the quality of the work of others within known parameters. They provide and communicate solutions to a range of predictable and sometimes unpredictable problems.

This unit must be delivered in the context of Australian meat processing standards and regulations.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Overview the meat preservation process	1.1 Identify and explain types of preservation processes used by the meat industry 1.2 Identify meat quality required for preservation processes according to customer and workplace requirements 1.3 Prepare ingredients and equipment required for the preservation process according to product specifications, hygiene and sanitation, and safety requirements
2. Monitor the meat preservation process	2.1 Inspect and monitor product and process to ensure meat is preserved to specifications, health, hygiene and customer requirements 2.2 Regularly monitor equipment or processes involved in the preservation process at critical control points 2.3 Monitor and follow procedures to ensure quality and hygiene of products at all times 2.4 Implement procedures for rejecting, reprocessing and/or recall for products which do not meet specifications or hygiene requirements

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMPS411C Monitor meat preservation process	E

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPX401 Monitor meat preservation process

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

The candidate must monitor the meat preservation process on at least three separate occasions.

The candidate must demonstrate ability to:

- identify critical control points in the meat preservation process
- prepare ingredients and equipment required for the preservation process according to product specifications, hygiene and sanitation, and safety requirements
- apply relevant communication and mathematical skills
- maintain currency of knowledge through professional development and self-directed research
- determine and implement corrective action
- identify and apply relevant workplace health and safety requirements
- interpret monitoring data and identify out-of-specification performance or product
- monitor the preservation of meat to ensure compliance with workplace and regulatory requirements
- record monitoring information accurately
- report non-conformances to appropriate personnel

Knowledge Evidence

The candidate must demonstrate a broad factual, technical and theoretical knowledge of:

- the criteria for rejected, reprocessed or recalled product
- the process involved in preserving meat in own workplace
- critical aspects of meat safety and hygiene during the preservation process
- relevant procedures for ensuring the preserved meat product is safe and fit for human consumption
- rejection and recall procedures
- the impact of the preservation process on product quality, including eating quality

- current regulatory requirements relating to the preservation of meat and meat products
- the appropriate Australian Standard and regulatory requirements

Assessment Conditions

Competency must be demonstrated while monitoring a commercial meat preservation operation.

Assessment of application of reject and recall procedures may involve a simulated monitoring role for the trainee.

As a minimum, the following three forms of assessment must be used:

- quiz of underpinning knowledge
- workplace demonstration
- workplace referee or third-party report of performance over time

All evidence must be collected in the context of current Australian meat industry standards and regulations.

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPX402 Monitor and overview the production of processed meats and smallgoods

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to monitor the production processes of smallgoods.

This unit is applicable to supervisors, Quality Assurance (QA) staff and regulatory officers overseeing the production of processed meat and smallgoods.

All work is carried out to comply with workplace and regulatory requirements.

This unit applies to individuals who take responsibility for their own work and for the quality of the work of others within known parameters. They provide and communicate solutions to a range of predictable and sometimes unpredictable problems.

This unit must be delivered in the context of Australian meat industry standards and regulations.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Overview the production of further processed meats and smallgoods	1.1 Identify and explain the range of further processed meat products and smallgoods 1.2 Identify and explain the processing techniques involved in the production of these products 1.3 Identify and explain the hygiene and sanitation and quality hazards associated with the production of these products 1.4 Identify and explain the regulatory requirements associated with the production of these products
2. Monitor the preparation of processing equipment and areas	2.1 Identify procedures for pre-operational equipment checks in accordance with workplace policies and procedures, and manufacturer's instructions 2.2 Ensure pre-operational checks and procedures are carried out in accordance with workplace and regulatory requirements
3. Monitor the production of smallgoods and further processed meat products	3.1 Identify ingredients by type and quality in accordance with product specifications and explain their function in the process 3.2 Identify types of meat, by-product, stock, additive, binder and spices selected in accordance with formulation specifications and regulatory requirements 3.3 Monitor handling techniques for ingredients to prevent contamination and ensure product quality and safety 3.4 Identify relevant processing equipment and explain operating procedures according to manufacturer and work specifications 3.5 Monitor relevant temperature, consistency, appearance and texture requirements monitored in accordance with product specifications and regulatory requirements 3.6 Monitor relevant processing area hygiene and sanitation requirements as specified in workplace procedures and regulatory requirements 3.7 Identify and assess against regulatory requirements the procedures for rejection, reprocessing and/or recall for products which do not meet specifications or hygiene and sanitation requirements

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMPS412C Monitor and overview the production of processed meats and smallgoods	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPX402 Monitor and overview the production of processed meats and smallgoods

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

The candidate must monitor the production of processed meats and smallgoods in the workplace on at least three separate occasions.

The candidate must:

- monitor production of processed meats and smallgoods to ensure compliance with workplace and regulatory requirements
- apply relevant communication and mathematical skills
- identify and apply relevant workplace health and safety requirements
- propose and implement solutions to a range of production problems

Knowledge Evidence

The candidate must demonstrate a broad factual, technical and theoretical knowledge of:

- hazards to the safe and hygienic manufacture of smallgoods
- options for chilling product
- the process involved in manufacturing smallgoods
- procedures required to ensure products are fit for human consumption and meet regulatory and quality requirements
- critical limits in the manufacture of smallgoods
- recall procedures, including notification of appropriate authorities
- the appropriate Australian Standard and regulatory requirements

Assessment Conditions

Competency must be demonstrated while monitoring the commercial production of processed meats and smallgoods.

All evidence must be collected in the context of current Australian meat industry standards and regulations.

As a minimum, the following three forms of assessment must be used:

- quiz of underpinning knowledge
- workplace demonstration
- workplace referee or third-party report of performance over time

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPX403 Monitor and overview the production of Uncooked Comminuted Fermented Meat (UCFM)

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to understand and manage the production processes for Uncooked Comminuted Fermented Meat (UCFM).

This unit is applicable to personnel responsible for the outcomes of the production processes of UCFM in a smallgoods processing operation.

This unit relates to the Australia New Zealand Food Standards Code, Standard 3.2.2 Food Safety Practices and General Requirements, Clause 3 Food handling - skills and knowledge, which states:

'A food business must ensure that persons undertaking or supervising food handling operations have:

- (a) skills in food safety and food hygiene matters; and
- (b) knowledge of food safety and food hygiene matters, commensurate with their work activities.'

All work is carried out to comply with product specifications, customer requirements, hygiene standards and workplace procedures.

This unit applies to individuals who take responsibility for their own work and for the quality of the work of others within known parameters. They provide and communicate solutions to a range of predictable and sometimes unpredictable problems.

This unit must be delivered and assessed in the context of Australian Meat industry standards and regulations.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

AMPCOR202 Apply hygiene and sanitation practices

AMPCOR404 Facilitate hygiene and sanitation performance

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Identify microbiological hazards for UCFM products	1.1 Identify types of micro-organisms 1.2 Identify major threats to UCFM products 1.3 Identify types of bacteria that cause food poisoning and spoilage 1.4 Identify effects of bacterial contamination for food poisoning (impact on people) and food spoilage (shelf life) 1.5 Identify sources of bacterial contamination 1.6 Identify growth characteristics and requirements of bacteria
2. Identify chemical hazards for UCFM products	2.1 Identify chemical hazards which may affect UCFM products 2.2 Identify common sources of chemical hazards/contamination 2.3 Explain control methods which prevent chemical contamination including enterprise policies and relevant national programs (including residue testing) 2.4 Explain the impact of chemical residues on meat (including poisoning, tainting, rejections)
3. Identify physical hazards for UCFM products	3.1 Explain physical hazards which may affect meat 3.2 Identify common sources of physical hazards and/or contamination 3.3 Explain control methods to prevent contamination 3.4 Explain effects or impact of physical hazards on meat
4. Overview the production of UCFM products	4.1 Identify and explain the range of UCFM products 4.2 Identify and explain the processing techniques involved in producing UCFM 4.3 Identify and explain the hygiene and food safety hazards

Element	Performance criteria
	associated with the production of UCFM products 4.4 Identify and explain the regulatory requirements associated with the production of UCFM products
5. Monitor the preparation of processing equipment and areas	5.1 Identify procedures for pre-operational equipment checks in accordance with workplace policies and procedures, and manufacturer's instructions 5.2 Carry out and monitor pre-operational checks and procedures in accordance with workplace, food safety and regulatory requirements
6. Manage the production of UCFM and further processed products	6.1 Identify ingredients by type, quality and safety in accordance with product specifications and explain their functions 6.2 Identify types of meat, by-product, stock, additive, binder and spices selected in accordance with formulation specifications 6.3 Demonstrate handling requirements for ingredients (including starter culture) to prevent food safety hazards and ensure product quality and safety 6.4 Identify relevant processing equipment and explain operating procedures in accordance with manufacturer specifications 6.5 Describe relevant time, temperature and humidity requirements for fermentation, maturation and monitoring in accordance with product specifications, regulatory requirements and industry guidelines 6.6 Describe relevant consistency, appearance, texture and monitoring requirements in accordance with product specifications and regulatory requirements 6.7 Identify and assess procedures for rejecting, reprocessing and recalling products which fail to meet specifications or hygiene and sanitation requirements as measured against industry guidelines 6.8 Identify and monitor relevant processing area hygiene and sanitation requirements as specified in workplace procedures and regulatory requirements
7. Overview the implementation of the Approved Hazard Analysis Critical Control Point (HACCP) plan for the production of UCFM products	7.1 Identify Critical Control Points (CCPs) and control points for preventing and controlling bacterial contamination, including process controls and systems 7.2 Explain and implement control methods to prevent microbiological contamination 7.3 Identify critical limits for CCPs and implement monitoring processes 7.4 Describe validation requirements for critical limits of HACCP programs 7.5 Implement documented procedures which ensure out of control

Element	Performance criteria
	CCPs are brought back under control and affected products are suitably handled 7.6 Implement documented procedures to ensure the whole HACCP system is regularly audited and verified as working effectively 7.7 Keep all documents and records required for the system available, up-to-date and in use

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

UCFM products must include knowledge of:

- caccitona
- chorizo
- csabai
- landjaeger
- Lebanon Bologne
- mettwurst
- polnische
- salami
- some cabanossi
- summer sausage
- Teewurst

Unit Mapping Information

MTMPS414B Monitor and overview the production of Uncooked Comminuted Fermented Meat (UCFM)	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPX403 Monitor and overview the production of Uncooked Comminuted Fermented Meat (UCFM)

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

The candidate must display an understanding of and manage the production processes for UCFM. Evidence must demonstrate the candidate's consistency of performance over time.

The candidate must:

- apply relevant communication and mathematical skills
- maintain currency of knowledge and techniques through informal learning, regular professional development and personal research by using resources including the internet, industry journals, circulars from regulators and industry workshops
- demonstrate initiative and creativity in proposing solutions and contributing to the development of appropriate actions to resolve problems
- identify and apply relevant workplace health and safety and workplace requirements
- monitor production of UCFM to ensure compliance with workplace and regulatory requirements
- provide relevant information to work colleagues to facilitate understanding of, and compliance with the relevant Australian Standards and associated regulations
- use technology to access information, prepare reports, and to access and prepare relevant data

Knowledge Evidence

The candidate must demonstrate a broad factual, technical and theoretical knowledge of:

- process involved in manufacturing UCFM
- purpose of fermentation
- raw materials storage and selection requirements
- fermentation control criteria for pH
- fermentation speed control
- purpose of maturation and drying
- maturation and drying speed control

- impact of raw material on product quality and food safety
- water activity as a release criteria
- microbiological criteria in UCFM production and microbiological limits of UCFM, particularly the following significant microbial pathogens: enterohaemorrhagic Escherichia coli, Salmonella, enterotoxin of Staphylococcus aureus and Listeria monocytogenes
- physical hazards for UCFM products
- role of starter culture
- storage and handling requirements for starter culture
- product handling and release criteria
- impact of critical limits in a HACCP program for UCFM production
- procedures required to ensure products are fit for human consumption and meets regulatory, food safety and quality requirements
- implementation of the HACCP plan for the production of UCFM products

Assessment Conditions

Competency must be demonstrated through sustained performance over time, with an appropriate level of responsibility and authority under typical operating and production conditions for the enterprise.

The following methods of assessment must be used:

- assignment focusing on understanding and application of principles and theory to workplace operations
- third-party referee report of sustained performance at appropriate level of authority and responsibility
- workplace project with a focus on enterprise environment and conditions

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPX404 Conduct an internal audit of a documented program

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to conduct an internal audit of a documented program.

This unit is applicable to plant managers, Quality Assurance (QA) personnel, managers and marketing personnel who have a role in scheduling, preparing for and conducting an internal audit in a meat processing plant. The scope of the audit may include operational areas such as food safety, workplace health and safety, vendor and environmental programs. This may include industry standards and codes.

Work in this unit must be carried out to comply with the appropriate Australian Standard.

All work should be carried out to comply with workplace requirements.

This unit applies to individuals who take responsibility for their own work and for the quality of others' work within known parameters. They provide and communicate solutions to a range of predictable and sometimes unpredictable problems.

This unit must be delivered and assessed in the context of Australian meat industry standards and regulations.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Plan the audit	1.1 Interpret audit schedule and plan and organise the timely conduct of internal audit 1.2 Determine objectives, scope and criteria of audit according to workplace requirements 1.3 Assemble and brief audit team, as required, about the objectives, scope and criteria of the audit 1.4 Notify those affected by and involved in the audit and document responsibilities according to workplace requirements 1.5 Notify stakeholders involved in an internal audit according to workplace requirements 1.6 Identify procedures, records and workplace documentation needed for the audit 1.7 Document evidence collection methods and sources to be used during the audit, including developing workplace checklists in accordance with workplace specifications 1.8 Conduct a document review prior to audit
2. Conduct the audit	2.1 Conduct an entry meeting with relevant parties to explain the purpose, scope and criteria for the audit, the methods to be used for conducting the audit, and procedures for reporting and following up results 2.2 Conduct an audit of the program in accordance with workplace and regulatory requirements 2.3 Use effective communication skills when conducting the audit 2.4 Collect verifiable objective evidence against the criteria of the audit 2.5 Make findings using the objective evidence against the audit criteria 2.6 Identify and categorise non-conformances according to workplace requirements 2.7 Record audit activity according to workplace requirements
3. Report on audit findings	3.1 Prepare an audit report, detailing areas of the program which were audited and findings against the audit criteria, including

Element	Performance criteria
	non-conformances, where applicable 3.2 Document objective evidence according to workplace standards 3.3 Keep records of audit process, objective evidence and findings in accordance with workplace and regulatory requirements 3.4 Report findings according to workplace requirements
4. Confirm and close out corrective action	4.1 Verify the effectiveness of corrective actions 4.2 Maintain records of the effectiveness of corrective actions

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMPS415A Conduct an internal audit of a documented program	E

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPX404 Conduct an internal audit of a documented program

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

The candidate must conduct an internal audit of at least one complete section of a documented program.

The candidate must:

- locate relevant commonwealth, state and/or territory legislation, regulations and related codes of practice and determine the legal responsibilities of the business
- locate relevant codes or compliance program requirements
- communicate the audit process, requirements and findings to relevant personnel clearly and accurately
- apply planning skills to ensure the smooth conduct of the audit process
- use negotiation skills to organise and facilitate audit processes, including following meeting procedures and resolving issues
- identify and follow an audit trail
- conduct research to identify, collect and analyse evidence
- gather, analyse and record data accurately
- plan and organise audit activities
- use information systems, technologies and software to manage security, authorisation and distribution of audit data and records
- interpret evidence and make a judgement on the level of compliance
- prepare well-balanced, factual and objective written audit reports

Knowledge Evidence

The candidate must demonstrate a broad factual, technical and theoretical knowledge of:

- audit management processes to develop and implement an audit against an agreed plan, including an understanding of the scope/level of authority to revise the resource and allocate time allocations to take account of variation to plan
- legislation, regulations, orders, codes and standards applicable to the areas being audited
- communication methods relevant to different groups and audience

- evidence appropriate for use in audit processes, including an understanding of the difference between objective and hearsay evidence and methods for recording and managing evidence to provide reliable reference information in the event that evidence is challenged
- evidence collection methods including record sampling and sample analysis, including an understanding of the evidence collection options relevant to a given audit situation, the reliability of each collection method and the range/extent of evidence collection methods required to ensure that audit outcomes are objective, consistent, fair and reliable
- legislation that impacts on acceptable communication methods and conduct including anti-discrimination, anti-harassment and privacy legislation
- methods used to identify Critical Control Points and establish critical limits, appropriate to the nature of the hazard, the requirements of the audit and the industry sector
- personal attributes required of an auditor
- the internal auditing policies and procedures of the workplace
- the structure, authority levels and lines of reporting within the organisation
- the underlying principles of risk-based approaches to controlling food safety hazards including HACCP as described in the Codex Alimentarius Guidelines
- vocabulary and terms relating to food safety, including terms and jargon used to describe technical processes, industry standards and common biological and chemical terms

Assessment Conditions

Competency must be demonstrated while conducting an internal audit of an operating meat processing enterprise.

All evidence must be collected in the context of current Australian meat industry standards and regulations.

As a minimum, the following three forms of assessment must be used:

- quiz of underpinning knowledge
- workplace demonstration
- workplace referee or third-party report of performance over time

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPX405 Conduct statistical analysis of process

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to collect and analyse statistical information relating to meat processing.

This unit is applicable to managers and Quality Assurance (QA) personnel who are required to analyse monitoring and verification data of a meat production process.

All work is carried out to comply with workplace and regulatory requirements.

This unit applies to individuals who take responsibility for their own work and for the quality of others' work within known parameters. They provide and communicate solutions to a range of predictable and sometimes unpredictable solutions.

This unit must be delivered and assessed in the context of Australian meat industry standards and regulations.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Collect and analyse statistical data drawn from the workplace	1.1 Select samples from a process line 1.2 Conduct statistical calculations on samples
2. Use statistical analysis to verify the process	2.1 Prepare relevant graphs and charts 2.2 Use a range of information and communications technology and software, including statistics management and analysis programs 2.3 Identify and analyse trends and cyclic patterns of control graphs 2.4 Prepare and present reports on the outcomes of the statistical analysis of monitoring data

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMPS416A Conduct statistical analysis of process	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPX405 Conduct statistical analysis of process

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

The candidate must collect and analyse statistical information relating to meat processing. The candidate must complete analysis and report on at least three data runs to achieve competency.

The candidate must:

- apply statistical information to the analysis and verification of a process
- calculate simple statistical measures
- cooperate with monitors to ensure accuracy and timeliness of data
- use a range of information and communications technology and software, including statistics management and analysis programs
- conduct trend analysis of meat processing data
- explain the verification process using statistical data
- identify and apply relevant workplace health and safety, regulatory and workplace requirements
- perform basic statistical calculations on data from samples drawn from the workplace
- prepare control graphs and use charts as relevant
- prepare reports on the outcomes of the statistical analysis of monitoring data
- use and explain simple statistical measures, including mean, range, frequency, mode and median
- use relevant communication skills

Knowledge Evidence

The candidate must demonstrate a broad factual, technical and theoretical knowledge of:

- statistical measures, including mean, range, frequency, mode and median
- available software systems to assist with analysis and report preparation

Assessment Conditions

As a minimum, the following three forms of assessment must be used:

- quiz of underpinning knowledge
- workplace demonstration
- workplace referee or third-party report of performance over time

All evidence must be collected in the context of current Australian meat industry standards and regulations.

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPX406 Manage or oversee an external audit of the establishment's quality system

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to prepare for and respond to an audit of a quality system conducted by an external party.

This unit is applicable to managers and Quality Assurance (QA) personnel who facilitate external audits by regulators, accrediting agencies, customers or overseas reviewers.

All work should be carried out to comply with workplace and regulatory requirements.

This unit applies to individuals who take responsibility for their own work and for the quality of others' work within known parameters. They provide and communicate solutions to a range of predictable and sometimes unpredictable problems.

The unit must be delivered and assessed in the context of Australian meat industry standards and regulations.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Identify audit dates	1.1 Document and schedule known or expected dates of external audits in accordance with workplace practices 1.2 Confirm dates and notify all relevant company personnel
2. Identify audit scope	2.1 Describe and convey audit scope to people affected by external audit processes
3. Identify audit team size and length/duration of the external audit	3.1 Identify audit team size and duration and make necessary notifications throughout the workplace
4. Review internal audit reports to check areas expected to be covered in the external audit	4.1 Conduct internal audits, where necessary, and develop reports in accordance with workplace policy and procedures 4.2 Review previous internal audit reports and production reports to identify past problem areas 4.3 Monitor and review previous problem areas 4.4 Review previous customer complaints that reflect on food production and safety
5. Make arrangements for the external audit process	5.1 Make arrangements for the external audit and confirm them with the auditors 5.2 Make arrangements for greeting the external auditors and the provision of a workplace guide in accordance with workplace requirements 5.3 Notify relevant internal departments of the arrangements 5.4 Determine roles and responsibilities of enterprise personnel in the audit process
6. Accompany the external auditors	6.1 Facilitate entry and exit interviews 6.2 Escort external auditors for the duration of the audit in accordance with established arrangements and workplace procedures
7. Report on the external audit	7.1 Report external audit finding in accordance with workplace requirements 7.2 Communicate external audit findings to relevant individuals 7.3 Follow up on external audit findings and take corrective action, where appropriate

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMPS417A Manage/oversee an external audit of the establishment's quality system	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPX406 Manage or oversee an external audit of the establishment's quality system

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

The candidate must manage or oversee at least one complete external audit of the establishment's quality system.

The candidate must:

- apply relevant communication and problem-solving skills
- work effectively as an individual and as part of a team
- demonstrate clear communication and interpersonal skills related to preparing for and participating in an external audit
- schedule, record the schedule and manage the planning for external audits
- ensure the quality systems covering the area to be audited are in place and effective as shown by internal audit reports
- identify and apply relevant workplace health and safety and regulatory requirements
- use available technology to prepare for and follow up external audits
- identify reports of internal and external audits and take corrective action
- maintain currency of knowledge through independent research and professional development

Knowledge Evidence

The candidate must demonstrate a broad factual, technical and theoretical knowledge of:

- regulatory and other requirements for external audits
- technical and regulatory aspects covered by each external audit

Assessment Conditions

Competency must be demonstrated while managing or overseeing one complete external audit of the company's quality system.

As a minimum, the following three forms of assessment must be used:

- quiz of underpinning knowledge
- workplace demonstration
- workplace referee or third-party report of performance over time.

All evidence must be collected in the context of current Australian meat industry standards and regulations.

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPX407 Oversee export requirements

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to understand and identify export requirements for an Australian meat processing plant.

This unit is applicable to those employed in meat processing plants as government inspection staff, plant manager or Quality Assurance (QA) personnel.

All work should be carried out to comply with workplace, customer and regulatory requirements.

This unit applies to individuals who take responsibility for their own work and for the quality of others' work within known parameters. They provide and communicate solutions to a range of predictable and sometimes unpredictable problems.

This unit must be delivered and assessed in the context of Australian meat industry standards and regulations.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Identify major export legislation	1.1 Identify relevant legislation and describe its application to establishment 1.2 Identify export control orders and explain their application in accordance with customer specifications and work instructions 1.3 Access legislation on Electronic Legislation, Manuals and Essential References (ELMER)
2. Identify and describe importing country requirements	2.1 Access and apply information on importing country requirements 2.2 Perform specific importing country and export inspection procedures in accordance with regulatory requirements and workplace requirements
3. Identify the role of the federal Department of Agriculture	3.1 Describe the role of the Department of Agriculture 3.2 Identify the function of Department of Agriculture meat inspection staff 3.3 Identify the structure of the Department of Agriculture and the relevant chain of command
4. Identify Quality Assurance arrangements	4.1 Identify specific requirements for Department of Agriculture Approved Arrangement 4.2 Describe Department of Agriculture review, monitoring and auditing arrangements for Approved Arrangements

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMPS418A Oversee export requirements	E

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPX407 Oversee export requirements

Modification History

Not applicable.

Performance Evidence

The candidate must oversee the export requirements for at least one enterprise section or department for a period of at least three months.

The candidate must:

- access and research legislation on the ELMER system and other appropriate electronic information systems
- gather, analyse and present complex information to colleagues
- identify and apply relevant workplace health and safety requirements
- identify orders relevant to specific operational situation
- use communication and information technology to access required information
- use relevant communication skills
- work with Department of Agriculture personnel

Knowledge Evidence

The candidate must demonstrate a broad factual, technical, procedural and theoretical knowledge of:

- role and jurisdiction of Department of Agriculture
- role and function of Department of Agriculture meat inspection staff
- ante-mortem and post-mortem inspection procedures for importing countries
- procedures for condemnation in export works
- main regulatory and legislative requirements for exporting product and their application to meat processing
- QA systems operating, monitored and audited by Department of Agriculture in export works

Assessment Conditions

All evidence must be collected in the context of current Australian meat industry standards and regulations.

A minimum of three different forms of assessment must be used.

Assessors must satisfy the current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPX408 Coordinate contracts

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to coordinate the production, packaging and transportation of products to contracted markets in accordance with enterprise, customer and legal requirements. This unit is relevant to contracts in local, national and international markets.

The breadth of this unit makes it particularly useful for small and micro businesses in the retail, meat processing, smallgoods manufacturing and food service areas. In a micro or small business one person would have responsibility for overseeing contract management.

All work should be carried out to comply with workplace and regulatory requirements.

This unit applies to individuals who take responsibility for their own work and for the quality of others' work within known parameters. They provide and communicate solutions to a range of predictable and sometimes unpredictable problems.

This unit must be delivered and assessed in the context of Australian meat industry standards and regulations.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Clarify characteristics of the client or market	1.1 Identify market regulations, controls and requirements 1.2 Analyse and check contractual requirements against production schedules 1.3 Confirm negotiations with agents, representatives, brokers and clients in accordance with enterprise requirements and ethical standards 1.4 Put contingency plans in place
2. Monitor production for clients and market	2.1 Negotiate and confirm supply of raw products and ingredients in accordance with market and enterprise requirements 2.2 Schedule production to meet contractual requirements 2.3 Meet product specifications, including customer, market and Quality Assurance (QA) requirements 2.4 Package products to maintain quality and meet customer and legal requirements
3. Coordinate product transportation	3.1 Schedule transport, freight and storage with carrier 3.2 Accurately complete documentation 3.3 Confirm insurance arrangements
4. Facilitate financial transactions	4.1 Accurately calculate costs, charges and payments in accordance with enterprise policies and negotiated contracts 4.2 Accurately calculate costs, charges and payments in appropriate currency 4.3 Monitor payments and receipts in accordance with enterprise procedures
5. Monitor contract coordination effectiveness	5.1 Assess performance against targets 5.2 Make recommendations for improvement

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMPSR401C Coordinate contracts	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPX408 Coordinate contracts

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

The candidate must coordinate the production, packaging and transportation of products to contracted markets in accordance with enterprise, customer and legal requirements. Evidence must demonstrate the candidate's consistency of performance over time.

The candidate must:

- apply food safety and QA requirements where relevant
- apply problem-solving skills to resolve issues that impact on capacity to meet contractual obligations
- apply relevant mathematical skills
- calculate costs and prices for local, national and international markets, including the impacts of inter-market taxes, tariffs, duties, charges or exchange rates
- complete documentation accurately and on time
- use effective communication strategies, including cross cultural communication, to negotiate or confirm transactions in the marketplace including new, distant and diverse markets
- determine implications for the enterprise of information relevant to the sale of meat and meat products in a local, national and international context (including market regulations, agents' terms and conditions)
- identify and apply relevant workplace health and safety regulatory and workplace requirements
- identify and follow freight, insurance and banking procedures
- liaise, as required, with agents, representatives and brokers
- prepare schedules and coordinate supply, production, packaging and transshipment of product to meet contract specifications and deadlines
- review enterprise operations and processes to meet regulatory requirements
- use appropriate communication and information technology to complete communication, scheduling, monitoring and reporting tasks

Knowledge Evidence

The candidate must demonstrate a broad factual, technical and theoretical knowledge of:

- legislation, regulations and codes of practice applicable to the production, sale, packaging and transportation of meat products in local, national or international markets, including legislative requirements and regulations for meat and other ingredients
- standard documentation required for local, national or international trade
- product specifications and enterprise contractual obligations
- negotiation and communication strategies appropriate for use with government agencies and business clients

Assessment Conditions

Competency must be demonstrated in the workplace while coordinating at least one complete contractual process, or coordinating ongoing contracts over a minimum period of three months. A workplace referee report could be used to confirm this.

All evidence must be collected in the context of current Australian meat industry standards and regulations.

A minimum of three different forms of assessment must be used.

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPX409 Prepare and evaluate resource proposals

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to prepare and evaluate the impact of resource proposals on enterprise operations and profitability. Resource proposals are prepared to determine potential costs and returns on investment in resources including personnel, new equipment, systems or procedures. The information presented in resource proposals assists in financial decision making and planning.

This unit is suitable for first line managers, supervisors and team leaders in all sectors of the meat industry.

All work should be carried out to comply with workplace and regulatory requirements.

This unit applies to individuals who take responsibility for their own work and for the quality of others' work within known parameters. They provide and communicate solutions to a range of predictable and sometimes unpredictable problems.

This unit must be delivered and assessed in the context of Australian meat industry standards and regulations.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Prepare resource proposals	1.1 Identify resource requirements in consultation with relevant personnel 1.2 Collect resource planning information in consultation with colleagues, including those with a specialist role in resource management 1.3 Clarify proposal objectives and ensure consistency with enterprise directions and goals
2. Evaluate feasibility of resource proposals	2.1 Analyse potential impact of resource allocation on enterprise operations 2.2 Identify realistic options and outcomes 2.3 Conduct and document cost or benefit analyses, including payback periods 2.4 Identify and assess risks associated with the proposal 2.5 Develop targets, goals and performance measures to evaluate performance of implemented strategies
3. Gain commitment to resource proposals	3.1 Refine proposal and consult with colleagues or team to gain commitment to proposal objectives. 3.2 Prepare proposal for presentation and discussion 3.3 Present proposal and recommendations to relevant personnel

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMPSR402C Prepare and evaluate resource proposals	E

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPX409 Prepare and evaluate resource proposals

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

The candidate must prepare and present at least one resource proposal to meat processing enterprise management personnel.

The candidate must:

- assess potential impacts of the proposal on enterprise operations (including production and personnel)
- determine necessity and scope of the proposal in relation to enterprise directions and goals
- record, gather and consolidate financial information
- apply relevant mathematical skills
- assess risks associated with the proposal and recommend risk management strategies
- calculate net present value, internal rate of return and payback periods
- prepare departmental/section financial information for inclusion in enterprise/department budget
- interpret and prepare cash flow statements, profit and loss statements and asset and liabilities statements
- recommend strategies for obtaining resources including finance (including internal, external, re-allocation of resources, new resources or funds)
- prepare financial proposals which include costs, cash flow requirements, payback period and benefits
- consult and collaborate with colleagues and those potentially affected to refine the proposal
- promote the advantages and disadvantages of the proposal to relevant personnel and stakeholders
- develop performance indicators to measure outcomes of resource allocation/proposal
- identify and apply relevant workplace health and safety regulatory and workplace requirements
- research options, models and benchmarks relating to the proposal
- use communication skills to present and argue a case and prepare reports in language, style and format appropriate to the audience

- use technology to analyse, prepare and present a range of data

Knowledge Evidence

The candidate must demonstrate a broad factual, technical and theoretical knowledge of:

- variable and fixed costs relating to the operations of the department, cost centre or enterprise
- sources of information within the enterprise, including specialist personnel, information systems and documentation
- enterprise structure, scope of operations and relevant policies and procedures

Assessment Conditions

Resource proposals prepared for assessment must relate to an operating meat processing enterprise.

All evidence must be collected in the context of current Australian meat industry standards and regulations.

A minimum of three different forms of assessment must be used.

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPX410 Facilitate achievement of enterprise environmental policies and goals

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to facilitate the achievement of enterprise environmental goals. It includes developing a workforce understanding of and commitment to environmental responsibility and sustainability and techniques for monitoring and minimising environmental impact and waste.

Management of environmental impact is a high priority for the meat processing industry. All industry members are responsible for environmental management and sustainability.

This unit is applicable to for first line managers, including supervisors and team leaders in all meat industry sectors.

All work should be carried out to comply with workplace and regulatory requirements.

This unit applies to individuals who take responsibility for their own work and for the quality of others' work within known parameters. They provide and communicate solutions to a range of predictable and sometimes unpredictable problems.

This unit must be delivered and assessed in the context of Australian meat industry standards and regulations.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Clarify enterprise policies and responsibilities for minimising environmental impact	1.1 Locate relevant company documents, policies and legal obligations and clarify requirements for enterprise operations 1.2 Explain responsibilities for minimising environmental impact to individuals and teams 1.3 Develop individual and team commitment to enterprise environmental management strategy
2. Implement environment management procedures	2.1 Plan work practices with colleagues to ensure compliance with workplace and legislative environmental management requirements 2.2 Implement work practices in accordance with legal requirements and standards for environment protection 2.3 Coach and mentor colleagues to support them in managing their responsibilities for environmental protection
3. Monitor, adjust and report performance	3.1 Measure environmental impacts including pollutants, emissions and waste in accordance with enterprise procedures and regulatory requirements 3.2 Identify, rectify and report actual and potential problems promptly and decisively to ensure environmental safety 3.3 Manage environmental hazards to minimise risks 3.4 Carry out waste recycling, reduction and disposal within legislative and enterprise requirements 3.5 Submit recommendations to improve environmental and waste procedures and controls to designated persons and groups 3.6 Inform individuals and teams about results of workplace environmental improvements 3.7 Maintain systems, records and reporting procedures in accordance with legal requirements
4. Investigate and report environmental non-conformance	4.1 Investigate and deal with non-conformance in accordance with legal requirements 4.2 Provide coaching and mentoring to support colleagues to acquire and apply competencies to meet legal requirements and associated standards 4.3 Implement, review and improve workplace environmental and waste minimisation practices to ensure lack of repetitious non-conformance

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMPSR403C Facilitate achievement of enterprise environmental policies and goals	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPX410 Facilitate achievement of enterprise environmental policies and goals

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

The candidate must facilitate the achievement of enterprise environmental policies and goals for at least one section or department of the enterprise for a period of at least three months.

The candidate must:

- adjust and improve own work practice as a result of self-evaluation, feedback from others or in response to changed work practices or technology
- consult with stakeholders, individuals and teams to develop and review environmental procedures
- maintain currency of knowledge through independent research or professional development
- develop, in conjunction with managers, environmental targets for the section or department
- apply consultation, negotiation and mentoring skills in interactions with employees, managers, peers and technical experts
- determine and take corrective actions to eliminate or minimise environmental risks
- ensure that procedures are followed by all employees in the area of responsibility
- explain environmental management requirements, procedures and responsibilities clearly to individuals and teams, in appropriate styles, formats and language
- identify and apply relevant communication and mathematical skills
- identify environmental hazards and conduct risk analyses
- interpret monitoring information and take corrective action
- apply relevant workplace health and safety regulatory and workplace requirements
- investigate, analyse and report environmental incidents, in accordance with enterprise procedures
- measure and monitor pollutants, emission and waste levels for the area of responsibility
- prepare reports containing technical and mathematical information for employees, managers and peers
- recognise limits of own expertise seeking additional expertise when necessary

- utilise informal and formal consultative strategies to build individual and team commitment to environmental goals and procedures

Knowledge Evidence

The candidate must demonstrate a broad factual, technical and theoretical knowledge of:

- enterprise goals, targets and performance measures
- enterprise environmental management policies and legal obligations and responsibilities
- legal and regulatory requirements as applicable to enterprise

Assessment Conditions

All evidence must be collected in the context of current Australian meat industry standards and regulations.

A minimum of three different forms of assessment must be used.

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPX411 Foster a learning culture in a meat enterprise

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to integrate work and learning in a meat enterprise. This unit does not provide workplace trainer skills, but does describe the skills and knowledge required for people in leadership positions to monitor and facilitate workplace training and learning.

In the meat industry, workplace learning adds to performance and the competitive advantage of the business. The commitment of personnel in leadership roles to training and learning is essential.

This unit applies to individuals who take responsibility for their own work and for the quality of others' work within known parameters. They provide and communicate solutions to a range of predictable and sometimes unpredictable problems.

This unit must be delivered and assessed in the context of Australian meat industry standards and regulations.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Develop a learning culture in the enterprise	1.1 Demonstrate a commitment to, and value of learning through own personal performance 1.2 Include learning and training strategies as an integral part of work and performance plans 1.3 Reflect diversity of needs and opportunities in learning and training strategies and plans 1.4 Prepare and recommend resource proposals to support workplace learning 1.5 Ensure consultation and negotiation with training and development professionals results in the planning and provision of learning which enhances individual, team and organisational performance
2. Create learning opportunities to develop individual, team and organisational performance	2.1 Develop and support workplace environments and contexts which facilitate learning 2.2 Identify and promote external and internal opportunities for learning 2.3 Collaboratively develop learning plans to meet individual, team and organisational goals 2.4 Facilitate individual and team access to, and participation in, learning opportunities 2.5 Plan and provide individual and team learning and training in consultation with learners and training specialists, where appropriate
3. Facilitate and promote learning	3.1 Use workplace activities as opportunities for learning 3.2 Encourage personnel to take advantage of learning opportunities 3.3 Ensure coaching and mentoring contributes effectively to development of workplace knowledge, skills and attitudes 3.4 Share benefits of learning with others in team and organisation 3.5 Provide opportunities for learners to continue utilising and extending new skills and knowledge 3.6 Recognise workplace achievement through timely and appropriate recognition, feedback and rewards
4. Monitor and improve learning effectiveness	4.1 Monitor individual and team performance to determine the type and extent of required additional work-based support

Element	Performance criteria
	4.2 Use feedback from individuals and teams to make improvements to future learning arrangements 4.3 Monitor effectiveness and efficiency of learning and training programs and prepare recommendations for improvement 4.4 Negotiate adjustments to learning plans and activities with training and development personnel to achieve improvements to learning effectiveness 4.5 Document and maintain learning plans, records and reports of competency in accordance with organisation systems and procedures

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMPSR404C Foster a learning culture in a meat enterprise	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPX411 Foster a learning culture in a meat enterprise

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

The candidate must foster a learning culture in a meat enterprise. Evidence must demonstrate the candidate's consistency of performance over time.

The candidate must:

- communicate openly and sensitively when negotiating learning opportunities and plans
- define the workplace learning opportunities within areas of responsibility, taking into consideration the requirements and limitations of the enterprise
- identify the areas that require the training services provided by training professionals
- develop and review learning plans, linked with individual and team goals and enterprise needs, in consultation with relevant personnel
- develop simple targets, goals and performance measures for evaluating outcomes of learning and training
- estimate resources required to support learning and training within the department or enterprise (including personnel, time, cost)
- facilitate and monitor the implementation of training and assessment schedules (including negotiating time release)
- maintain currency of knowledge through independent research or professional development
- apply relevant communication and mathematical skills
- identify and apply relevant workplace health and safety, regulatory and workplace requirements
- identify and support internal coaches and mentors to provide support to individuals and teams
- identify learning opportunities and strategies which address the cultural, working and learning experiences and styles of individuals and team
- identify learning opportunities to support individual and team learning plans
- map learning and training strategies against individual, team and enterprise goals or priorities

- negotiate training strategies and schedules with enterprise trainers and assessors and other training and development professionals, to meet enterprise needs
- promote and report the impact of training on the operation of the department or enterprise
- promote the sharing of skills and knowledge as a strategy for achieving personal and enterprise goals
- recognise the achievements of individuals promptly and appropriately, within enterprise requirements
- resource and encourage enterprise trainers and assessors (including ensure necessary equipment and materials are available) to provide and follow up training and assessment
- review learning plans, opportunities, strategies and outcomes with individuals or team

Knowledge Evidence

The candidate must demonstrate a broad factual, technical and theoretical knowledge of:

- enterprise and employee obligations under industrial and training agreements relating to the provision of (workplace) training
- requirements and ethical considerations for the supervision of employees operating under formal training agreements and contracts (including trainees and apprentices)
- impact and outcomes of workplace learning on the competitive advantage of the enterprise
- range of internal and external learning opportunities available to enterprise personnel

Assessment Conditions

The candidate must demonstrate competency through sustained performance over time, at an appropriate level of responsibility and authority, and under typical enterprise operating and production conditions.

Assessment must be conducted under typical operating and production conditions for the enterprise.

A minimum of three different forms of assessment must be used.

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPX412 Build productive and effective workplace relationships

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to develop, maintain and model positive workplace relationships.

Effective workplace relationships contribute to a productive working environment and minimise conflict and disruption. This unit is applicable to first line managers, including supervisors and team leaders, working in a meat industry context.

All work should be carried out to comply with workplace and regulatory requirements.

This unit applies to individuals who take responsibility for their own work and for the quality of others' work within known parameters. They provide and communicate solutions to a range of predictable and sometimes unpredictable problems.

This unit must be delivered and assessed in the context of Australian meat industry standards and regulations.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Gather and present information and ideas relevant to the job	1.1 Utilise information from appropriate sources to fulfil workplace responsibilities and to develop and refine alternative processes and solutions 1.2 Apply communication methods to take into account the purpose and the audience, including social and cultural diversity 1.3 Use communication strategies to keep relevant personnel informed about enterprise or department directions and activities 1.4 Provide clear and unambiguous guidance and direction to others, consistent with workplace responsibilities 1.5 Seek and value input from internal and external sources when developing and refining new ideas and approaches
2. Develop trust and confidence	2.1 Treat people with integrity, respect and empathy 2.2 Use enterprise social, ethical and business standards to develop and maintain positive relationships 2.3 Gain and maintain trust and confidence of colleagues, customers and suppliers through competent performance 2.4 Adjust interpersonal styles and methods to the social and cultural environment
3. Build and maintain networks and relationships	3.1 Use networking to identify and build relationships 3.2 Provide identifiable benefits for the team and organisation through networks and other work relationships with stakeholders
4. Manage difficulties to achieve positive outcomes	4.1 Identify and analyse problems and take action to rectify them with minimal disruption to performance 4.2 Ensure colleagues receive guidance and support to resolve their work difficulties 4.3 Use pro-active strategies to manage individual performance in accordance with organisational processes 4.4 Manage conflict constructively in accordance with organisational processes 4.5 Negotiate difficult situations to achieve results which are acceptable to participants and also meet organisational and legislative requirements

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMPSR405C Build productive and effective workplace relationships	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPX412 Build productive and effective workplace relationships

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

The candidate must develop, maintain and model positive workplace relationships. Evidence must demonstrate the candidate's consistency of performance over time.

The candidate must:

- accept and provide constructive feedback
- contribute to and support meetings (including team, department and maintenance meetings)
- cooperate with other supervisors and managers
- locate and evaluate information from a range of sources, using a range of available resources including the internet and journals
- maintain currency of knowledge through independent research or professional development
- demonstrate problem-solving and negotiation skills in a range of circumstances
- develop and implement consultative and participative approaches within own work practices
- encourage and respond to individual and team contributions
- gather and analyse alternative viewpoints, ideas and information to develop processes and strategies
- identify and apply relevant workplace health and safety, regulatory and workplace requirements
- introduce strategies for improving workplace relationships (including coaching and mentoring)
- mentor and counsel individuals and teams, within enterprise procedures
- model positive and effective communication and interaction strategies while performing responsibilities
- monitor and diffuse potential conflicts and disputes, applying a range of strategies including the enterprise's established procedures
- resolve differences between employees, within enterprise processes

- observe and respect enterprise confidentiality requirements and individual's privacy requests
- provide direction, instruction and guidance in ways that encourage cooperation
- recognise and discuss alternative suggestions, viewpoints and proposals
- review own actions and attitudes and describe their impact on colleagues
- seek feedback from colleagues and networks on own ideas and performance
- use available information and communications technology to facilitate two-way communication and understanding

Knowledge Evidence

The candidate must demonstrate a broad factual, technical and theoretical knowledge of:

- the impact of enterprise social, ethical and business standards on workplace relationships
- factors which influence workplace relationships, including cultural and social characteristics, past experiences and industrial approaches
- networks and other sources of information which could assist in developing workplace relationships and building own knowledge and expertise
- strategies for building networks

Assessment Conditions

The candidate must demonstrate competency through sustained performance over time, at an appropriate level of responsibility and authority under typical operating and production conditions for the enterprise.

Assessment must be conducted under typical operating and production conditions for the enterprise.

A minimum of three different forms of assessment must be used.

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPX413 Manage and maintain a food safety plan

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to manage a food safety plan.

Food safety is critical to public health and safety and the successful operation of meat industry businesses. This unit is applicable to managers in meat retail establishments, and supervisors and team leaders in smallgoods, meat processing and food services establishments, who maintain a food safety plan or system in a designated work area.

All work should be carried out to comply with workplace and regulatory requirements.

This unit applies to individuals who take responsibility for their own work and for the quality of others' work within known parameters. They provide and communicate solutions to a range of predictable and sometimes unpredictable problems.

This unit must be delivered and assessed in the context of Australian meat processing standards and regulations.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Manage the implementation of the food safety plan	1.1 Explain food safety principles, procedures and requirements, including regulatory requirements, to the team 1.2 Develop team commitment to, and responsibility for, food safety 1.3 Develop and implement procedures to support the food safety plan 1.4 Provide training and mentoring to the team to assist implementation
2. Monitor the food safety plan and take corrective action	2.1 Monitor team implementation of the food safety plan 2.2 Complete records and reports accurately and on schedule 2.3 Take prompt action to correct non-conformance in accordance with enterprise and regulatory requirements 2.4 Identify and analyse causes of non-conformance 2.5 Implement control measures to prevent future non-conformance 2.6 Report non-conformance in accordance with enterprise requirements
3. Maintain the food safety plan	3.1 Seek feedback from all personnel to identify potential hazards, corrective actions and controls 3.2 Identify processes or conditions which could result in breaches of food safety procedures and take preventive or corrective action 3.3 Update corrective action and control procedures to improve food safety 3.4 Complete documentation in accordance with enterprise and regulatory requirements

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMPSR406C Manage and maintain a food safety plan	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPX413 Manage and maintain a food safety plan

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

The candidate must manage and maintain a food safety plan. Evidence must demonstrate the candidate's consistency of performance over time.

The candidate must:

- collect, monitor and interpret data to identify trends and non-conformance
- communicate with a range of stakeholders, including customers, to convey information about food safety requirements and programs
- determine and take corrective action
- identify and apply relevant workplace health and safety, regulatory and workplace requirements
- identify and review operations and practices for food safety improvement
- lead personnel and team in investigation of food safety incidents
- maintain currency of knowledge through independent research or professional development
- monitor records and documentation for accuracy and conformance
- respond to food safety incidents and implement food recall procedures as required
- review communication systems to minimise potential of misreporting and misunderstanding of food safety requirements, procedures and plans
- use a range of communication and team building strategies to gain team commitment to food safety
- use detailed product knowledge, including product characteristics and the requirements for safe preparation, processing, storage, handling, display, to monitor food safety
- use required problem-solving strategies when investigating non-conformance and reviewing the food safety system

Knowledge Evidence

The candidate must demonstrate a broad factual, technical and theoretical knowledge of:

- enterprise Standard Operating Procedures (SOPs) and their role in the food safety system

- enterprise monitoring procedures (including sampling, testing and maintaining required records and documents) and their purposes
- current technical and process knowledge for controlling hazards and improving the food safety system
- enterprise recall and traceability procedures
- food safety requirements and their importance to team members
- food safety risk assessment procedures
- Hazard Analysis Critical Control Point (HACCP) principles and the process for developing a food safety plan
- regulatory requirements that apply to the enterprise's food safety plan

Assessment Conditions

Competency must be demonstrated through sustained performance over time, at an appropriate level of responsibility and authority under typical operating and production conditions for the enterprise.

A minimum of three different forms of assessment must be used.

Assessors must satisfy current standards for RTOs

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPX414 Assess and evaluate meat industry requirements and processes

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to assess and evaluate the role of the Australian meat industry as a part of the food processing sector. It also describes the requirements for working in meat processing.

This unit applies to food technologists, industry researchers, and to middle management personnel who are new to the industry. It includes gaining an understanding of the economic and political structure of the industry, production stages and methods, and key factors affecting meat safety, quality and market access.

All work should be carried out to comply with workplace and regulatory requirements.

This unit applies to individuals who take responsibility for their own work and for the quality of others' work within known parameters. They provide and communicate solutions to a range of predictable and sometimes unpredictable problems.

Work in this unit must be carried out in accordance with Australian meat industry standards and regulations.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Establish livestock production and transportation requirements	1.1 Explain production techniques impacting meat quality for the range of species involved 1.2 Explain the role and purpose of traceability requirements 1.3 Explain purchasing process and selling alternatives for livestock 1.4 Explain relationship between transportation arrangements and meat quality 1.5 Identify potential hazards to product quality, animal welfare and food safety from transporting livestock
2. Identify the sequence of operations for meat processing in an abattoir	2.1 Identify critical elements of the slaughtering process 2.2 Identify critical elements of the boning process 2.3 Explain the role and purpose of rendering 2.4 Explain offal processing requirements 2.5 Identify differences between export and domestic requirements
3. Explain factors affecting food safety and meat quality during processing	3.1 Describe key meat safety issues 3.2 Identify key legislation and regulations affecting meat processing 3.3 Explain impacts of seasonal and geographical factors on meat quality 3.4 Describe the nature and purpose of the Meat Standards Australia (MSA) program 3.5 Explain impacts of further processing on meat quality 3.6 Identify factors affecting shelf life and meat quality 3.7 Explain the nature and purpose of meat testing programs
4. Identify processes and process controls for a range of meat smallgoods	4.1 Identify differences between product sources 4.2 Identify key smallgoods products and production processes 4.3 Explain food safety requirements impacting smallgoods production
5. Describe the structure and nature of meat retailing in Australia	5.1 Identify differences between supermarket, independent and wholesale butchers 5.2 Explain regulatory requirements directly impacting meat retailing 5.3 Identify key meat product lines and the role of value-adding

Element	Performance criteria
	5.4 Explain the impact of customer requirements and expectations 5.5 Explain food safety requirements impacting retail operations
6. Identify key issues and bodies that impact the Australian meat industry	6.1 Explain impacts of climatic factors on the meat industry 6.2 Explain key issues impacting meat industry employment 6.3 Review environmental impacts of a meat processing site 6.4 Explain impacts of changing customer expectations 6.5 Describe the role of key industry bodies

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMPSR407A Assess and evaluate meat industry requirements and processes	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPX414 Assess and evaluate meat industry requirements and processes

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

The candidate must assess and evaluate meat industry requirements and processes. Evidence must demonstrate the candidate's consistency of performance over time.

The candidate must:

- describe the livestock production and marketing, and retailing systems for the meat industry
- document the sequence of operations for livestock slaughter and meat processing
- define processes for a range of meat smallgoods
- describe production factors influencing meat quality and safety
- comply with industry requirements in relation to hygiene, workplace health and safety and other work practices.
- analyse and interpret work instructions, Standard Operating Procedures (SOPs), safety and hygiene procedures, and other workplace documentation
- identify livestock
- locate, and interpret industry information
- distinguish between meat products and production processes
- identify personal hygiene and operational sanitation procedures
- apply sustainable work practices

Knowledge Evidence

The candidate must demonstrate a broad factual, technical and theoretical knowledge of:

- factors which impact on meat safety and quality through the supply chain
- the main animal welfare issues associated with producing and processing animals for human consumption
- main markets for meat
- common causes and impact of contamination
- the relationship between food safety and market access

- the nature and structure of the Australian meat processing industry
- principles of Quality Assurance (QA) and traceability from paddock to retailer
- slaughtering and boning processes
- sources and nature of regulatory requirements that affect the meat processing industry
- nature and purpose of the AUS-MEAT and MSA programs
- customer requirements
- value adding of meat products

Assessment Conditions

Assessment must occur in a real or simulated workplace where the candidate has access to:

- production process and related equipment, manufacturers' advice and operating procedures
- equipment and facilities for carrying out slaughtering of livestock and processing of primary cuts of meat.

A minimum of three different forms of assessment must be used.

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPX415 Specify beef product using AUS-MEAT language

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to use AUS-MEAT language in defining beef specifications. Satisfactory completion of assessment conducted by AUS-MEAT is required before an individual can gain AUS-MEAT Accreditation for Beef Boning Room Standards Officers. Individuals who have satisfactorily completed AUS-MEAT Accreditation for Beef Boning Room Standards Officers will have satisfied the requirements for this unit of competency.

This unit prepares workers to work with beef cuts, specifications and cutting lines.

Individuals will be directly involved in demonstration and explanation of:

- achieving maximum yields and returns
- basic anatomy
- cutting lines
- detecting and recording defects
- product description
- specifications and verification

All work in this unit should be carried out to comply with workplace and regulatory requirements.

This unit applies to individuals who take responsibility for their own work and for the quality of others' work within known parameters. They provide and communicate solutions to a range of predictable and sometimes unpredictable problems.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Identify anatomical features of a beef carcass	1.1 Describe directions on a carcass using anatomical direction format 1.2 Locate and identify bones relevant to meat specifications in a beef skeleton 1.3 Identify major muscles relevant to meat specifications 1.4 Identify major glands and cartilage relevant to meat specifications
2. Identify and name meat products using the standard product description	2.1 Identify the nature and format of product specifications 2.2 Use, and correctly spell, standardised cut descriptions for naming meat products 2.3 Identify major muscles that make up each meat cut 2.4 Identify correct cutting lines for each product and use the correct anatomical features to describe them 2.5 Identify necessary alterations for any given meat product to comply with enterprise product specifications
3. Check beef product compliance with written specifications	3.1 Check beef product compliance with written specifications and describe principles of Quality Assurance (QA) 3.2 Describe sections of the workplace QA system related to ensuring beef product complies with AUS-MEAT product description requirements 3.3 Define and describe non-conforming products in relation to workplace requirement 3.4 Identify and monitor Critical Control Points (CCPs) in accordance with workplace requirements
4. Assess product compliance	4.1 Assess product compliance with written specifications in accordance with workplace and AUS-MEAT product description requirements 4.2 Identify and explain product descriptions given in written specifications 4.3 Take corrective action in the event of non-conformance with

Element	Performance criteria
	beef product specifications
5. Measure and check product compliance against written specifications	5.1 Check cutting lines and muscle content in accordance with written specifications 5.2 Identify non-conforming product that can be altered to comply with relevant specifications

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMPSR408A Specify beef product using AUS-MEAT language	E

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPX415 Specify beef product using AUS-MEAT language

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

The candidate must use AUS-MEAT language in defining beef specifications. Evidence must demonstrate the candidate's consistency of performance over time.

The candidate must:

- identify and apply standard beef primal cut names
- apply relevant communication and problem-solving skills
- identify and monitor Critical Control Points (CCPs) in accordance with workplace requirements
- identify and apply relevant workplace and regulatory requirements
- assess product compliance
- measure and check product compliance against written specifications
- identify and explain AUS-MEAT language specifications on beef product label
- identify non-conforming product in accordance with relevant specifications

Knowledge Evidence

The candidate must demonstrate a broad factual, technical and theoretical knowledge of:

- anatomical features of a beef carcass
- beef primal cut names
- correct cutting lines products and the correct anatomical terms for describing them
- sections of the workplace QA system related to ensuring beef product compliance with AUS-MEAT product description requirements
- corrective action procedures for non-conforming products
- product specification points
- AUS-MEAT language specifications

Assessment Conditions

Competency must be demonstrated over time and under normal enterprise or production conditions.

Assessment must consist of either:

- successful completion of standard AUS-MEAT assessment

or a minimum of:

- workplace demonstration
- quiz of underpinning knowledge
- workplace referee report of performance over time

Assessment must occur in the workplace under normal enterprise or production conditions.

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPX416 Specify sheep product using AUS-MEAT language

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to use AUS-MEAT language in defining sheep product specifications. This unit may also be used to specify goat product. Satisfactory completion of assessment conducted by AUS-MEAT is required before an individual can gain AUS-MEAT accreditation for Sheepmeat Boning Room Standards Officers. People who have satisfactorily completed AUS-MEAT Accreditation for Sheepmeat Boning Room Standards Officers will have satisfied the requirements for this unit of competency.

This unit prepares the workers to work with sheep cuts, specifications and cutting lines.

Individuals will be directly involved in demonstration and explanation of:

- achieving maximum yields and returns
- basic anatomy
- cutting lines
- detecting and recording defects
- product description
- specifications and verification

All work should be carried out to comply with workplace and regulatory requirements.

This unit applies to individuals who take responsibility for their own work and for the quality of others' work within known parameters. They provide and communicate solutions to a range of predictable and sometimes unpredictable problems.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Identify anatomical features of a sheep carcase	1.1 Describe directions on a carcase using anatomical direction format 1.2 Locate and identify bones relevant to meat specifications on a sheep skeleton 1.3 Identify major muscles relevant to meat specifications 1.4 Identify major glands and cartilage relevant to meat specifications
2. Identify and name meat products using standard product descriptions	2.1 Identify nature and format of product specifications 2.2 Use, and correctly spell, standardised cut descriptions to name meat products 2.3 Identify major muscles that make up each meat cut 2.4 Identify correct cutting lines for each product and describe them using correct anatomical terms 2.5 Identify necessary alterations for any given meat product to comply with enterprise product specifications
3. Check sheep products comply with written specifications	3.1 Check sheep products comply with written specifications and describe principles of Quality Assurance (QA) 3.2 Describe sections of the workplace QA system related to ensuring sheep products comply with AUS-MEAT product description requirements 3.2 Define and describe non-conforming products in relation to workplace requirements 3.4 Identify and monitor Critical Control Points (CCPs) in accordance with workplace requirements
4. Assess product compliance	4.1 Assess product compliance with written specifications in accordance with workplace and AUS-MEAT product description requirements 4.2 Identify and explain product description given in written specifications 4.3 Take corrective action in the event of non-conformance to

Element	Performance criteria
	sheep product specifications
5. Measure and check product compliance against written specifications	5.1 Check cutting lines and muscle content in accordance with written specifications 5.2 Identify non-conforming products that can be altered to comply with relevant specifications

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMPSR409A Specify sheep product using AUS-MEAT language	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPX416 Specify sheep product using AUS-MEAT language

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

The candidate must use AUS-MEAT language to describe sheep product specifications. Evidence must demonstrate the candidate's consistency of performance over time.

The candidate must:

- Identify and apply standard sheepmeat primal cut names
- apply relevant communication and problem-solving skills
- Identify and monitor Critical Control Points (CCPs) in accordance with workplace requirements
- identify and apply relevant workplace and regulatory requirements
- assess product compliance
- measure and check product compliance against written specifications
- identify and explain AUS-MEAT language specifications on sheepmeat product label
- identify non-conforming product in accordance with relevant specifications

Knowledge Evidence

The candidate must demonstrate a broad factual, technical and theoretical knowledge of:

- anatomical features of a sheep carcase
- sheepmeat primal cut names
- correct cutting lines for products and the correct anatomical terms for describing them
- sections of the workplace QA system related to ensuring sheep product compliance with AUS-MEAT product description requirements
- corrective action procedures for non-conforming product
- product specification points
- AUS-MEAT language specifications

Assessment Conditions

Competency must be demonstrated over time and under normal enterprise or production conditions.

Assessment must consist of either:

- successful completion of standard AUS-MEAT assessment

or a minimum of:

- workplace demonstration
- quiz of underpinning knowledge
- workplace referee report of performance over time

Assessment must occur in the workplace under normal enterprise or production conditions.

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPX417 Specify pork product using AUS-MEAT language

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to use AUS-MEAT language in defining pork product specifications. Satisfactory completion of assessment conducted by AUS-MEAT is required before an individual can gain AUS-MEAT accreditation for Pork Boning Room Standards Officers. People who have satisfactorily completed AUS-MEAT Accreditation for Pork Boning Room Standards Officers will have satisfied the requirements for this unit of competency.

This unit prepares the workers to work with pigmeat cuts, specifications and cutting lines.

Individuals will be directly involved in demonstration and explanation of:

- achieving maximum yields and returns
- basic anatomy
- cutting lines
- detecting and recording defects
- product description
- specifications and verification

All work in this unit should be carried out to comply with workplace and regulatory requirements.

This unit applies to individuals who take responsibility for their own work and for the quality of others' work within known parameters. They provide and communicate solutions to a range of predictable and sometimes unpredictable problems.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Identify anatomical features of a pork carcass	1.1 Describe directions on a carcass using anatomical direction format 1.2 Locate and identify bones relevant to meat specifications in a pork skeleton 1.3 Identify major muscles relevant to meat specifications 1.4 Identify major glands and cartilage relevant to meat specifications
2. Identify and name meat products using the standard product description	2.1 Identify nature and format of product specifications 2.2 Use, and correctly spell, standardised cut descriptions for naming meat products 2.3 Identify the major muscles that make up each meat cut 2.4 Identify correct cutting lines for each product and use the correct anatomical terms to describe them 2.5 Identify necessary alterations for any given meat product to comply with the enterprise product specifications
3. Check pork products comply with written specifications	3.1 Check pork products comply with written specifications and describe principles of Quality Assurance (QA) 3.2 Describe sections of the workplace QA system related to ensuring pork products comply with AUS-MEAT product description 3.3 Define and describe non-conforming product in relation to workplace requirements 3.4 Identify and monitor Critical Control Points (CCPs) in accordance with workplace requirements
4. Assess product compliance	4.1 Assess product compliance with written specifications in accordance with workplace requirements and AUS-MEAT product descriptions 4.2 Identify and explain product description given in written specifications 4.3 Take corrective action in the event of non-conformance with

Element	Performance criteria
	pork product specifications
5. Measure and check product compliance against written specifications	5.1 Check cutting lines and muscle content in accordance with written specifications 5.2 Identify non-conforming product that can be altered to comply with specifications

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMPSR410A Specify pork product using AUS-MEAT language	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPX417 Specify pork product using AUS-MEAT language

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

The candidate must use AUS-MEAT language to describe pork product specifications. Evidence must demonstrate the candidate's consistency of performance over time.

The candidate must:

- identify and apply standard pork primal cut names
- apply relevant communication and problem-solving skills
- Identify and monitor Critical Control Points (CCPs) in accordance with workplace requirements
- identify and apply relevant workplace and regulatory requirements
- assess product compliance
- measure and check product compliance against written specifications
- identify and explain AUS-MEAT language specifications on pork product label
- identify non-conforming product in accordance with relevant specifications

Knowledge Evidence

The candidate must demonstrate a broad factual, technical and theoretical knowledge of:

- anatomical features of a pig carcass
- pork primal cut names
- correct cutting lines for each product and the correct anatomical terms for describing them
- sections of the workplace QA system related to ensuring pork product compliance to AUS-MEAT product description requirements
- corrective action procedures for non-conforming products
- product specification points
- AUS-MEAT language specifications

Assessment Conditions

Competency must be demonstrated over time and under normal enterprise or production conditions.

Assessment must consist of either:

- successful completion of standard AUS-MEAT assessment

or a minimum of:

- workplace demonstration
- quiz of underpinning knowledge
- workplace referee report of performance over time

Assessment must occur in the workplace under normal enterprise or production conditions.

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPX418 Lead communication in the workplace

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to lead and promote effective communication in the workplace. It includes the skills and knowledge required for effective written and verbal communication.

This unit is applicable to supervisors, technical experts or managers in the meat retail, smallgoods, meat processing and food service sectors producing meat and meat products for domestic and export markets.

All work in this unit should be carried out to comply with workplace and regulatory requirements.

This unit applies to individuals who take responsibility for their own work and for the quality of others' work within known parameters. They provide and communicate solutions to a range of predictable and sometimes unpredictable problems.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Engage in complex verbal communication	1.1 Facilitate and monitor group processes to support group objectives 1.2 Provide one-to-one interaction with team members to provide effective support 1.3 Explain work instructions to others 1.4 Negotiate work requirements and expectations with others 1.5 Use negotiation skills where appropriate 1.6 Use conflict resolution techniques where appropriate 1.7 Use problem-solving and decision making techniques where appropriate
2. Read complex text	2.1 Read, analyse and use written information to assist in overseeing workplace performance 2.2 Use technical information from written and electronic sources to examine and introduce new procedures and approaches for improving workplace performance
3. Prepare written information for a range of audiences and applications	3.1 Consolidate and summarise routine and specialist reports to convey key points 3.2 Write procedures and instructions related to existing and new functions and tasks for others to follow and implement

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMPSR411A Lead communication in the workplace	E

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPX418 Lead communication in the workplace

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

The candidate must lead communication in the workplace. Evidence must demonstrate the candidate's consistency of performance over time.

The candidate must demonstrate competency while exercising suitable levels of authority in the workplace.

The candidate must:

- analyse written information from a variety of sources to assist in decision-making processes
- locate and extract relevant information from technical documentation
- convey information, which may be complex or technical or involve a change, to people who may not have a technical background
- explain and demonstrate communication styles relevant to conveying information to employees from a range of social, cultural and ethnic backgrounds
- convey workplace information, including work instructions, in a way that facilitates learning by others
- use relevant techniques to check that information has been understood
- use facilitation skills to ensure participation from all group members
- demonstrate conflict-resolution techniques
- demonstrate participative problem-solving techniques to resolve workplace problems
- resolve or progress issues in complex or hostile environments
- select and organise relevant routine information to:
 - clarify or explain issues or problems
 - offer suggestions for improvement
 - provide opinions
- identify and observe workplace health and safety requirements
- identify and observe regulatory and workplace requirements

- prepare reports in a range of formats and language styles in accordance with audience needs
- utilise available information and communications technology to facilitate communication

Knowledge Evidence

The candidate must demonstrate a broad factual, technical and theoretical knowledge of:

- the purpose of feedback and forms of feedback suitable for the workplace
- the purpose of reports and other documentation used in the work area
- roles and expectations of customers, suppliers and participants in the work process

Assessment Conditions

Assessment must include demonstration of competency in the workplace under normal working conditions.

A minimum of three different forms of assessment must be used.

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPX419 Participate in product recall

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to initiate and participate in a product recall.

This unit is applicable to plant managers, Quality Assurance (QA) personnel, managers and marketing personnel who have a role in implementing a product recall.

All work should be carried out to comply with workplace and regulatory requirements.

This unit applies to individuals who take responsibility for their own work and for the quality of others' work within known parameters. They provide and communicate solutions to a range of predictable and sometimes unpredictable problems.

This unit must be delivered and assessed in the context of Australian meat industry standards and regulations.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Participate in decision about disposition	1.1 Participate in making the decision about whether to recall a product, in accordance with according to regulatory, workplace and product specifications
2. Simulate a product recall	2.1 Identify criteria for a product recall in accordance with product specifications and workplace requirements 2.2 Identify and trace product to be recalled according to product specifications and workplace requirements 2.3 Identify individuals or groups involved in a product recall and describe their roles 2.4 Identify and describe steps in recall 2.5 Review product development in consultation with relevant personnel 2.6 Review manufacturing methods and quality control methods to prevent problems re-occurring

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMPSR412A Participate in product recall	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPX419 Participate in product recall

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

The candidate must participate in a real or simulated product recall.

The candidate must:

- identify and implement the procedures for a product recall
- use communications technology including computers and telephones to facilitate product recall
- complete records of simulated product recall exercise and review to improve recall procedures
- identify and apply relevant workplace health and safety and regulatory requirements
- identify records of product identification and traceability and use them for trace forward
- use relevant communication skills

Knowledge Evidence

The candidate must demonstrate a broad factual, technical and theoretical knowledge of:

- steps involved in implementing a product recall
- reasons and procedures for initiating a product recall

Assessment Conditions

Competency must be demonstrated utilising a documented product recall procedure and realistic data. Assessment can be based on participation in a comprehensive simulation.

A minimum of three different forms of assessment must be used.

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPX420 Participate in the ongoing development and implementation of a HACCP and Quality Assurance system

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to develop and manage a Hazard and Critical Control Point (HACCP)-based Quality Assurance (QA) program.

This unit is applicable to QA personnel and supervisors who are responsible for developing or implementing a HACCP-based QA system in a meat establishment.

All work should be carried out to comply with workplace and regulatory requirements.

This unit applies to individuals who take responsibility for their own work and for the quality of others' work within known parameters. They provide and communicate solutions to a range of predictable and sometimes unpredictable problems.

The unit must be delivered and assessed in the context of Australian meat processing standards and regulations.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Involve management and staff in developing the quality system	1.1 Involve relevant staff members and managers in clarifying purpose and scope of program 1.2 Clearly define enterprise needs and expectations 1.3 Incorporate other systems, including AUS-MEAT, workplace health and safety and meat inspection in accordance with workplace needs
2. Establish the scope of the system	2.1 Define the scope of the HACCP-based quality system to encompass food safety, quality, regulatory compliance, animal welfare and preventative maintenance 2.2 Set up the system to prevent and control food safety hazards and other hazards, including product quality and workplace health and safety hazards 2.3 Seek consensus from relevant workplace areas on coverage and scope of system
3. Conduct hazard analysis and assessment	3.1 Assess every step in the production process for potential food safety hazards 3.2 Establish Critical Control Points (CCPs) to identify methods for preventing and controlling significant hazards 3.3 Establish critical limits for each CCP 3.4 Assign measurable or recognisable standards for each CCP to define the critical limits 3.5 Technically and scientifically validate critical limits
4. Ensure all documents, work procedures and processes required for the system are developed, available and in use	4.1 Describe all products and processes covered by the HACCP-based quality system in a standardised format defining product characteristics relevant to food safety 4.2 Review work instructions and Standard Operating Procedures (SOPs) for accuracy, relevancy and sufficiency to prevent potential hazards 4.3 Implement documented procedures for monitoring CCPs 4.4 Implement documented procedures designed to ensure any CCPs which are out of control are brought back under control, and any affected products are suitably handled 4.5 Implement documented procedures to ensure the whole HACCP system is regularly audited and verified as working effectively 4.6 Ensure availability, currency and current usage of all documents

Element	Performance criteria
	and records required for system
5. Audit, verify and validate the system	5.1 Routinely revise, verify and validate HACCP plan through reassessing hazards, CCPs, critical limits, testing methods, and all related HACCP system procedures, to ensure their ongoing relevancy to plant operations 5.2 Take corrective action and record follow up on audit findings 5.3 Review HACCP system to account for any process or product changes

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMPSR413A Participate in ongoing development and Implementation of a HACCP and Quality Assurance system	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPX420 Participate in the ongoing development and implementation of a HACCP and Quality Assurance system

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

The candidate must participate in the ongoing development and implementation of an HACCP and QA system. The candidate must demonstrate competency in the workplace while using an existing approved HACCP plan.

The candidate must:

- conduct monitoring of a CCP
- validate CCPs and critical limits
- record and analyse monitoring and verification data
- use relevant communication skills
- use communications technology including computers, as relevant to the task
- develop and implement changes in a HACCP-based QA system
- identify and apply relevant workplace health and safety, regulatory and workplace requirements

Knowledge Evidence

The candidate must demonstrate a broad factual, technical and theoretical knowledge of:

- objectives of a HACCP-based QA system
- the process for validating critical limits and CCPs
- the role of pre-requisite programs and Good Manufacturing Processes (GMPs) in a HACCP-based program
- the process of auditing and verifying a HACCP-based QA system
- the steps involved in developing a HACCP-based QA system
- the steps involved in systematically introducing a HACCP-based QA system
- the documentation required to support a HACCP-based QA system

Assessment Conditions

Assessment must involve working with actual realistic data and in the context of a HACCP plan that meets regulatory requirements.

A minimum of three different forms of assessment must be used.

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPX421 Establish sampling program

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to establish a sampling program in a meat processing plant.

This unit is applicable to Quality Assurance (QA) personnel and regulatory officers required to:

- establish a sampling plan for testing or monitoring meat and meat products
- prepare aseptic samples for testing
- report on testing results.

All work should be carried out to comply with workplace and regulatory requirements.

This unit applies to individuals who take responsibility for their own work and for the quality of others' work within known parameters. They provide and communicate solutions to a range of predictable and sometimes unpredictable problems.

This unit must be delivered and assessed in the context of Australian meat processing standards and regulations.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Establish and implement a valid sampling plan	1.1 Recognise and use sampling tables from AS 1199.1-2003 and AS 1199.0-2003 1.2 Determine scope and purpose of sampling 1.3 Determine acceptable quality levels in accordance with relevant Australian Standards 1.4 Determine sampling plans 1.5 Conduct sampling according to workplace requirements 1.6 Record and monitor test results Interpret and report test results to relevant personnel

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMPSR414A Establish sampling program	E

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPX421 Establish sampling program

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

The candidate must establish a sampling program. Evidence must demonstrate the candidate's consistency of performance over time.

The candidate must:

- establish a sampling plan in accordance with relevant Australian Standards
- demonstrate aseptic sampling techniques for micro-samples or swabs
- apply an appropriate level of mathematical skills to undertake accurate sampling
- utilise available workplace technology to establish, record and monitor sampling program data
- work effectively as an individual and as part of a team
- identify and apply relevant workplace health and safety, regulatory and workplace requirements
- record sampling information accurately to meet workplace and regulatory requirements
- report test results to relevant personnel promptly
- use relevant communication skills

Knowledge Evidence

The candidate must demonstrate a broad factual, technical and theoretical knowledge of:

- routine tests performed on meat or meat products in the plant
- preparation and analysis of specimens or samples
- requirements of relevant Australian Standards

Assessment Conditions

Competency must be demonstrated using the current Australian Standard and implementing an approved workplace procedure. Assessment must involve a demonstration of skills at a meat processing plant or related work situation.

A minimum of three different forms of assessment must be used.

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPX422 Develop and implement work instructions and SOPs

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to develop and implement work instructions and Standard Operating Procedures (SOPs). It addresses the planning and consultation process for development, validation and implementation of SOPs.

Work instructions and SOPs will be presented in written form and may utilise photographs or illustrations to emphasise a particular characteristic or feature required in the performance of the task. Format is sequential and uses a Plain English approach.

Work Instructions and SOPs will usually be developed by Quality Assurance Officers, regulators or supervisors in the meat processing industry, and will frequently address regulatory or customer requirements.

This unit applies to individuals who take responsibility for their own work and for the quality of others' work within known parameters.

This unit must be delivered and assessed in the context of Australian meat processing standards and regulations.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Identify and scope the requirements of the work instructions and SOPs	1.1 Develop or select format in accordance with enterprise requirements 1.2 Accurately identify individual tasks and responsibilities to be covered 1.3 Determine the sequence of tasks to ensure efficiency is achieved 1.4 Ensure the sequencing of information is consistent with current or desired performance 1.5 Identify regulatory and customer requirements
2. Write work instruction or SOP	2.1 Ensure work instruction or SOP identifies key roles and responsibilities 2.2 Prepare document using formatting and language consistent with enterprise procedures 2.3 Include corrective actions and/or critical control points in the documentation 2.4 Include relevant safe work practices and hygiene requirements 2.5 Include photographs or illustrations where appropriate 2.6 Implement document version control procedures
3. Validate work instruction or SOP	3.1 Test written document for consistency with identified requirements and check that it supports workplace performance 3.2 Trial written document with personnel to confirm clarity and use of appropriate language 3.3 Ensure written document addresses workplace health and safety, hygiene and regulatory requirements where appropriate 3.4 Amend written document, as necessary, based on feedback from validation activities 3.5 Examine images and diagrams for accuracy and conformance to workplace and regulatory requirements

Element	Performance criteria
4. Implement work instruction or SOP	4.1 Obtain and record required approvals 4.2 Develop plan for implementation and communicate the details to appropriate personnel 4.3 Identify and address training requirements 4.4 Implement work instruction or SOP 4.5 Evaluate effectiveness of implementation 4.6 Ensure implementation records are stored appropriately

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMPSR415A Develop and implement work instructions and SOPs	E

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPX422 Develop and implement work instructions and SOPs

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

The candidate must develop or revise, and implement at least one work instruction or SOP.

The candidate must:

- perform tasks necessary to develop and validate work instructions or SOP
- implement the work instructions or SOPs
- assess implementation against the product specifications, workplace health and safety requirements, and ability to meet learning needs of relevant staff.
- collect, record and analyse data
- communicate with work teams and management
- communicate complex technical information to culturally diverse staff
- interpret product specifications, standards and production information
- use enterprise procedures to control document versions
- use computers to develop, control and store documentation
- develop plans
- prioritise tasks
- solve problems
- apply literacy skills to:
 - compile reports
 - use Plain English
 - interpret complex technical specifications or data
 - prepare detailed specifications, procedures and work instructions
 - read and interpret information
 - record and analyse data
 - report progress and technical information
- use numeracy skills to:
 - calculate time and other production data
 - estimate volume, mass and weight

- gather and record data
- prepare technical reports

Knowledge Evidence

The candidate must demonstrate a broad factual, technical and theoretical knowledge of:

- enterprise Standard Operating Procedures (SOPs)
- product specifications, quality objectives and production parameters
- sources of information relating to equipment and personnel capability
- special language requirements of the workplace
- the nature and sequence of the tasks being documented, time required to perform the task and the relevant product specifications
- the processes for validating documents
- workplace health and safety requirements
- document version control
- workplace chain of communication
- implementation processes
- record keeping requirements.
- communication techniques appropriate for culturally diverse workforce
- Hazard Analysis Critical Control Point (HACCP) and food safety plan
- legal and regulatory requirements impacting the Australian meat processing industry
- methods available to regulate production flows and temperature control
- product and process specifications
- organisational communication systems
- production systems, including corrective actions and control points
- validation techniques

Assessment Conditions

Assessment must be conducted in the workplace.

A minimum of three different assessment tasks must be used.

As a minimum, assessment must consist of:

- project writing, rewriting, or modifying existing work instructions or SOPs (work or scenario based), completing a validation process and developing an implementation plan
- workplace referee's report.

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPX423 Supervise new recruits

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to support, mentor and develop new recruits. It includes an understanding of the roles and responsibilities of first line managers in defining and communicating expectations, providing appropriate learning environments, and providing mentoring and feedback to support the retention and development of new recruits.

This unit is applicable to individuals who are responsible for supervising, developing and managing new recruits. Typically this unit would be applicable to first line managers, including supervisors and may also apply to team leaders.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1 Communicate work requirements and expectations	1.1 Identify information requirements for new recruits 1.2 Communicate enterprise policies, performance requirements and responsibilities to new recruits 1.3 Make information available to new recruits in appropriate and accessible formats

Element	Performance criteria
	1.4 Adjust communication methods to account for the purpose and the audience, factoring in social and cultural diversity 1.5 Model appropriate work behaviours and procedures in personal conduct 1.6 Identify, facilitate and resolve (within level of responsibility) individual and team issues in relation to developing and managing new recruits
2. Provide an appropriate learning environment for new recruits	2.1 Establish learning and development plans for new recruits and monitor progress in conjunction with human resources personnel 2.2 Estimate and secure resources required to support informal and formal learning and training 2.3 Monitor implementation of workplace policies to ensure the workplace and learning environment conforms with industrial, customer and legal requirements 2.4 Arrange opportunities for new recruits to develop and apply skills and knowledge 2.5 Establish patterns of work organisation and job rotation to reinforce learning
3. Provide regular and timely feedback on performance	3.1 Monitor progress and performance of new recruits 3.2 Identify signs of poor or unacceptable practices 3.3 Investigate reasons for poor or unacceptable performance 3.4 Provide structured feedback to new recruits 3.5 Identify and agree strategies for addressing the performance gap with the new recruit 3.6 Confirm progress or take appropriate follow up action through ongoing monitoring

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMP407B Supervise new recruits	E

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPX423 Supervise new recruits

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

The candidate must supervise new recruits. Evidence must demonstrate the candidate's consistency of performance over time.

The candidate must:

- establish effective relationships with new recruits in the nominated work area
- apply appropriate communication skills to manage conflict and facilitate resolution of issues, disagreements or disputes
- apply interpersonal skills including appropriate questioning, listening and feedback techniques
- maintain currency of knowledge and techniques through informal learning, regular professional development or personal research
- foster effective teamwork by recognising and utilising individual strengths
- ensure that appropriate behaviours and procedures are consistently observed by all personnel in the work area
- ensure that new recruits have adequate opportunity to learn, apply and practice new skills and knowledge
- ensure availability of relevant and appropriate information describing behaviour and performance expectations for new recruits; this includes information on policies and procedures, corporate values, and production targets or work outcomes
- identify and apply relevant workplace health and safety, regulatory and workplace requirements
- identify legal requirements and personal and company responsibilities in relation to managing new recruits
- identify and conform with enterprise and employee obligations under industrial arrangements and training agreements in relation to the provision of (workplace) training
- investigate causes of poor or unacceptable work performance in consultation with new recruits
- model behaviour consistent with company policies and procedures
- monitor individual performance, identify performance gaps and develop strategies in consultation with human resources personnel
- monitor progress towards achieving agreed conduct and/or performance improvements

- plan and undertake structured feedback or appraisal of new recruits
- provide regular feedback to new recruits to foster confidence and appropriate workplace behaviours

Knowledge Evidence

The candidate must demonstrate a broad factual, technical and theoretical knowledge of:

- workplace feedback and performance management systems and responsibilities in the workplace, including personal level of authority in relation to performance counselling and disciplinary procedures
- applicable legislation and Fair Work Australia requirements
- conflict management techniques
- workplace policies and procedures

Assessment Conditions

Competency must be demonstrated in the workplace whilst working with new recruits over time and under typical operating and production conditions for the enterprise.

A minimum of three different forms of assessment must be used.

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPX424 Raise and validate requests for export permits and Meat Transfer Certificates

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to raise and validate Requests For (export) Permits (RFPs) and Meat Transfer Certificates (MTCs).

This unit applies to enterprise personnel who have responsibility for preparing this documentation. These individuals require a knowledge and understanding of the entire process of training and validating RFPs etc. The importance of having a robust system in the enterprise's Approved Arrangement which fulfils the requirement for full traceability and accuracy of the information required for the generation of the RFPs and MTCs is also critical to this unit.

All work in this unit should be carried out to comply with workplace and regulatory requirements.

This unit applies to individuals who take responsibility for their own work and for the quality of others' work within known parameters. They provide and communicate solutions to a range of predictable and sometimes unpredictable problems.

This unit must be delivered and assessed in the context of Australian meat industry standards and regulations.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Explain the nature and purpose of export documentation	1.1 Identify nature, purpose, and process for preparing an RFP 1.2 Identify nature, purpose, and process for preparing an MTC 1.3 Explain nature and purpose of export permits 1.4 Identify the nature, purpose, and process for preparation of a health certificate (or meat export certificate) 1.5 Explain the nature and purpose of the EXDOC system 1.6 Explain the relationships between various forms of export documentation 1.7 Identify electronic systems used to collect and process data
2. Identify evidence of traceability from live animals to the point of raising the health certificate	2.1 Identify and explain information contained on a National Vendor Declaration (NVD) 2.2 Identify and explain information collected through the National Livestock identification System (NLIS) and its relationship with the NVD 2.3 Identify and explain segregation and identification processes on the slaughter floor, offal room and in the boning room 2.4 Identify and explain segregation and identification processes in the chiller, packing room and load out 2.5 Explain enterprise processes for tracing back from carton to farms of origin
3. Identify roles of enterprise personnel in raising and validating export documentation	3.1 Explain management responsibility as identified in Approved Arrangement 3.2 Identify and explain responsibilities of individuals who prepare and input into traceability documentation across the enterprise 3.3 Identify enterprise personnel with responsibility for validating information collected across the entire process 3.4 Identify enterprise personnel with responsibility for verifying information contained in electronic labelling systems 3.5 Identify enterprise personnel with responsibility for correcting identified errors
4. Gather information to raise export documentation	4.1 Identify and explain specific customer requirements related to the Health Certificate and explain how these are addressed in the traceability system 4.2 Explain enterprise process for the preparation of export

Element	Performance criteria
	documentation 4.3 Prepare required documentation in accordance with regulatory and enterprise requirements
5. Verify and validate prepared documentation	5.1 Distinguish between enterprise and regulator roles in verification and validation 5.2 Check prepared documentation 5.3 Implement processes for correcting errors, where necessary 5.4 Validate prepared information, where appropriate 5.5 Maintain ability to use the required Information Technology systems 5.6 Maintain enterprise records as required
6. Comply with regulatory, customer and workplace requirements	6.1 Consistently complete and check workplace documentation to required standards 6.2 Maintain currency with customer and regulatory requirements 6.3 Identify and implement ongoing training requirements

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

New unit.

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPX424 Raise and validate requests for export permits and Meat Transfer Certificates

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

The candidate must raise and validate requests for (export) permits and Meat Transfer Certificates. Demonstration of consistency of performance over time is essential in this unit.

Candidates must:

- prepare export documentation accurately and consistently
- verify traceability from loadout back to producer(s)
- verify the accuracy of prepared documentation
- identify and correct errors in accordance with regulatory and enterprise requirements
- identify processes and information required to address specific customer requirements
- validate prepared documentation
- maintain required records
- use electronic systems associated with preparing export documentation
- identify required system improvements and work with relevant enterprise personnel to facilitate implementation
- follow workplace health and safety, biosecurity and equal employment requirements

Knowledge Evidence

Candidates must demonstrate a broad factual, technical and theoretical knowledge of:

- customer, regulatory and enterprise requirements related to preparing and validating export documentation
- enterprise responsibilities related to the preparation of export documentation under the Approved Arrangement
- roles and responsibilities of regulatory personnel
- enterprise traceability systems
- verification and validation processes and responsibilities
- the registration process for an RFP validator
- roles and responsibilities of an RFP validator

- the consequences associated with inaccurate or incomplete export documentation
- the process associated with an RFP amendment request
- as appropriate, methods to identify and resolve issues related to timeline faults; trade description problems; cut codes; label printing and placement errors; electronic system failure; raising claims; incorrect dates; incorrect container numbers; wrong seal numbers

Assessment Conditions

Assessment must be conducted in a meat export establishment.

As a minimum, assessment must consist of the following three forms of assessment:

- workplace referee report
- knowledge test
- five test validations

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPX425 Conduct a document review

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to undertake a document review of a company's Approved Arrangement or Quality system for compliance with regulatory and commercial requirements.

Document reviews of an Approved Arrangement or Quality System may be carried out by a Quality Assurance Officer/team or a regulatory authority. They may also be carried out by third party providers.

Candidates must demonstrate industry recognised technical expertise in the area being audited.

This unit is applicable to individuals who are responsible for supervising, developing and managing new recruits. Typically this unit would be applicable to first line managers, including supervisors and may also apply to team leaders.

This unit must be delivered and assessed in the context of Australian meat industry standards and regulations.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Plan the document review	1.1 Determine the objective(s), scope and criteria of the document review 1.2 Identify relevant and current regulatory and commercial requirements 1.3 Define audit client and reporting processes 1.4 Select an audit team with appropriate technical expertise against the scope
2. Develop document review checklist	2.1 Develop checklist against criteria 2.2 Ensure the checklist covers all applicable regulations and/or commercial requirements as defined by the scope
3. Conduct document review	3.1 Identify and retrieve required enterprise documents for review 3.2 Review documents against the prepared checklist and determine compliance with each element on the checklist 3.3 Identify and raise non-conformances against nominated criteria
4. Report on outcomes of document review	4.1 Collate and report on findings according to workplace requirements 4.2 Consult with relevant personnel and raise corrective actions where required according to workplace requirements 4.3 Close out audit
5. Confirm and close out corrective actions	5.1 Evaluate and report the effectiveness of the corrective action after an agreed time interval 5.2 Close out Corrective Actions according to workplace requirements

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

New unit.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPX425 Conduct a document review

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

The candidates must conduct a document review.

The candidate must:

- complete at least one document review of a section of the Approved Arrangement or Quality System within area of technical expertise
- establish the authenticity of the documents being audited
- identify and assemble documents for a minimum of one audit of an Approved Arrangement or Quality System
- develop and validate a checklist for the audit
- verify compliance with regulatory systems and/or commercial requirements
- explain the process of audit and the reasons for the findings made
- be able to reference the specific requirement that has not been met when a non-conformity is issued
- plan and organise audit activities to conduct the audit effectively
- use information systems, technologies and software, where applicable, to manage security, authorisation and distribution of audit data and records
- interpret evidence and make a judgment on the level of compliance
- prepare well-balanced, factual and objective written audit reports
- use communication methods relevant to different groups and audience

Knowledge Evidence

The candidate must demonstrate a broad factual, technical and theoretical knowledge of:

- the specified regulatory and commercial requirements and their impact on the nominated enterprise
- audit management to develop an audit plan and audit processes
- legislation, regulations, orders, codes and standards applicable to the areas being audited
- the structure, authority levels and lines of reporting within the organisation

Assessment Conditions

Assessment may take place using a sample Approved Arrangement or Quality Assurance system; however, all evidence collected must meet minimum regulatory and commercial requirements.

All evidence must be collected in the context of current Australian standards and regulations, as well as commercial standards which relate to the enterprise.

The assessor and/or assessment team must demonstrate a current working knowledge of the nature, structure and purpose of Approved Arrangements or Quality Assurance system and the regulatory and commercial requirements impacting the nominated enterprise.

The following three forms of assessment must be used:

- Written test or quiz
- Workplace Project
- Workplace referees report

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

AMPX426 Undertake chiller assessment to AUS-MEAT requirements

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to manage product in chillers, in terms of product quality and specifications, in accordance with AUS-MEAT requirements.

AUS-MEAT chiller assessment provides a means of describing saleable meat characteristics including meat colour, fat colour, marbling, eye muscle area, subcutaneous and total rib fat measurements and maturity.

This unit is applicable to supervisors and Quality Assurance (QA) staff who wish to become AUS-MEAT accredited chiller assessors.

All work in this unit should be carried out to comply with workplace and regulatory requirements.

This unit applies to individuals who take responsibility for their own work and the work of others within known parameters.

This units must be delivered and assessed in the context of Australian meat industry standards and regulations.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Conduct AUS-MEAT chiller Assessment	1.1 Monitor product daily to ensure compliance with AUS-MEAT Chiller Assessment pre-conditions 1.2 Assess beef carcasses for marbling, meat and fat colour scores in accordance with the AUS-MEAT chiller assessment standards 1.3 Assess beef carcasses for eye muscle area, subcutaneous and total rib fat and carcass maturity 1.4 Correctly allocate the Grain Fed (GF) and Grain Feed Young Beef (GFYG) symbols to beef carcasses 1.5 Manage chiller assessment equipment
2. Monitor chiller temperature	2.1 Monitor temperature of product daily to meet AUS-MEAT Chiller Assessment requirements and product specifications, workplace procedures and regulatory requirements 2.2 Maintain temperature of chiller to ensure product quality and to meet product specifications 2.3 Correct changes to temperature to maintain product quality and specifications
3. Monitor product handling and identification	3.1 Identify and label products in accordance with product specification, customer and workplace requirements 3.2 Identify and maintain AUS-MEAT requirements for carcass feedback

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

New unit.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPX426 Undertake chiller assessment to AUS-MEAT requirements

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

The candidate must undertake chiller assessment in relation to AUS-MEAT requirements.

Competency must be demonstrated by assessing beef carcasses using the AUS-MEAT Chiller Assessment Standards. Candidates will be assessed for their accuracy in meeting the chiller assessment requirements by applying the correct techniques and measurement to the allocated carcasses. Candidates will conduct runs on a significant number of carcasses to achieve the outcomes required.

The candidate must:

- apply mathematical concepts to monitoring procedures (including temperature checks and adjustments)
- apply relevant communication skills
- identify AUS-MEAT Chiller Assessment pre-conditions
- assess carcasses in accordance with AUS-MEAT requirements
- complete documentation, including accurate feedback outcomes
- use available technology to record, gather and interpret product-monitoring data
- correlate to the AUS-MEAT Chiller Assessment requirements using the Onsite Correlation and Practice Program (OSCAP)

Knowledge Evidence

The candidate must demonstrate a broad factual, technical and theoretical knowledge of:

- AUS-MEAT Chiller Assessment requirements
- product quality monitoring processes
- Importance of AUS-MEAT Chiller Assessment
- procedure for determining non-conformance

Assessment Conditions

Assessment must be conducted in an operating meat processing plant.

Candidates will be required to complete the required correlations using the OSCAP program. This will be conducted in their own workplace.

Candidates must successfully complete the AUS-MEAT Chiller Assessment Course requirements.

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

BSBCOM501 Identify and interpret compliance requirements

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to identify and interpret the range of internal and external compliance requirements and obligations that must be fulfilled by an organisation.

It applies to individuals who use their sound theoretical knowledge of compliance and skills in identifying compliance requirements to plan, carry out and evaluate their own work and/or the work of a team.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Unit Sector

Regulation, licensing and risk – compliance

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1 Clarify the scope of operations	1.1 Identify and review the relevant range of operations and the sphere of business arrangements of the organisation 1.2 Conduct an analysis of the operations and business arrangements of the organisation and identify the functions, products and services that may be subject to compliance requirements 1.3 Develop and document work activity plans for determining

ELEMENT	PERFORMANCE CRITERIA
	relevant compliance requirements 1.4 Obtain approval of plans from relevant organisational personnel
2 Identify compliance requirements	2.1 Conduct a search of information on internal and external compliance requirements using appropriate search resources, including relevant Australian and international standards 2.2 Ensure the search of compliance requirements scans across all relevant jurisdictions of laws, regulations, and industry and organisational codes and standards and identify pertinent compliance requirements 2.3 Progressively review information collected in terms of its relevance to the organisation's operations, services and products 2.4 Organise and store gathered information on relevant compliance requirements in an appropriate format for further analysis
3 Interpret, analyse and prioritise identified compliance requirements	3.1 Review and interpret collected information in terms of its relevance to the organisation's functions, services and products 3.2 Discuss and clarify with relevant internal or external personnel ambiguities, uncertainties and problems experienced in interpreting identified compliance information 3.3 Identify, analyse and prioritise relevant compliance requirements in terms of critical implications for the organisation and risks and consequence of possible breaches 3.4 Group pertinent compliance requirements into those that are critical and central to the organisation's operations, those that are important in some circumstances but are not central to the organisation's operations, and those that are pertinent but are incidental to the organisation's operations
4 Document compliance requirements	4.1 Organise and document outcomes of the identification and interpretation activities 4.2 Prepare and communicate reports of relevant compliance requirements and assessment of implications to relevant personnel performing specific compliance management functions

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.2, 2.1, 2.2, 2.3, 3.1, 3.3, 3.4	Identifies, interprets, analyses or reviews complex texts from various sources to determine legal requirements, organisational operations, specific requirements and responsibilities
Writing	1.2, 1.3, 1.4, 2.4, 3.2, 3.3, 3.4, 4.1, 4.2	- Collates and compiles results of research and analysis using appropriate technical language and organisational formats - Develops materials to convey information, requirements or recommendations using language and structure appropriate to the audience
Oral Communication	1.4, 3.2, 4.2	- Presents specialised information using structure and language to suit the audience - Uses appropriate techniques, including active listening and questioning, to seek approvals and to confirm understanding
Navigate the world of work	1.2, 2.2, 3.1, 3.3	Takes full responsibility for following policies, procedures and legislative requirements and identifies organisational implications of new legislation or regulations
Interact with others	1.4, 3.2, 4.2	Identifies and uses appropriate conventions and practices when communicating with internal and external personnel
Get the work done	1.1, 1.3, 2.1-2.4, 3.1, 3.3, 3.4, 4.1, 4.2	- Plans, organises and implements activities required to identify, prioritise and document compliance requirements - Systematically gathers, analyses and evaluates all relevant information in order to make informed decisions about management of compliance breaches - Uses digital tools and systems to locate, organise and share information in effective ways

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBCOM501 Identify and interpret compliance requirements	BSBCOM501B Identify and interpret compliance requirements	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBCOM501 Identify and interpret compliance requirements

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- analyse an organisation's operations to identify areas subject to compliance requirements
- interpret and analyse information from Australian and international standards, legislation, regulations, industry and organisational codes of practice to determine their relevance to the organisation
- document and store the outcomes of identification and interpretation activities related to the organisation's compliance requirements
- report on key compliance requirements and the implications of these for the organisation.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- outline elements of compliance programs and related management systems breaches
- identify relevant Australian and international standards.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the compliance field of work and include access to:

- relevant Australian and international standards, laws, regulations, industry and organisational codes and standards
- appropriate computer resources for online searching
- case studies and, where possible, real situations.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBCOM601 Research compliance requirements and issues

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to explore and investigate various aspects and issues associated with compliance requirements and a related compliance program/management system.

It applies to individuals in regulatory authorities or large organisations with responsibilities related to identifying and investigating impacts, issues and policy implications of various aspects of compliance. It also applies to internal or external consultants who carry out research activities for clients on various aspects of compliance as a compliance researcher or member of a compliance management team.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Unit Sector

Regulation, Licensing and Risk – Compliance

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1 Clarify the purpose and scope of the research	1.1 Confirm and clarify the purpose and scope of the required compliance related research in collaboration with the client/s and relevant internal and/or external personnel 1.2 Document the purpose and scope of the required research in accordance with organisational and/or client requirements

ELEMENT	PERFORMANCE CRITERIA
2 Develop the research plan	2.1 Develop a suitable research methodology to enable sufficiently valid and reliable outcomes for the required research 2.2 Prepare the research plan for the proposed project 2.3 Obtain approval of plan from relevant internal and/or external personnel
3 Gather required research data	3.1 Collect relevant research data using appropriate research techniques and sources in accordance with the agreed research plan 3.2 Gather and interpret from appropriate sources, information on relevant Australian and international standards pertaining to compliance requirements and related systems 3.3 Organise, interpret and review collected data in terms of its relevance to the project's purpose and objectives 3.4 Discuss ambiguities, uncertainties and problems experienced while interpreting collected data and address appropriately in conjunction with relevant internal or external personnel 3.5 Organise interpreted research data for later analysis
4 Analyse collected data	4.1 Analyse data in accordance with planned methodology 4.2 Review and discuss outcomes of the analysis with relevant internal or external personnel
5 Determine research findings and outcomes	5.1 Interpret the outcomes of the data analysis in accordance with the project objectives 5.2 Develop and discuss preliminary findings, identified issues and related recommendations with relevant internal and/or external personnel 5.3 Undertake any additional data collection and analysis required to clarify aspects of findings, issues and related action options
6 Document and disseminate research outcomes	6.1 Prepare a draft report of the research outcomes, findings and recommendations in accordance with the agreed structure and format, and distribute to relevant internal and/or external personnel for comment and feedback 6.2 Edit the report based on the feedback obtained 6.3 Proofread the report prior to publication 6.4 Ensure the outcomes, findings and recommendations in the report are signed off by authorised personnel 6.5 Produce and disseminate the report to nominated internal

ELEMENT	PERFORMANCE CRITERIA
	and/or external personnel in accordance with agreed arrangements

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.2, 3.1, 3.2, 3.4, 3.5, 4.1, 5.2, 6.2, 6.3	- Comprehends and analyses texts to identify key requirements - Identifies, analyses, reviews and extracts relevant information from complex texts - Proofreads draft texts to identify changes required
Writing	1.2, 2.1-2.3, 3.2-3.4, 4.2, 5.2, 6.1-6.3	- Collates, summarises and compiles information from a range of sources - Develops reports for a specific audience using clear and detailed language to convey findings and recommendations - Edits and incorporates amendments to ensure compliance with regulatory or organisational requirements
Oral Communication	1.1, 2.3, 3.4, 4.2, 5.2	- Conveys information, in a format and style appropriate to a specific audience - Elicits the views and opinions of others by listening and questioning
Navigate the world of work	3.2	Identifies organisational implications of legislative requirements and considers these when planning and implementing work
Interact with others	1.1, 2.3, 3.4, 4.2, 5.2	- Collaborates with others using effective interpersonal skills to facilitate shared understanding - Identifies and uses appropriate conventions and practices when communicating with internal and external personnel
Get the work done	1.2, 2.1, 2.2, 3.1-3.5, 4.1, 4.2, 5.1-5.3, 6.1-6.5	- Sequences and schedules complex activities, monitors implementation and manages required communication with others - Gathers and analyses data and feedback to improve outcomes - Utilises features and functions of digital tools to

		complete complex tasks

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBCOM601 Research compliance requirements and issues	BSBCOM601B Research compliance requirements and issues	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBCOM601 Research compliance requirements and issues

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- access and interpret information on relevant Australian and international standards
- collaborate with others to identify and document the purpose and scope of the compliance research
- plan the research requirements including:
 - selecting an appropriate research methodology
 - preparing a research plan
 - getting approval for the plan from appropriate people
- carry out the research according to the approved plan including:
 - collecting, organising, analysing and interpreting data
 - reviewing and discussing analysis and preliminary outcomes with relevant personnel
- prepare and distribute report of the research outcomes according to organisational requirements.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- explain compliance requirements relevant to the organisational research methods
- explain elements of relevant compliance program/management systems
- describe quantitative and qualitative data analysis techniques relevant to compliance related research
- list relevant Australian and international standards
- identify relevant organisational policies and procedures
- identify sources of information relevant to compliance related research.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the compliance field of work and include access to:

- organisational information and Australian and international standards related to compliance requirements
- relevant personnel
- computer resources and business equipment
- case studies and, where possible, real situations.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBCUS402 Address customer needs

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to manage an ongoing relationship with a customer over a period of time. This includes helping customers articulate their needs and managing networks to ensure customer needs are addressed.

It applies to individuals who are expected to have detailed product knowledge in order to recommend customised solutions. In this role, individuals would be expected to apply organisational procedures and be aware of, and apply as appropriate, broader factors involving ethics, industry practice and relevant government policies and regulations.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Stakeholder Relations – Customer Service

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1 Assist customer to articulate needs	1.1 Ensure customer needs are fully explored, understood and agreed 1.2 Explain and match available services and products to customer needs 1.3 Identify and communicate rights and responsibilities of customers to the customer as appropriate

ELEMENT	PERFORMANCE CRITERIA
2 Satisfy complex customer needs	2.1 Explain possibilities for meeting customer needs 2.2 Assist customers to evaluate service and/or product options to satisfy their needs 2.3 Determine and prioritise preferred actions 2.4 Identify potential areas of difficulty in customer service delivery and take appropriate actions in a positive manner
3 Manage networks to ensure customer needs are addressed	3.1 Establish effective regular communication with customers 3.2 Establish, maintain and expand relevant networks to ensure appropriate referral of customers to products and services from within and outside the organisation 3.3 Ensure procedures are in place to ensure that decisions about targeting of customer services are based on up-to-date information about the customer and the products and services available 3.4 Ensure procedures are put in place to ensure that referrals are based on the matching of the assessment of customer needs and availability of products and services 3.5 Maintain records of customer interaction in accordance with organisational procedures

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.3, 2.2, 2.3, 2.4, 3.2, 3.3, 3.4, 3.5	Interprets textual information obtained from a range of sources and determines how content may be applied to individuals and to organisational requirements
Writing	1.1, 3.1, 3.2, 3.3, 3.4, 3.5	Prepares written reports, up-to-date procedures and other workplace documentation that communicate complex information clearly and effectively
Oral Communication	1.1, 1.2, 1.3, 2.1, 2.2, 3.1, 3.2	Clearly articulates customer's needs using language suitable to diverse audiences and employs listening and questioning techniques to confirm understanding
Navigate the world of work	3.5	Recognises and applies organisational protocols and meets expectations associated with own work

Interact with others	1.1-1.3, 2.1, 2.2, 3.1, 3.2	- Selects and uses appropriate communication techniques to establish and maintain positive working relationships - Establishes connections and shares information with others who can contribute to effective work outcomes
Get the work done	2.3, 2.4, 3.3-3.5	- Develops and implements plans for routine and non-routine tasks recognising the importance of aligning goals and expectations to achieve outcomes - Recognises and takes responsibility for addressing predictable and non-predictable problems in own work context - Uses digital systems to organise and store information relevant to own work

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBCUS402 Address customer needs	BSBCUS402B Address customer needs	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBCUS402 Address customer needs

Modification History

Release	Comments
Release 1	This version first released with Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- communicate effectively with customers including
 - helping customers to articulate their needs and evaluate options
 - explaining products/services and how they match customer needs
 - establishing regular communication
 - explaining customer rights and responsibilities
- address customer's needs
- use organisational procedures to document customer satisfaction
- develop and maintain networks to support meeting customer needs
- identify potential difficulties in meeting customer needs and taking appropriate action.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- explain organisational procedures and standards for establishing and maintaining customer service relationships
- describe informed consent
- explain consumer rights and responsibilities
- describe ways to establish effective regular communication with customers
- outline details of products or services including with reference to:
 - possible alternative products and services
 - variations within a limited product and service range.

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances must be typical of those experienced in the customer service field of work and include access to:

- office equipment and resources
- business technology
- organisational policies, procedures, quality systems, manuals and guidelines for customer management
- examples of products/services and promotional strategies
- case studies and, where possible, real situations
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBDES801 Research and apply design theory

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to research, in significant depth and breadth, and apply different theories of design.

It applies to individuals who use sophisticated research and critical analysis skills in the exploration of design, design theory and its application to professional design practice.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Design – Design Process

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1 Research design theory	1.1 Use a range of research techniques to source information about design theory 1.2 Identify and explore new, emerging and alternative sources of ideas and thinking on design 1.3 Expand own knowledge and understanding of design through review and critical analysis of information 1.4 Analyse, compare and contrast a range of theoretical perspectives and thinking on design

ELEMENT	PERFORMANCE CRITERIA
2 Apply theories of design to professional practice	2.1 Evaluate the relevance and application of different theories of design based on analysis of own professional and personal experience 2.2 Analyse the ways different aspects of history, theory and other influences are applied, adapted or challenged in practice 2.3 Assess how theories and thinking about design may be applied to benefit individuals, businesses and communities
3 Develop, articulate and debate own perspectives on theories of design	3.1 Take a critical approach to different theories and reflect on own ideas and responses 3.2 Develop own substantiated positions in response to research and analysis 3.3 Articulate own positions, demonstrating clarity of thought and conceptual understanding of different theories and thinking 3.4 Debate positions on design showing belief in own ideas and a willingness to remain open to new perspectives

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Learning	1.3, 2.1	Draws on a range of strategies to facilitate personal and professional learning
Reading	1.1, 1.2, 1.4, 2.2	Identifies and interprets complex concepts and theories from a range of sources
Writing	3.3	Organises information and uses structure, language and context to clearly explain own ideas and positions
Oral Communication	3.3, 3.4	- Actively engages in critical discourse using appropriate vocabulary, tone and pace - Uses active listening techniques to gain input and feedback
Get the work done	1.2, 1.4, 2.1, 2.2, 2.3, 3.1, 3.2	- Takes responsibility for planning and organising own tasks and workload, including how to link with the work of others - Systematically analyses information to aid in deciding

		- on own views and ideas - Keeps abreast of innovations and good practice beyond own context, using ideas to rethink current approaches

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBDES801 Research and apply design theory	BSBDES701A Research and apply design theory	Updated to meet Standards for Training Packages Code changed to meet updated AQF requirements 2013	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBDES801 Research and apply design theory

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- conduct research into past, current and emerging theories of design
- develop substantiated positions on design and its application in own professional practice.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- compare and contrast different theories of design, including different historical perspectives and current and emerging thinking
- explain relationship between theories of design and design in practice with reference to a particular work or broader social context
- summarise the relationships, similarities and differences at a conceptual and practical level between the concepts of design, innovation and creativity
- rationalise the systemic impacts on design – social, economic, political and environmental.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the design process field of work and include access to and use of current and emerging sources of information and thinking on design.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBDIV601 Develop and implement diversity policy

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to research diversity and its importance to organisational activity and to draft, plan and implement diversity policy.

It applies to individuals working in organisations with staff and clients from different cultures, races or religions, multiple generations, or where there are other forms of diversity in the workforce.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Workforce Development – Diversity

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1 Research diversity	1.1 Analyse existing practices and information in relation to diversity 1.2 Identify potential benefits of diversity and analyse in relation to business objectives 1.3 Consult key stakeholders about their requirements for a diversity policy 1.4 Access diversity policies from similar organisations and review

ELEMENT	PERFORMANCE CRITERIA
	for relevance to own organisation
2 Draft policy and plan for implementation	2.1 Draft diversity policy 2.2 Develop action plans for policy 2.3 Consult key stakeholders for feedback on draft policy and action plans 2.4 Determine relationships and links with other related policies 2.5 Revise policy for implementation
3 Implement diversity policy	3.1 Explain and interpret policy to key stakeholders 3.2 Promote policy across the organisation through a range of communication channels 3.3 Identify intended and unintended impacts of policy implementation 3.4 Develop tools, benchmarks and other indicators for planning and measuring impact of policy implementation 3.5 Monitor business activities, team plans and staff performance to ensure diversity policy is effectively implemented
4 Review diversity policy	4.1 Gather and analyse information about diversity, the policy and its implementation 4.2 Consult key stakeholders to provide feedback on the policy 4.3 Develop and approve recommendations for changes to the policy 4.4 Refine diversity policy in accordance with feedback and recommendations

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.2, 1.4, 2.1, 2.2, 2.4, 2.5, 3.1, 3.3, 3.4, 3.5, 4.1, 4.3	- Identifies, analyses and evaluates complex information to determine business requirements - Monitors reported information to determine efficiency of policy

Writing	1.3, 2.1, 2.2, 2.3, 2.5, 3.2, 3.4, 4.2, 4.3, 4.4	• Develops detailed procedural material according to organisational and legislative requirements • Records and collates feedback from stakeholders • Prepares factual and informative documentation to suit purpose and audience
Oral Communication	1.3, 2.3, 3.1, 3.2, 4.2	• Presents information and opinions using language and non-verbal features appropriate to audience • Participates in discussions using listening and questioning to elicit the views of others and to clarify or confirm understanding
Navigate the world of work	1.2, 2.1, 2.5, 3.4, 4.3, 4.4	• Works autonomously making high level decisions to achieve and improve organisational goals • Develops and implements strategies that ensure organisational policies, procedures and regulatory requirements are being met • Monitors and reviews the organisation's policies, procedures and adherence to legislative requirements in order to implement and manage change
Interact with others	1.3, 2.3, 3.1, 3.2, 4.2	• Adapts personal communication style to build a positive working relationship and show respect for the opinions, values and particular needs of others • Plays a lead role in situations requiring effective collaborative skills, demonstrating high level negotiation skills and ability to influence others • Shares knowledge, information and experience openly as an integral part of the working relationship
Get the work done	1.1, 1.2, 1.4, 2.1, 2.2, 2.4, 2.5, 3.2-3.5, 4.1, 4.3	• Develops plans for complex, high impact activities with strategic implications for the organisation • Gathers and analyses data and seeks feedback to improve plans and processes • Makes high impact decisions in a complex and diverse environment, using input from a range of sources • Identifies key factors that impact on decisions and their outcomes, drawing on experience, competing priorities, and decision making strategies where appropriate

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBDIV601 Develop and implement diversity policy	BSBDIV601A Develop and implement diversity policy	Updated to meet Standards for Training Packages Minor edits to clarify intent of Performance Criteria	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBDIV601 Develop and implement diversity policy

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- analyse information about diversity from a range of internal and external sources to identify:
 - existing practices
 - potential benefits of diversity and the fit with business objectives
- develop a comprehensive diversity policy with details of an implementation strategy and how the policy will be monitored and reviewed
- implement, evaluate and change the diversity policy based on recommendations for improvement
- consult with relevant stakeholders during development, implementation and review of the diversity policy and procedures.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- explain business operations that can be linked to diversity
- identify potential benefits of diversity to the organisation
- describe diversity within the business environment including:
 - cultures
 - beliefs
 - traditions and practices
- describe contemporary theory about diversity and its potential contribution to business advantage

- outline legislation, codes of practice and national standards as they apply to development of diversity policy.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the workforce development – diversity field of work and include access to:

- business technology
- legislation, regulations and codes of practice for managing diversity
- workplace diversity policies and procedures
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBFIM501 Manage budgets and financial plans

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to undertake financial management within a work team in an organisation. It includes planning and implementing financial management approaches, supporting team members whose role involves aspects of financial operations, monitoring and controlling finances and reviewing and evaluating effectiveness of financial management processes.

It applies to managers in a wide range of organisations and sectors who have responsibility for ensuring that work team financial resources are used effectively and are managed in line with financial objectives of the team and organisation.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Finance - Financial Management

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1 Plan financial management approaches	1.1 Access budget/financial plans for the work team 1.2 Clarify budget/financial plans with relevant personnel within the organisation to ensure that documented outcomes are achievable, accurate and comprehensible 1.3 Negotiate any changes required to be made to budget/financial

ELEMENT	PERFORMANCE CRITERIA
	plans with relevant personnel within the organisation 1.4 Prepare contingency plans in the event that initial plans need to be varied
2 Implement financial management approaches	2.1 Disseminate relevant details of the agreed budget/financial plans to team members 2.2 Provide support to ensure that team members can competently perform required roles associated with the management of finances 2.3 Determine and access resources and systems to manage financial management processes within the work team
3 Monitor and control finances	3.1 Implement processes to monitor actual expenditure and to control costs across the work team 3.2 Monitor expenditure and costs on an agreed cyclical basis to identify cost variations and expenditure overruns 3.3 Implement, monitor and modify contingency plans as required to maintain financial objectives 3.4 Report on budget and expenditure in accordance with organisational protocols
4 Review and evaluate financial management processes	4.1 Collect and collate for analysis, data and information on the effectiveness of financial management processes within the work team 4.2 Analyse data and information on the effectiveness of financial management processes within the work team and identify, document and recommend any improvements to existing processes 4.3 Implement and monitor agreed improvements in line with financial objectives of the work team and the organisation

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.2, 2.1, 2.3, 3.1-3.4, 4.2, 4.3	Interprets and analyses information to determine activities required

Writing	1.1, 1.4, 4.1-4.3	Records information in correct forms and prepares materials which convey detailed and factual content in accordance with internal procedures
Oral Communication	1.2, 1.3, 2.1-2.3	- Presents information about financial issues and requirements to a range of audiences using structure and language to suit the audience - Uses active listening and questioning to clarify information and to confirm understanding
Numeracy	1.1-1.3, 2.1-2.3, 3.1-3.4, 4.1-4.3	Uses a wide range of mathematical calculations to analyse numeric information in budgets or financial plans
Navigate the world of work	2.2, 3.3, 3.4, 4.3	Recognises, understands and adheres to organisational requirements in undertaking own work
Interact with others	1.2, 1.3, 2.1, 2.2, 3.1, 2.3, 4.2, 4.3	Uses a range of strategies to connect, collaborate and cooperate with other work colleagues in activities requiring collective effort and diverse skills and knowledge
Get the work done	1.1, 1.4, 2.3, 3.1-3.4, 4.1-4.3	- Uses logical processes in planning, implementing and evaluating complex tasks and developing alternative strategies in achieving goals and timelines - Uses a range of digital technologies to access, filter, compile, integrate and logically present complex information from multiple sources

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBFIM501 Manage budgets and financial plans	BSBFIM501A Manage budgets and financial plans	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBFIM501 Manage budgets and financial plans

Modification History

Release	Comments
Release 1	This version first released with Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- use financial skills to work with and interpret budgets, ageing summaries, cash flow, petty cash, Goods and Services Tax (GST), and profit and loss statements
- communicate with relevant people to clarify budget/financial plans, negotiate changes and disseminate information
- prepare, implement and modify financial contingency plans
- monitor expenditure and control costs
- support and monitor team members
- report on budget and expenditure
- review and make recommendations for improvements to financial processes
- meet record keeping requirements for the Australian Taxation Office (ATO) and for auditing purposes.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- describe basic accounting principles
- identify and explain the relevant legislation and current requirements of the Australian Taxation Office, including the Goods and Services Tax (GST)
- explain the key requirements for financial record keeping and auditing
- describe the principles and techniques involved in managing:
 - budgeting
 - cash flows
 - electronic spreadsheets

- GST
- ledgers and financial statements
- profit and loss statements.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the financial management field of work and include access to:

- resources and documentation used in the workplace
- workplace policies and procedures
- workplace budgets and financial plans
- business technology
- case studies and, where available, real situations.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBFIM601 Manage finances

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to undertake budgeting, financial forecasting and reporting and to allocate and manage resources to achieve the required outputs for the business unit. It includes contributing to financial bids and estimates, allocating funds, managing budgets and reporting on financial activity.

It applies to individuals who have managerial responsibilities which include overseeing the management of financial and other resources across a business unit, a series of business units or teams, or an organisation. It covers all areas of broad financial management. In a larger organisation this work would be supported by specialists in financial management.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Finance – Financial Management

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1 Plan for financial management	1.1 Review and analyse previous financial data to establish areas which have generated a profit or loss 1.2 Undertake research to review reasons for previous profit and loss 1.3 Review business plan to establish critical dates and initiatives that will require or generate resources in the next financial cycle

ELEMENT	PERFORMANCE CRITERIA
	1.4 Analyse cash flow trends 1.5 Review statutory requirements for compliance and liabilities for tax 1.6 Review existing software and its suitability for financial management
2 Establish budgets and allocate funds	2.1 Use previous financial data to determine allocations for resources 2.2 Make informed estimates of new items for inclusion in budget 2.3 Prepare budgets in accordance with organisational requirements and statutory requirements
3 Implement budgets	3.1 Circulate budgets and ensure managers and supervisors are clear about budgets, reporting requirements and financial delegations 3.2 Manage risks by checking there are no opportunities for misappropriation of funds and that systems are in place to properly record all financial transactions 3.3 Review profit and loss statements, cash flows and ageing summaries 3.4 Revise budgets, as required, to deal with contingencies 3.5 Maintain audit trails to ensure accurate tracking and to identify discrepancies between agreed and actual allocations 3.6 Ensure compliance with due diligence
4 Report on finances	4.1 Ensure structure and format of reports are clear and conform to organisational and statutory requirements 4.2 Identify and prioritise significant issues in statements, including comparative financial performances for review and decision making 4.3 Prepare recommendations to ensure financial viability of the organisation 4.4 Evaluate the effectiveness of financial management processes

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance	Description

	Criteria	
Reading	1.1-1.6, 2.1-2.3, 3.2-3.5, 4.1-4.4	Interprets, analyses and evaluates complex information to determine and adhere to organisational or legislative requirements and to assist with financial decision making
Writing	1.1-1.6, 2.1- 2.3, 3.1-3.5, 4.1-4.3	- Develops and records information which incorporates a detailed analysis of factual and forecasted information - Prepares documents using format, content and layout appropriate to audience, purpose and regulatory requirements
Oral Communication	3.1	Explains financial decisions and outcomes clearly and uses listening and questioning techniques to exchange information and obtain agreement
Numeracy	1.1-1.6, 2.1-2.3, 3.2-3.5, 4.1-4.2	- Reviews and analyses numerical data embedded in organisational documentation and legislation - Compares and contrasts complex numerical data to analyse and evaluate financial position and processes. - Uses appropriate formulae to analyse financial data to assess and manage risk and identify discrepancies
Navigate the world of work	1.5, 2.3, 3.6, 4.1	Recognises, understands and adheres to legislative and organisational requirements in undertaking own work
Interact with others	3.1	Selects and uses appropriate conventions and protocols when communicating with supervisors and managers to share information or seek agreement
Get the work done	1.1-1.6, 2.1-2.3, 3.1-3.5, 4.1-4.4	- Uses logical processes in planning, implementing and evaluating complex tasks to achieve stated goals - Uses formal analytical thinking techniques to identify issues, investigate underlying causes and generate possible solutions, seeking input from others as required - Uses a range of digital technology to access, filter, compile, integrate and logically present complex information from multiple sources - Investigates new digital technologies and applications to manage and manipulate data

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBFIM601 Manage finances	BSBFIM601A Manage finances	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBFIM601 Manage finances

Modification History

Release	Comments
Release 1	This version first released with Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- plan for financial management
- read and review profit and loss statements, cash flows and aging summaries
- prepare, implement and revise a budget which aligns with the business plan, is based on research and analysis of previous financial data and cash flow trends, and meets all compliance requirements
- contribute to financial bids and estimates
- establish a budget and allocate funds in accordance with statutory and organisational requirements
- communicate with other people including:
 - reporting on financial activity and making recommendations
 - identifying and prioritising significant issues
 - ensuring managers and supervisors are clear about budgets.
- analyse the effectiveness of existing financial management approaches including reviewing financial management software, managing risks of misappropriation of funds, ensuring systems are in place to record all transactions, maintaining an audit trail and complying with due diligence.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- identify the requirements for financial probity
- describe the principles of accounting and financial systems
- explain Australian, international and local legislation and conventions that are relevant to financial management in the organisation

- outline the requirements of the Australian Tax Office, including Goods and Services Tax, Company Tax, Pay As You Go.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the financial management field of work and include access to:

- financial data
- relevant legislation and Australian Tax Office requirements
- examples of business plans, profit and loss statements, cash flows and aging summaries
- organisational financial policies and procedures
- financial management software.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBHRM405 Support the recruitment, selection and induction of staff

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to execute tasks associated with the recruitment cycle and apply in-depth knowledge of the work of the organisation, and how recruitment and selection practices fit with other human resources functions.

This unit applies to individuals who support recruitment, selection and induction functions under the direction of a human resource manager.

No licensing, legislative, or certification requirements apply to this unit at the time of publication.

Unit Sector

Workforce Development – Human Resource Management

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1 Plan for recruitment	1.1 Obtain approval to fill position, clarify time lines and requirement for appointment 1.2 Assist in preparing job descriptions that accurately reflect the role requirements, according to organisational policies and procedures, legislation, codes, national standards and work health and safety (WHS) considerations 1.3 Consult with relevant personnel about job descriptions and

ELEMENT	PERFORMANCE CRITERIA
	workforce strategy 1.4 Assist in ensuring that job descriptions comply with legislative requirements and reflect the organisation's requirements for a diverse workforce 1.5 Obtain approvals to advertise position
2 Plan for selection	2.1 Choose appropriate channels and technology to advertise vacancies and/or identify potential talent pool 2.2 Advertise vacancies for staffing requirements according to organisational policies and procedures 2.3 Consult with relevant personnel to convene selection panel and develop interview questions 2.4 Assist in ensuring that interview questions comply with legislative requirements 2.5 Assist in short-listing applicants 2.6 Schedule interviews and advise relevant people of times, dates and venues
3 Support selection process	3.1 Participate in interview process and assess candidates against agreed selection criteria 3.2 Discuss assessment with other selection panel members 3.3 Correct biases and deviations from agreed procedures and negotiate for preferred candidate 3.4 Contact referees for referee reports 3.5 Prepare selection report and make recommendations to senior personnel for appointment 3.6 Advise unsuccessful candidates of outcomes and respond to any queries 3.7 Secure preferred candidate's agreement 3.8 Complete necessary documentation according to organisational procedures, observing confidentiality and privacy requirements
4 Induct successful candidate	4.1 Provide successful candidate with employment contract and other documentation 4.2 Advise manager and work team of new appointment 4.3 Advise managers and staff of candidate's starting date and make necessary administrative arrangements for pay and employee record keeping 4.4 Arrange successful candidate's induction according to

ELEMENT	PERFORMANCE CRITERIA
	organisational policy

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.2, 1.4, 2.4, 2.5	- Synthesises ideas, concepts and specific information from workplace and regulatory texts to inform development of workplace documents - Evaluates information to make judgements
Writing	1.1, 1.2, 1.5, 2.2, 3.5, 3.6, 3.8, 4.2, 4.3	Produces a range of text types using specific information, workplace conventions and templates
Oral communication	1.1, 1.3, 1.5, 2.3, 2.5, 3.1-3.5, 3.7	- Asks questions and listens carefully to gather, interpret or evaluate information - Uses appropriate vocabulary to present ideas or persuasive arguments
Navigate the world of work	1.2, 1.4, 2.4, 3.3, 3.8, 4.1, 4.4	Applies workplace protocols, legislation or regulations relevant to own responsibilities
Interact with others	1.3, 2.3, 3.2, 3.3	- Selects and uses appropriate conventions and protocols when communicating with personnel, candidates or referees - Participates in conversations relevant to role responding, explaining, negotiating and persuading as required
Get the work done	2.1, 2.3, 2.6, 4.1, 4.3, 4.4	- Selects and uses digital technology to access, enter, store and retrieve information in accordance with security requirements - Takes responsibility for planning and implementing tasks for efficient and effective outcomes

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBHRM405 Support the recruitment, selection and induction of staff	BSBHRM405A Support the recruitment, selection and induction of staff	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBHRM405 Support the recruitment, selection and induction of staff

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- prepare job descriptions
- use job descriptions to support sourcing, selecting and appointing suitable staff
- use different advertising channels to promote vacancies and/or establish a potential talent pool
- consult with managers to gain approvals
- develop selection criteria and interview questions in consultation with relevant personnel
- schedule interviews and advise relevant people of times, dates and venues
- participate in interviews and other selection techniques including assessing candidates against selection criteria to short list them
- obtain referees' reports
- prepare and distribute a selection report including feedback to give unsuccessful candidates
- advise unsuccessful candidates of the results
- secure preferred candidate's agreement and provide an employment contract
- advise other staff of the successful candidate and arrange induction.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- identify documentation required for recruitment, selection and induction
- explain human resources life cycle and the place of recruitment and selection
- identify legislation relevant to recruitment, selection and induction of staff
- describe channels and technology to advertise vacancies

- explain a range of interviewing techniques and other selection processes and their application.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the workforce development – human resource development field of work and include access to:

- workplace policies and procedures
- business technology
- position descriptions
- legislation, regulations, Codes and Standards relevant to staff recruitment, selection and induction
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBINM401 Implement workplace information system

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to implement and review the workplace information system. It involves the identification, acquisition, initial analysis and use of appropriate information which plays a significant part in the organisation's effectiveness.

It applies to individuals whose work will normally be carried out within routine and non-routine methods and procedures which require planning and evaluation, leadership and guidance of others, and some discretion and judgement.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Knowledge Management – Information Management

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1 Identify and source information needs	1.1 Determine and locate information required by teams 1.2 Acquire and review information held by the organisation to determine suitability, accessibility, currency and reliability according to organisational policies
2 Collect, analyse and report information	2.1 Collect information, which is adequate and relevant to the needs of teams, in a timely manner

ELEMENT	PERFORMANCE CRITERIA
	2.2 Ensure information is in a format suitable for analysis, interpretation and dissemination 2.3 Analyse information to identify and report relevant trends and developments in terms of the needs for which it was acquired
3 Implement information systems	3.1 Implement management information systems effectively to store, retrieve and regularly review data for decision making purposes 3.2 Use technology available in the work area to manage information effectively 3.3 Submit recommendations for improving the information system to designated persons and/or groups
4 Prepare for information system changes	4.1 Collect information about information system future needs in consultation with colleagues, including those who have a specialist role in resource management 4.2 Ensure estimates of information system future needs reflect the organisation's business plans, and customer and supplier requirements 4.3 Support proposals to secure resources by clearly presenting submissions that describe realistic options, benefits, costs and outcomes 4.4 Prepare team members to work with new technology and information system changes

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.2, 2.1, 2.2, 2.3, 3.1, 3.2, 3.3, 4.1, 4.2, 4.3, 4.4	Critically analyses complex documentation from a variety of sources and consolidates information relating to specific criteria to determine requirements
Writing	1.2, 2.1, 2.3, 3.1, 3.3, 4.1, 4.2, 4.3, 4.4	Develops material for a specific audience using clear and detailed language in order to convey explicit information, requirements and recommendations
Oral	1.1, 3.3, 4.1, 4.3, 4.4	Uses active listening and questioning and reading of verbal and non-verbal signals to convey and clarify

Communication		information and to confirm understanding
Numeracy	4.1-4.3	Selects from and uses a variety of developing mathematical and problem solving strategies to ensure estimates of information reflect the business plan and staff requirements
Navigate the world of work	1.2	Takes responsibility for following policies, procedures and legislative requirements and identifies organisational implications of new legislation or regulation
Interact with others	1.1, 3.3, 4.1, 4.3, 4.4	- Selects and uses appropriate conventions and protocols when communicating with clients and co-workers in a range of work contexts - Cooperates with others and contributes to work practices where joint outcomes are expected and deadlines are to be met
Get the work done	1.1, 1.2, 2.1, 2.3, 3.1, 3.2, 4.1, 4.2	- Takes responsibility for planning, sequencing and prioritising tasks and own workload for efficiency and effective outcomes - Contributes to continuous improvement of current work practices by applying basic principles of analytical thinking - Uses familiar digital technologies and systems to access, enter, present and communicate data and information

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBINM401 Implement workplace information system	BSBINM401A Implement workplace information system	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBINM401 Implement workplace information system

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- identify, source and analyse information to determine
 - information system needs
 - whether it is fit for purpose
 - trends and developments
- implement and review the workplace information system
- review a workplace information system and prepare and present a submission recommending improvements.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- identify the information systems that are, or should be, available in the workplace
- explain the information management systems and technology typically associated with the workplace including:
 - budgets and financial management systems
 - customer information software or records
 - databases
 - personal digital assistant (PDA)
 - product and service information
 - project management software
 - record management systems
 - spreadsheets.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the knowledge management – information management field of work and include access to:

- business technology
- a workplace information system
- workplace policies and procedures.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBINN301 Promote innovation in a team environment

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to be an effective and proactive member of an innovative team.

It applies to individuals who play a proactive role in demonstrating, encouraging or supporting innovation in a team environment. The individual may be a team participant or a team leader. Teams may be formal or informal and may comprise a range of personnel.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Unit Sector

Creativity and Innovation – Innovation

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1 Create opportunities to maximise innovation within the team	1.1 Evaluate and reflect on what the team needs and wants to achieve 1.2 Check out information about current or potential team members' work in the context of developing a more innovative team 1.3 Bring people into the team or make suggestions for team members based on what needs to be achieved and the potential for cross fertilising ideas

ELEMENT	PERFORMANCE CRITERIA
	1.4 Acknowledge, respect and discuss the different ways that people may contribute to building or enhancing the team
2 Organise and agree effective ways of working	2.1 Jointly establish ground rules for how the team will operate 2.2 Agree and communicate responsibilities in ways that encourage and reinforce team-based innovation 2.3 Agree and share tasks and activities to ensure the best use of skills and abilities within the team 2.4 Plan and schedule activities to allow time for thinking, challenging and collaboration 2.5 Establish personal reward and stimulation as an integral part of the team's way of working
3 Support and guide colleagues	3.1 Model behaviour that supports innovation 3.2 Seek external stimuli and ideas to feed into team activities 3.3 Proactively share information, knowledge and experiences with other team members 3.4 Challenge and test ideas within the team in a positive and collaborative way 3.5 Proactively discuss and explore ideas with other team members on an ongoing basis
4 Reflect on how the team is working	4.1 Debrief and reflect on activities and on opportunities for improvement and innovation 4.2 Gather and use feedback from within and outside the team to generate discussion and debate 4.3 Discuss the challenges of being innovative in a constructive and open way 4.4 Take ideas for improvement, build them into future activities and communicate key issues to relevant colleagues 4.5 Identify, promote and celebrate successes and examples of successful innovation

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.2, 4.2	Interprets and analyses textual information, from a wide range of sources, to identify information relevant to team activities
Writing	2.2, 3.3, 4.4	Uses clear language and formats appropriate for the audience to highlight and present specific information
Oral Communication	1.2, 1.3, 1.4, 2.1, 2.2, 3.5, 4.1, 4.2, 4.3, 4.4, 4.5	- Actively participates in verbal exchanges of ideas and elicits the views and opinions of team members by listening and questioning - Uses clear language to clarify rules and roles relating to team activities in formal and informal situations
Numeracy	1.2, 4.2	Interprets numeric information relevant to team activities
Navigate the world of work	1.1, 3.1, 3.2, 3.5	Understands the nature and purpose of own role and how it affects others in the work context
Interact with others	1.1-1.4, 2.1, 2.2, 3.1, 3.2, 3.4, 3.5, 4.1, 4.2, 4.4, 4.5	- Uses inclusive techniques to initiate, contribute and promote discussion amongst potentially diverse team members - Recognises the importance of establishing and building effective working relationships - Selects the appropriate form, channel and mode of communication for a specific purpose relevant to own role
Get the work done	1.3, 1.4, 2.2, 2.4, 2.5, 3.2, 3.4, 4.2, 4.4, 4.5	- Plans, sequences and prioritises tasks for efficient and effective outcomes - Contributes to continuous improvement of current work practices by applying basic principles of analytical and lateral thinking - Uses problem-solving processes to address less predictable problems, and when appropriate, seeking input from others - Reflects on outcomes and further explores own and the team's role in implementing innovation

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBINN301 Promote innovation in a team environment	BSBINN301A Promote innovation in a team environment	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBINN301 Promote innovation in a team environment

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- apply practices that promote innovation within a team including:
 - modelling open and respectful communications
 - contributing to the make-up and rules of the team
 - planning and scheduling of activities
 - reflecting on activities, feedback and challenges to identify improvement options
- encourage others to contribute to innovation in the team
- implement improvements and communicate about them.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- explain what innovation is, the different types of innovation and the benefits of innovation
- describe the internal and external factors that contribute to a team becoming and remaining innovative including:
 - team characteristics
 - the role of group dynamics and diversity
 - broader environmental factors
- explain how activities can encourage or hinder innovation in a team including:
 - allocation of time and activities
 - modelling behaviour
 - rewards and recognition
 - communications

- feedback.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the creativity and innovation and include access to:

- workplace documents
- case studies and, where possible, real situations
- office equipment and resources
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBINN801 Lead innovative thinking and practice

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to generate, lead and sustain innovative organisational thinking and practice.

It applies to individuals who initiate and lead innovation in any industry or community context. Each organisation's thinking and practice will be different depending on its core business, purpose, size, complexity and broader operating context.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Unit Sector

Creativity and Innovation – Innovation

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1 Generate innovative thinking and creativity	1.1 Research and use a range of techniques and tools to generate new ideas and thinking 1.2 Research and analyse trends shaping organisation's current and future thinking and practice 1.3 Introduce and promote creative thinking techniques to foster personal and team innovation 1.4 Evaluate overall context for individual and collective

ELEMENT	PERFORMANCE CRITERIA
	innovative thinking and creativity 1.5 Research and analyse specific conditions for innovation and issues that impact on individual and collective innovative thinking and creativity 1.6 Research and review innovation drivers and enablers
2 Lead innovative practices	2.1 Develop personal leadership style to model positive innovative thinking and practice 2.2 Review, challenge and refine own style and practice in relation to modelling and supporting innovation 2.3 Assess and determine the requirements to promote sustainable innovative activity for the operational context and people involved 2.4 Devise and implement most appropriate means to promote knowledge transfer 2.5 Identify, evaluate and manage risks associated with innovation within an organisation
3 Generate and support a culture of innovation	3.1 Introduce and promote innovative practices, processes, products or services appropriate to audience and organisational requirements 3.2 Establish ways to capture, communicate and share innovative ideas and practices 3.3 Initiate and foster communication, consultation and team development approaches that support innovation 3.4 Identify, assess and provide adequate resources for innovation to occur 3.5 Develop and apply strategies to foster a workplace culture capable of encouraging innovation 3.6 Establish mechanisms at system and process level that can support innovation
4 Sustain innovative thinking and practice	4.1 Develop strategies to make innovation an integral part of organisational activity 4.2 Develop and monitor processes to ensure ongoing awareness of individual and collective contributions to innovative thinking and practice 4.3 Analyse potential barriers and risks to innovation and devise strategies to respond 4.4 Analyse and reflect on innovation performance as a basis for developing strategies for improvement

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Learning	2.1, 2.2, 4.4	Evaluates and reflects on personal effectiveness to develop strategies to enhance own performance
Reading	1.1, 1.2, 1.5, 1.6	Identifies, analyses, interprets and evaluates visual and textual information from a range of sources to identify innovation strategies, practices and trends
Writing	1.1, 1.2, 1.5, 1.6, 3.2	- Uses clear and precise language to document research findings for reference purposes - Develops complex plans, strategies and systems to integrate innovation into the organisation using appropriate formats for the audience and purpose
Oral Communication	1.3, 3.2, 3.3, 3.5	- Discusses, presents and seeks information using appropriate structure and language for the particular audience - Uses questioning and active listening to encourage discussion and to clarify or confirm understanding
Numeracy	1.1, 1.2, 1.5, 1.6, 3.2	Interprets, analyses and presents numeric/financial information in complex documents
Navigate the world of work	2.1, 2.2, 2.3, 2.5, 3.1, 3.5, 4.1	- Understands how own role meshes with others and contributes to broader work goals - Leads in the development of strategies to integrate innovative practices into the organisation
Interact with others	1.3, 3.2, 3.3, 3.5	- Uses a variety of relevant communication tools and strategies to build and maintain effective working relationships - Uses inclusive and collaborative techniques to communicate, negotiate and consult effectively with a range of stakeholders - Actively seeks the perspectives of others as part of work role
Get the work done	1.1,1.2, 1.3-1.6, 2.3-2.5, 3.2-3.6, 4.1-4.4	- Plans, develops, implements and monitors practical strategies to introduce and support innovation in the workplace - Develops new and innovative ideas through exploration, evaluation, analysis and critical thinking

		• Uses formal analytical and lateral thinking techniques to identify issues, generate and evaluate possible solutions, and select most appropriate option

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBINN801 Lead innovative thinking and practice	BSBINN801A Lead innovative thinking and practice	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBINN801 Lead innovative thinking and practice

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- use various techniques and tools to stimulate creative or innovative thinking
- research, review and critically analyse trends in thinking and emerging practices as they relate to an organisation's current thinking and practices
- develop own capacity to lead innovative thinking and practice in an organisational context
- complete a workplace project or case study to demonstrate a comprehensive understanding and application of key concepts, current theories and processes for introducing, communicating, promoting, supporting and sustaining innovative thinking and practices in an organisational context.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- compare and contrast current and past theories and thinking about innovation
- explain how theory and thinking on innovation and creativity can contribute to applied practice
- discuss the impact of leadership style on innovation in organisations, including how specific approaches may encourage or inhibit innovation
- discuss the relevance of organisational and industry context on innovation
- analyse the internal and external conditions or factors that impact on organisational innovation
- outline strategies for identifying, assessing and managing risks associated with innovation
- provide examples of innovation drivers in an organisation
- provide examples of innovation enablers in an organisation

- list and describe mechanisms at system or process level that can support innovative practices
- discuss typical challenges and barriers to innovation within an organisation and ways of overcoming these challenges and barriers.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the creativity and innovation field of work and include access to:

- workplace documentation and resources
- office equipment and materials
- case studies or, where available, real situations
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBITU101 Operate a personal computer

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to start up and use a range of basic functions on a personal computer or business computer terminal.

It applies to individuals who perform a range of routine computer tasks in the various sectors of the business services industry and generally work under direct supervision.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Information and Communications Technology – IT Use

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1 Start computer, system information and features	1.1 Adjust workspace, furniture and equipment to suit user ergonomic requirements 1.2 Ensure work meets organisational and work health and safety (WHS) requirements for computer operation 1.3 Start computer or log on according to user procedures 1.4 Identify basic functions and features using system information 1.5 Customise desktop configuration, if necessary, with assistance from appropriate persons

ELEMENT	PERFORMANCE CRITERIA
	1.6 Use help functions as required
2 Navigate and manipulate desktop environment	2.1 Open, close and access features by selecting correct desktop icons 2.2 Open, resize and close desktop windows by using correct window functions 2.3 Create shortcuts onto the desktop, if necessary, with assistance from appropriate persons
3 Organise files using basic directory and folder structures	3.1 Create folders/subfolders with suitable names 3.2 Save files with suitable names in appropriate folders 3.3 Rename and move folders/subfolders and files as required 3.4 Identify folder/subfolder and file attributes 3.5 Move folders/subfolders and files using cut and paste, and drag and drop techniques 3.6 Save folders/subfolders and files to appropriate media where necessary 3.7 Search for folders/subfolders and files using appropriate software tools 3.8 Restore deleted folder/subfolders and files as necessary
4 Print information	4.1 Print information from installed printer 4.2 View progress of print jobs and delete as required 4.3 Change default printer, if installed
5 Shut down computer	5.1 Close all open applications 5.2 Shut down computer according to user procedures

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.3, 1.5, 1.6, 3.1-3.8, 4.1-4.3, 5.1, 5.2	Recognises textual information within internal procedures and technical documents to determine and complete work requirements

Writing	1.3, 3.1-3.3, 3.7	Inputs information using familiar text types and records numerical and textual information for file naming conventions
Oral Communication	1.5, 2.3	Asks simple questions and comprehends answers that contain short and explicit information
Navigate the world of work	1.1-1.3, 5.2	Recognises and follows organisational procedures and legislative responsibilities, with particular reference to health and safety
Interact with others	1.5, 2.3	Uses appropriate communication practices to seek guidance from more experienced work colleagues
Get the work done	1.3-1.6, 2.1-2.3, 3.1-3.8, 4.1-4.3, 5.1, 5.2	With guidance, is beginning to understand and use the specific functions and features of digital systems and tools

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBITU101 Operate a personal computer	BSBITU101A Operate a personal computer	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBITU101 Operate a personal computer

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- adjust equipment, furniture and workspace to suit individual ergonomic requirements
- follow organisational and WHS requirements when operating a computer
- follow user procedures and system information when using the basic functions on a computer, seeking assistance when necessary
- use desktop icons and create shortcuts
- create and manipulate folders and subfolders
- check and delete print jobs and change default printer
- correctly shut down software applications and the computer.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- outline the main work health and safety requirements for working with a computer
- list the main points to consider when setting up an ergonomic work environment
- list the main components of the computer system, and briefly explain what each one does
- briefly explain the functions of the operating system
- outline the organisation's conventions for naming files

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the information and communications technology – IT use field of work and include access to:

- organisational policies and procedures
- information about work health and safety requirements.
- computer user and system information
- suitable workspace including a personal computer or computer terminal with relevant software and printer.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBLDR403 Lead team effectiveness

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit defines skills, knowledge and outcomes required to plan and supervise the performance of the team and develop team cohesion.

It applies team leaders, supervisors and new emerging managers who have an important leadership role in the development of efficient and effective work teams.

Leaders at this level also provide leadership for the team and bridge the gap between the management of the organisation and the team members. As such they must 'manage up' as well as manage their team/s.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Management and Leadership - Leadership

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Plan to achieve team outcomes	1.1 Lead the team to identify, establish and document team purpose, roles, responsibilities, goals, plans and objectives in consultation with team members 1.2 Engage team members to incorporate innovation and

ELEMENT	PERFORMANCE CRITERIA
	productivity measures in work plans 1.3 Lead and support team members in meeting expected outcomes
2. Lead team to develop cohesion	2.1 Provide opportunities for input of team members into planning, decision making and operational aspects of work team 2.2 Encourage and support team members to take responsibility for own work and to assist each other in undertaking required roles and responsibilities 2.3 Provide feedback to team members to encourage, value and reward individual and team efforts and contributions 2.4 Recognise and address issues, concerns and problems identified by team members or refer to relevant persons as required 2.5 Model expected behaviours and approaches
3. Participate in and facilitate work team	3.1 Actively encourage team members to participate in and take responsibility for team activities and communication processes 3.2 Give the team support to identify and resolve problems which impede its performance 3.3 Ensure own contribution to work team serves as a role model for others and enhances the organisation's image within the work team, the organisation and with clients/customers
4. Liaise with management	4.1 Maintain open communication with line manager/management at all times 4.2 Communicate information from line manager/management to the team 4.3 Communicate unresolved issues, concerns and problems raised by the team/team members to line manager/management and ensure follow-up action is taken 4.4 Communicate unresolved issues, concerns and problems related to the team/team members raised by line managers/management to the team and ensure follow-up to action is taken

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance	Description

	Criteria	
Writing	1.1, 4.2	Prepares workplace plans that communicate intent and elicits feedback clearly and effectively
Oral communication	1.1, 1.3, 2.2, 2.3, 3.1, 3.2, 4.2-4.4	Engages in discussions or provides information using structure and language appropriate to the audience and situation
Interact with others	1.1-1.3, 2.1-2.5, 3.1, 3.3, 4.1	- Selects and uses appropriate conventions and protocols when communicating with team members - Adapts personal communication style to model required behaviours, build trust and positive working relationships and to show respect for the opinions and values of others - Plays a lead role in situations requiring effective collaboration, demonstrating conflict resolution skills and ability to engage and motivate others
Get the work done	1.1-1.3, 3.2	- Develops, implements and monitors plans and processes to ensure team engagement and effectiveness - Uses formal analytical thinking techniques to identify issues and generate possible solutions, seeking input from others as required

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBLDR403 Lead team effectiveness	BSBWOR402A Promote team effectiveness	Updated to meet Standards for Training Packages Title change Minor edits to clarify intent of performance criteria	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBLDR403 Lead team effectiveness

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- apply knowledge of organisational goals, objectives and plans
- develop a team work plan including documentation of how it was generated and how it will be monitored
- identify and incorporate innovation and productivity measures into a team work plan
- communicate with team members and management to identify and establish the team purpose, roles, responsibilities, goals plans and objectives and resolve problems
- use techniques to consult, encourage, support and provide feedback to team members
- model team leadership behaviours and approaches
- liaise with management to develop the teamwork plan, resolve issues and ensure follow-up action is taken.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must explain principles and techniques associated with:

- delegation and work allocation
- goal setting
- group dynamics and processes
- individual behaviour and difference
- leadership styles
- motivation
- negotiation
- problem solving
- planning

- workplace innovation
- workplace productivity.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the management and leadership field of work and include access to:

- information about the organisation, including organisational structure, goals, objectives and plans
- case studies, and where possible, real situations
- workplace equipment and resources
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBLED401 Develop teams and individuals

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to determine individual and team development needs and to facilitate the development of the workgroup.

It applies to individuals with a broad knowledge of learning and development who apply their skills in addressing development needs to meet team objectives. They may have responsibility to provide guidance or to delegate aspects of tasks to others.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Workforce Development – Learning and Development

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Determine development needs	1.1 Systematically identify and implement learning and development needs in line with organisational requirements 1.2 Ensure that a learning plan to meet individual and group training and development needs is collaboratively developed, agreed to and implemented 1.3 Encourage individuals to self-evaluate performance and identify areas for improvement 1.4 Collect feedback on performance of team members from relevant

ELEMENT	PERFORMANCE CRITERIA
	sources and compare with established team learning needs
2. Develop individuals and teams	2.1 Identify learning and development program goals and objectives, ensuring a match to the specific knowledge and skill requirements of competency standards relevant to the industry 2.2 Ensure that learning delivery methods are appropriate to the learning goals, the learning style of participants, and availability of equipment and resources 2.3 Provide workplace learning opportunities, and coaching and mentoring assistance to facilitate individual and team achievement of competencies 2.4 Create development opportunities that incorporate a range of activities and support materials appropriate to the achievement of identified competencies 2.5 Identify and approve resources and time lines required for learning activities in accordance with organisational requirements
3. Monitor and evaluate workplace learning	3.1 Use feedback from individuals or teams to identify and implement improvements in future learning arrangements 3.2 Assess and record outcomes and performance of individuals/teams to determine the effectiveness of development programs and the extent of additional development support 3.3 Negotiate modifications to learning plans to improve the efficiency and effectiveness of learning 3.4 Document and maintain records and reports of competency according to organisational requirements

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Learning	1.1-1.4, 2.1-2.4, 3.1, 3.3	- Uses structured approaches to set goals, monitor progress and adjust learning approaches for self and others - Builds on knowledge and experience to facilitate interaction and learning with others

Reading	1.1, 1.2, 1.4, 2.1, 2.2, 2.4, 2.5, 3.1-3.4	- Analyses textual information from a range of sources to identify organisational requirements - Analyses information from a range of sources to evaluate performance
Writing	1.1, 1.2, 1.4, 2.1, 2.5, 3.1-3.4	- Develops materials to suit the requirements of different roles and individuals in the organisation - Maintains records using correct technical and organisational vocabulary
Oral Communication	1.2, 1.3, 1.4, 2.3, 3.1, 3.3	- Uses vocabulary appropriate to context and to establish a supportive and learning environment - Uses listening and questioning techniques to confirm or show understanding of different perspectives
Navigate the world of work	1.1, 2.5, 3.4	Recognises and responds to explicit and implicit organisational procedures and protocols Understands how own role meshes with others and contributes to broader goals
Interact with others	1.2, 1.3, 1.4, 2.2, 2.3, 3.1, 3.3	- Selects and uses appropriate conventions and protocols when communicating with co-workers in a range of work contexts - Recognises the importance of building rapport to establish effective working relationships - Collaborates with others to achieve joint outcomes, playing an active role in facilitating effective group interaction - Negotiates with others to achieve joint/agreeable outcomes playing an active role in facilitating consensus in potentially contentious situations
Get the work done	1.1, 1.2, 1.4, 2.1, 2.2, 2.3, 2.5, 3.1, 3.2, 3.4	- Uses logical planning processes to organise, implement and monitor learning and development needs - Systematically gathers and analyses all relevant information and evaluates options to make informed decisions - Evaluates outcomes of decisions to identify opportunities for improvement

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBLED401	BSBLED401A	Updated to meet	Equivalent unit

Code and title current version	Code and title previous version	Comments	Equivalence status
Develop teams and individuals	Develop teams and individuals	Standards for Training Packages	

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBLED401 Develop teams and individuals

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- systematically identify and implement learning opportunities for others
- collect feedback on team and individual performance
- give and receive feedback from team members to encourage participation in and effectiveness of the team
- collaboratively develop learning plans to match skill needs of individuals and groups
- provide mentoring and coaching assistance to teams and individuals
- monitor and review workplace learning.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- describe facilitation techniques to encourage team development and improvement
- outline organisational policies, plans and procedures for developing teams
- identify career paths and competency standards relevant to the industry.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the workforce learning and development field of work and include access to:

- office equipment and resources
- learning and development plans, policies and procedures
- case studies and, where available, real situations

- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBMGT402 Implement operational plan

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to implement the operational plan by monitoring and adjusting operational performance, planning and acquiring resources and providing reports on performance as required.

It applies to individuals who plan activities to achieve the measurable, stated objectives of the team and the organisation. At this level work will normally be carried out within routine and non-routine methods and procedures which require planning, evaluation, leadership and guidance of others.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Management and Leadership – Management

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Implement operational plan	1.1 Collate, analyse and organise details of resource requirements in consultation with relevant personnel, colleagues and specialist resource managers 1.2 Implement operational plans to contribute to the achievement of organisation's performance/business plan 1.3 Identify and use key performance indicators (KPIs) to monitor

ELEMENT	PERFORMANCE CRITERIA
	operational performance 1.4 Manage contingencies by adjusting the implementation of the operational plan in consultation with others 1.5 Provide assistance in the development and presentation of proposals for resource requirements in line with operational planning processes
2. Implement resource acquisition	2.1 Recruit and induct employees within organisation's policies, practices and procedures 2.2 Implement plans for acquisition of physical resources and services within organisation's policies, practices and procedures and in consultation with relevant personnel
3. Monitor operational performance	3.1 Monitor performance systems and processes to assess progress in achieving profit/productivity plans and targets 3.2 Analyse and use budget and actual financial information to monitor profit/productivity performance 3.3 Identify unsatisfactory performance and take prompt action to rectify the situation according to organisational policies 3.4 Provide mentoring, coaching and supervision to support individuals and teams to use resources effectively, economically and safely 3.5 Present recommendations for variation to operational plans to the designated persons/groups and gain approval 3.6 Implement systems, procedures and records associated with performance in accordance with organisation's requirements

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Learning	3.4	Actively reinforces learning by applying new knowledge and skills in mentoring, coaching and supervising others
Reading	1.1-1.5, 2.1, 2.2, 3.1, 3.2, 3.6	Identifies, interprets, analyses and reviews textual information related to the operational plan and

		monitoring of operational performance
Writing	1.1-1.5, 2.1, 2.2, 3.2-3.6	- Communicates relationships between ideas and information, matching style of writing to purpose and audience - Researches, plans and prepares workplace documentation for relevant stakeholders using organisational formats
Oral Communication	1.1, 1.4, 1.5, 2.1, 2.2, 3.3, 3.4, 3.5	Participates in a variety of spoken exchanges with a range of audiences varying structure and language to suit the audience
Numeracy	1.1, 1.2, 1.3, 1.4, 1.5, 2.2, 3.1, 3.2, 3.3	Selects and uses familiar mathematical techniques to organise timely supply of adequate resources for the operational plan and to use budgetary information to monitor performance
Navigate the world of work	1.5, 2.1, 2.2, 3.3, 3.4, 3.6	Monitors adherence to organisational policies and procedures and considers own role in terms of its contribution to broader goals of the work environment
Interact with others	1.1, 1.4, 1.5, 2.1, 2.2, 3.3, 3.4, 3.5	- Selects and uses appropriate conventions and protocols when communicating with diverse individuals to build rapport, seek or present information - Collaborates with others to achieve joint outcomes, playing an active role in facilitating effective group communication, influencing direction and taking a leadership role on occasion
Get the work done	1.1, 1.2, 1.3, 1.4, 1.5, 2.2, 3.1, 3.2, 3.3, 3.6	- Takes responsibility for planning, organising, implementing and monitoring tasks required to achieve required outcomes - Uses systematic, analytical processes in complex, non-routine situations, setting goals, gathering relevant information and identifying and evaluating options against agreed criteria - Evaluates effectiveness of decisions in terms of how well they met stated goals - Recognises and addresses an increasing range of familiar problems by implementing contingency plans

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBMGT402 Implement	BSBMGT402A Implement	Updated to meet Standards for	Equivalent unit

Code and title current version	Code and title previous version	Comments	Equivalence status
operational plan	operational plan	Training Packages. Edits to clarify intent of Performance Criteria.	

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBMGT402 Implement operational plan

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- interact with a range of people/groups to identify resource requirements, performance objectives, systems, procedures and records relating to the operational plan
- vary the operational plan and gain approval to deal with contingencies
- monitor operational performance against the performance objectives and budgets and take action to rectify unsatisfactory performance
- plan and acquire physical and human resources using organisation's systems and procedures
- manage and support personnel to achieve performance objectives. including inducting new employees and providing mentoring and coaching
- present information and recommendations to support implementation and variation of the operational plan
- document and provide reports on performance as required by the organisation.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- describe performance monitoring systems and processes
- describe methods for problem solving
- explain how organisational policies and procedures relate to the operational plan.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the management and leadership field of work and include access to:

- organisational operational plans, policies and procedures
- workplace documentation and resources including budgets, physical and human resource procurement documentation, employee induction and performance monitoring procedures
- case studies and, where possible, real situations.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBMGT403 Implement continuous improvement

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to implement the organisation's continuous improvement systems and processes. It covers using systems and strategies to actively encourage the team to participate in the process, monitoring and reviewing performance, and identifying opportunities for further improvements.

It applies to managers who have an active role in implementing the continuous improvement process to achieve the organisation's objectives. Their position is closely associated with the creation and delivery of products and services which means that they have an important role in influencing the ongoing development of the organisation.

At this level, work will normally be carried out within routine and non-routine methods and procedures, which require planning, evaluation, leadership and guidance of others.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Management and Leadership – Management

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Implement continuous improvement systems and	1.1 Implement systems to ensure that individuals and teams are actively encouraged and supported to participate in decision

ELEMENT	PERFORMANCE CRITERIA
processes	making processes, assume responsibility and exercise initiative 1.2 Communicate the organisation's continuous improvement processes to individuals and teams, and obtain feedback 1.3 Ensure effective mentoring and coaching allows individuals and teams to implement the organisation's continuous improvement processes
2. Monitor and review performance	2.1 Use the organisation's systems and technology to monitor and review progress and to identify ways in which planning and operations could be improved 2.2 Improve customer service through continuous improvement techniques and processes 2.3 Formulate and communicate recommendations for adjustments to those who have a role in their development and implementation
3. Provide opportunities for further improvement	3.1 Implement processes to ensure that team members are informed of savings and productivity/service improvements in achieving the business plan 3.2 Document work performance to aid the identification of further opportunities for improvement 3.3 Manage records, reports and recommendations for improvement within the organisation's systems and processes

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.2, 2.1, 3.2, 3.3	Evaluates and integrates facts and ideas to construct meaning from a range of text types in an effort to implement continuous improvement systems and processes
Writing	1.1, 1.2, 2.1, 2.2, 2.3, 3.1, 3.2, 3.3	- Selects vocabulary, grammatical structures and conventions appropriate to text - Researches, plans and prepares continuous improvement documentation for relevant stakeholders
Oral	1.2, 1.3, 2.3	Participates in a variety of spoken exchanges with a range of audiences using structure and language to suit

Communication		the audience
Navigate the world of work	2.1	Monitors adherence to organisational policies and procedures and considers own role in terms of its contribution to broader goals of the work environment
Interact the work of others	1.2, 1.3, 2.3, 3.1	- Selects and uses appropriate conventions and protocols when communicating with diverse individuals to seek or share information - Collaborates with others to achieve joint outcomes, playing an active role in facilitating effective group communication, influencing direction and taking a leadership role on occasion
Get the work done	1.1, 1.3, 2.1, 2.2, 3.1, 3.2, 3.3	- Takes responsibility for planning and organising own workload to achieve required outcomes - Uses systematic, analytical processes in complex, non-routine situations, setting goals, gathering relevant information and identifying and evaluating options against agreed criteria - Evaluates effectiveness of decisions in terms of how well they meet stated goals - Uses digital applications to access and filter data, extract, organise, integrate and share relevant information - Recognises the potential of new approaches to enhance work practices and outcomes

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBMGT403 Implement continuous improvement	BSBMGT403A Implement continuous improvement	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBMGT403 Implement continuous improvement

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- implement continuous improvement systems and provide mentoring and coaching support to enable individuals and teams to participate in decisions, take responsibility, show initiative and implement improvement processes
- implement processes to inform team members about savings and productivity/service improvements achievements
- communicate effectively to support the continuous improvement system and implementation of improvements
- apply continuous improvement to customer services including internal and external customers
- implement, monitor and adjust improvement plans, processes and procedures to improve performance
- document performance to identify further opportunities for improvement
- manage records and reports within the organisation's systems and procedures.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- give examples of continuous improvement processes
- list typical areas of need for coaching and mentoring to support continuous improvement
- explain how change management techniques can support continuous improvement and initiative
- identify the organisation's systems and data that can be used for benchmarking and monitoring performance for continuous improvement.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the management and leadership field of work and include access to:

- relevant workplace documentation and resources
- case studies and, where possible, real situations
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBMGT605 Provide leadership across the organisation

Modification History

Release	Comments
Version 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to demonstrate senior leadership behaviour and personal and professional competence. Business ethics are also addressed in this unit.

It applies to individuals who have a role in inspiring and motivating others to achieve organisational goals and to model professionalism in their organisation and industry. Leadership is seen in the context of the organisational mission.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Management and Leadership – Management

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Communicate organisational mission and goals	1.1 Clarify objectives, values and standards in accordance with organisation's strategic direction 1.2 Establish linkages between organisational objectives, values and standards and the responsibilities of relevant groups and individuals 1.3 Ensure media and language used is appropriate to individuals and group circumstances

ELEMENT	PERFORMANCE CRITERIA
	1.4 State clear expectations of internal groups and individuals and explain in a manner which builds commitment to the organisation 1.5 Address expectations of the organisation 1.6 Investigate incidents promptly and communicate results clearly to relevant groups and individuals
2. Influence groups and individuals	2.1 Build trust, confidence and respect of diverse groups and individuals through positive role modelling and effective communication and consultation 2.2 Embrace, resource and effectively implement improvements to organisational and workplace culture 2.3 Demonstrate understanding of the global environment and new technology in work activities 2.4 Ensure actions convey flexibility and adaptability to change and accessibility 2.5 Ensure consultation and participation in decision making occurs with relevant groups and individuals where appropriate 2.6 Ensure decision making takes into account needs and expectations of both internal and external groups 2.7 Ensure decision making occurs in accordance with risk management plans for all options, and within appropriate timeframes 2.8 Ensure that the organisation is represented positively in the media and community
3. Build and support teams	3.1 Assign accountabilities and responsibilities to teams consistent with their competencies and operational plans 3.2 Ensure teams are resourced to allow them to achieve their objectives 3.3 Empower teams and individuals through effective delegation and support for their initiatives 3.4 Create and maintain a positive work environment 3.5 Encourage teams and individuals to develop innovative approaches to the performance of work
4. Demonstrate personal and professional competence	4.1 Model ethical conduct in all areas of work and encourage others to adopt business ethics 4.2 Adapt appropriate interpersonal and leadership styles to meet particular circumstances and situations 4.3 Set and achieve personal objectives and work program

ELEMENT	PERFORMANCE CRITERIA
	outcomes 4.4 Ensure self-performance and professional competence is continuously improved through engagement in a range of professional development activities 4.5 Participate regularly in industry/professional networks and groups

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Learning	4.3, 4.4, 4.5	Actively looks for and accepts ways to maintain and improve own skills and knowledge
Reading	1.2, 1.3, 1.6, 2.7, 4.4, 4.5	Evaluates and integrates facts and ideas to construct meaning from a range of text types
Writing	1.1, 1.2, 1.3, 1.4, 1.6, 3.1, 4.3	- Records and reports key information related to the outcomes of the job to interact effectively and appropriately with the team - Researches, plans and prepares documentation using format and language appropriate to the audience
Oral Communication	1.1, 1.2, 1.4, 1.5, 1.6, 2.1, 2.5, 3.1, 3.3, 3.4, 3.5, 4.1, 4.2	Participates in a variety of spoken exchanges with clients, co-workers and stakeholders using structure and language appropriate to context and audience
Navigate the world of work	1.1, 1.2, 1.5, 1.6, 2.8, 3.1, 4.1	- Works autonomously making high level decisions related to the achievement of organisational goals - Reflects on designation of roles and responsibilities and how everyone's role contributes to broader organisational goals - Appreciates the implications of ethical and other organisational responsibilities in carrying out own role
Interact with others	1.3, 1.4, 1.6, 2.1, 2.4, 3.1, 3.3, 3.4, 3.5, 4.1, 4.2	- Demonstrates sophisticated control over oral, visual and/or written formats, drawing on a range of communication practices to achieve goals - Identifies strengths and limitations of own interpersonal skills and addresses areas that would benefit from further development

		• Recognises the importance of building rapport in order to establish effective working relationships and inspire trust and confidence • Collaborates and cooperates with others, playing an active role in leading and facilitating effective group interaction and influencing direction • Facilitates a climate in which others feel comfortable to identify, explore and build on a variety of perspectives in order to achieve shared outcomes
Get the work done	1.1, 1.2, 1.6, 2.2-2.7, 3.1, 3.2, 3.5	• Accepts responsibility for planning and sequencing complex tasks and workload of self and others, negotiating key aspects with others taking into account capabilities, efficiencies and effectiveness • Applies problem solving processes to identify risks, evaluate options and determine solutions • Facilitates a climate in which creativity and innovation are accepted as an integral part of achieving outcomes • Actively identifies systems, devices and applications with potential to meet current and/or future needs

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBMGT605 Provide leadership across the organisation	BSBMGT605B Provide leadership across the organisation	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBMGT605 Provide leadership across the organisation

Modification History

Release	Comments
Version 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to use interpersonal and risk management skills to:

- clearly communicate the organisation's objectives, values and standards to a range of stakeholders using appropriate media and language
- influence, support and provide resources for individuals and groups to:
 - participate in consultations and decision making processes
 - contribute to innovation and improvements
 - achieve their responsibilities and objectives
- facilitate consultative decision making processes with relevant internal and external stakeholders
- demonstrate ethical conduct and professional competence and continuing professional development
- encourage others to adopt business ethics and build their commitment to the organisation.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- explain business ethics and their application to leadership
- outline leadership styles and their application in supporting the organisation's mission, objectives and values
- explain the impact of legislation in providing leadership in the organisation
- explain the organisation's mission, purpose and values
- describe organisation objectives, plans and strategies
- explain organisational change processes.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the management and leadership field of work and include access to:

- relevant legislation, regulation, standards and codes
- relevant workplace documentation and resources
- case studies and, where possible, real situations
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBMGT617 Develop and implement a business plan

Modification History

Release	Comments
Version 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to run a business operation and covers the steps required to develop and implement a business plan.

It applies to individuals who are running an organisation or who take a senior role in determining the effective functioning and success of the organisation. As such, they may oversee the work of a number of teams and other managers.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Management and Leadership – Management

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Develop business plan	1.1 Review and evaluate pre-existing strategic, business and operational plan, if available 1.2 Analyse and interpret business vision, mission, values and objectives 1.3 Consult with key stakeholders 1.4 Review market requirements for the product or service, profile customer needs and research pricing options

ELEMENT	PERFORMANCE CRITERIA
	1.5 Develop performance objectives and measures through consultation with key stakeholders 1.6 Identify financial, human and physical resource requirements for the business 1.7 Consider any permits or licences that may be required for new activity 1.8 Write business plan
2. Monitor performance	2.1 Communicate business plan to all relevant parties and ensure understanding of performance requirements and timeframes 2.2 Ensure skilled labour is available to implement plan 2.3 Test performance measurement systems and refine, if necessary 2.4 Ensure timely reports on all key aspects of the business are available, user-friendly and balanced in terms of financial and non-financial performance 2.5 Report system failures, product failures and variances to the business plan as they occur
3. Respond to performance data	3.1 Analyse performance reports against planned objectives 3.2 Review performance indicators and refine if necessary 3.3 Ensure groups and individuals contributing to under-performance are coached, and provide training where appropriate 3.4 Review system processes and work methods regularly as part of continuous improvement

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.2, 1.4, 1.7, 2.3, 3.1, 3.2, 3.4	- Gathers, interprets and analyses textual information when developing the business plan and monitoring operational performance - Utilises understanding of distinguishing structures and features of a range of text as well as recognising and

		reflecting on context, purpose and audience
Writing	1.1, 1.2, 1.4, 1.5, 1.8, 2.3, 2.5, 3.2, 3.3, 3.4	- Communicates relationships between ideas and information, matching style of writing to purpose and audience - Researches, plans and prepares business plan for relevant stakeholders
Oral Communication	1.3, 1.5, 2.1, 3.3	- Presents information and seeks advice using language and features appropriate to audience - Participates in discussions using listening and questioning to elicit the views of others and to clarify or confirm understanding
Numeracy	1.1, 1.4, 1.5, 1.6, 1.8, 2.3, 2.4, 3.1, 3.2	Extracts and evaluates mathematical information to review the market, research competitors and review pricing structures
Navigate the world of work	1.7	Takes full responsibility for identifying and complying with legislative requirements applicable to self and the organisation
Interact with others	1.3, 1.5, 2.1, 3.3	- Selects and uses appropriate conventions and protocols when communicating with internal and external stakeholders to seek or share information - Collaborates with others to achieve joint outcomes, playing an active role in facilitating effective group interaction, influencing direction and taking a leadership role - Provides support in field of expertise to colleagues, as required
Get the work done	1.2, 1.4, 1.5, 1.6, 2.2, 2.3, 2.4, 3.1, 3.2, 3.3, 3.4	- Sequences and schedules complex activities, monitors implementation and manages relevant communication - Systematically gathers and analyses all relevant information and evaluates options in order to monitor performance and identify opportunities for improvement

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBMGT617Develop and implement a business plan	BSBMGT617A Develop and implement a business plan	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBMGT617 Develop and implement a business plan

Modification History

Release	Comments
Version 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- analyse and research business vision, mission, values, objectives, goals, competitors, financial targets, management arrangements, marketing approaches and strategic, business and operational plans
- write a business plan which includes a description of the business, products and services, financial, physical and human resource requirements, permit and licence requirements, marketing activity, financial indicators, productivity and performance targets for key result areas
- implement a business plan including ensuring skilled labour is available, and that training is provided where appropriate
- monitor and respond to business performance including evaluation of performance against key results indicators including profit and loss, community awareness or branding, environmental impact, governance, quality, sales, triple bottom line and the workforce
- consult, communicate with and report to key stakeholders including business partners, financiers, customers, staff and technical advisers
- provide an analysis of the strengths and weaknesses of a business plan.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- outline processes for developing business plans
- describe performance objectives and measures including key performance indicators
- identify key stakeholders.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the management and leadership field of work and include access to:

- appropriate documentation and resources normally used in the workplace
- strategic, business and operational plans
- business information and data
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBMKG414 Undertake marketing activities

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to plan, implement and manage basic marketing and promotional activities. It is a foundation unit covering general and basic marketing and promotional activities that do not require detailed or complex planning or implementation.

It applies to people with no previous experience in marketing. It could be undertaken as part of a broader role of a person in a small enterprise, or as part of a marketing plan for a larger enterprise.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Business Development – Marketing

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1 Research marketing information	1.1 Research concept of marketing as it applies to the organisation 1.2 Identify and analyse organisation's marketing plan and relevant policies and procedures 1.3 Identify need for marketing activities from established marketing plan 1.4 Investigate previous marketing activities for relevant

ELEMENT	PERFORMANCE CRITERIA
	information 1.5 Identify profile of market segment 1.6 Identify positioning and market mix for each target segment 1.7 Identify outcomes expected from marketing activities
2 Plan marketing activities	2.1 Undertake analysis of collected basic marketing information 2.2 Develop and document work activity plans for marketing activities 2.3 Obtain approval of plans from relevant enterprise personnel
3 Implement marketing activities	3.1 Determine and access resources required for work activities 3.2 Undertake marketing activities within job role 3.3 Assist with assigning responsibilities and functions to relevant personnel performing specific marketing functions 3.4 Monitor marketing activities, and review and amend activity plan as required
4 Review marketing activities	4.1 Measure and record outcomes of marketing activities 4.2 Review marketing activities against expected outcomes and record identified improvements 4.3 Prepare reports of marketing activities and communicate to relevant enterprise personnel

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1-1.7, 2.1, 3.4, 4.2	Interprets textual information obtained from a range of sources and determines how content may be applied to organisational requirements
Writing	2.2, 3.2, 3.4, 4.1-4.3	Integrates information from a number of sources to develop material that supports purposes and format of documentation, using suitable grammatical structure and clear, logical language
Oral	2.3, 4.3	Participates in a variety of spoken exchanges using

Communication		suitable language and non-verbal features
Numeracy	3.1, 4.1-4.3	Collates and analyses numeric information relating to costs, timeframes and other activities
Navigate the world of work	1.2, 1.3	Adheres to organisational policies and procedures and considers own role in terms of its contribution to broader goals of work environment
Interact with others	2.3, 3.3	Selects appropriate form, channel and mode of communication for a specific purpose relevant to own role
Get the work done	1.1-1.7, 2.1, 2.2, 3.1-3.4, 4.3	- Develops plans to manage tasks with an awareness of how they may contribute to longer term operational and strategic goals - Takes responsibility for outcomes of routine decisions related directly to own role - Understands purposes, specific functions and key features of common digital systems and tools and operates them effectively to complete routine tasks - Recognises and takes responsibility for addressing predictable and some less predictable problems in familiar work contexts

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBMKG414 Undertake marketing activities	BSBMKG414B Undertake marketing activities	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBMKG414 Undertake marketing activities

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- research marketing practices of the organisation
- plan and implement a marketing activity
- record activities and processes used in marketing activity
- review effectiveness of marketing plan.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- describe basic foundations of marketing practices
- describe organisational policies and procedures on marketing
- outline specific product knowledge related to products and services being marketed.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the business development – marketing field of work and include access to:

- office equipment and resources
- examples of products or services to be marketed
- marketing plans, policies and procedures
- case studies and, where possible, real situations.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBMKG502 Establish and adjust the marketing mix

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to determine the optimum marketing mix for a business through analysis of interrelated marketing components.

It applies to individuals in marketing management roles who are responsible for developing marketing and promotional mix within an organisation. They may also adjust the marketing mix when new marketing opportunities are identified.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Business Development – Marketing

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Evaluate each component of marketing mix	1.1 Identify key characteristics of products or services and estimate their significance to the market 1.2 Review pricing policy and analyse pricing variables to determine their effect on demand 1.3 Analyse promotional methods to determine their importance to marketing outcomes 1.4 Review channels of distribution and estimate their significance

ELEMENT	PERFORMANCE CRITERIA
	to marketing outcomes 1.5 Identify and analyse level of customer service provision to determine its significance to marketing outcomes 1.6 Identify potential customer base and key pressure points 1.7 Analyse and test effect of components of marketing mix on each other, and establish their relative importance to customer base
2. Determine marketing mix for specific markets	2.1 Identify and assess environmental factors, and their impact on marketing mix 2.2 Identify consumer priorities, needs and preferences affecting marketing mix 2.3 Consider product, pricing, promotional, distribution and service variations, and evaluate these against marketing objectives, target market characteristics and desired positioning 2.4 Select marketing mix that best satisfies target market and meets marketing objectives 2.5 Ensure marketing mix decision meets organisational, strategic and operational marketing objectives
3. Monitor and adjust marketing mix	3.1 Monitor marketing mix against marketing performance and isolate components for testing 3.2 Evaluate implications of altering one or more components of marketing mix in relation to market factors and consumer response 3.3 Adjust components of marketing mix in response to test results and market-response evaluation 3.4 Ensure adjusted marketing mix meets budgetary requirements 3.5 Ensure adjusted marketing mix continues to meet organisational, strategic and operational marketing objectives, and desired positioning

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1-1.7, 2.1-2.5,	Evaluates and comprehends textual information from a

	3.1-3.5	range of sources
Writing	1.1-1.7, 2.1-2.3, 3.1, 3.2	- Documents results of analysis of marketing mix - Presents analysis results in required format
Numeracy	1.2, 3.2, 3.4	Evaluates financial and marketing data using whole numbers, decimals and percentages to make accurate calculations
Navigate the world of work	2.5, 3.5	Monitors adherence to organisational policies and procedures and considers own role in terms of its contribution to broader goals of work environment
Get the work done	1.1-1.7, 2.1, 2.2-2.5, 3.1-3.5	- Develops plans to manage relatively complex tasks with an awareness of how they may contribute to longer-term operational and strategic goals - Makes decisions by systematically analysing information, identifying and evaluating options against set criteria, and choosing most appropriate option - Evaluates outcomes of decisions to identify any required adjustments

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBMKG502 Establish and adjust the marketing mix	BSBMKG502B Establish and adjust the marketing mix	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBMKG502 Establish and adjust the marketing mix

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- report on activities undertaken to establish a marketing mix in an organisation, including information on each element of the mix, such as:
 - customer service levels
 - product or service distribution
 - product or service pricing
 - additional products or services, if any
 - product or service promotion
- report on success of marketing mix activities developed, including coverage of any necessary adjustments made.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- outline organisational policies, procedures, products and services related to marketing
- describe principles and concepts of marketing such as consumer or buyer behaviour and elements of marketing mix
- outline and explain statistical techniques used to gather and analyse marketing information.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the business development – marketing field of work and include access to:

- office equipment and resources
- organisational and marketing strategic plans
- case studies and, where possible, real situations.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBRES801 Initiate and lead applied research

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to plan, conduct and report on applied research to influence strategic practices and outcomes within an organisational context.

The unit also covers constructing an applied research strategy, using a range of applied research techniques, and analysing and presenting findings.

It applies to leaders or managers using applied research to ensure learning can enhance individual, team and organisational performance. The intended purpose and approach to applied research may vary across a range of contexts and organisations. In this unit, the focus is on applied research to attain improved organisational outcomes.

No licensing, legislation or certification requirements apply to this unit at the time of publication.

Unit Sector

Knowledge Management – Research

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Construct an applied research strategy	1.1 Clarify and confirm applied research purpose and needs of the target group 1.2 Determine policies and procedures in relation to conducting applied research 1.3 Establish mechanisms for collecting and maintaining data in a

ELEMENT	PERFORMANCE CRITERIA
	systematic manner 1.4 Analyse factors affecting the reliability and validity of data 1.5 Review relevant research ethics and codes of conduct 1.6 Prepare applied research strategy and hypothesis 1.7 Frame a research strategy in consideration of available tools and resources
2. Use a range of applied research techniques	2.1 Review and evaluate a range of applied research methods, theories and data collection techniques 2.2 Select appropriate methods to gather and analyse data 2.3 Use suitable technology and technology services to support data collection and analysis 2.4 Access appropriate sources of information and contributors relevant to the research 2.5 Optimise relevance of the research through integrity of the data collected and analysis tools used
3. Analyse and present findings	3.1 Evaluate how research findings such as trends and changes will impact on learning strategy 3.2 Review data and research findings for accuracy of details and adherence to any legal requirements 3.3 Collate and analyse data for relevance against the original applied research strategy 3.4 Document and present research findings in a clear and logical manner consistent with audience needs 3.5 Identify the need for and an appropriate approach to, further research

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Learning	3.5	Evaluates and reflects on the need for further research to contribute to ongoing organisational improvement

Reading	1.1, 1.2, 1.5, 2.4, 3.1, 3.2	Collects, analyses, compares and evaluates textual information from a range of resources to inform research strategies
Writing	1.6, 3.3, 3.4	- Develops texts dealing with complex ideas and concepts - Uses specialised and detailed language to convey explicit information, requirements and recommendations in accordance with legal, ethical and organisational requirements
Oral Communication	1.1, 3.4	- Uses specialised vocabulary appropriate to context and audience to discuss and confirm research requirements - Applies listening and questioning techniques to check or confirm understanding
Numeracy	3.2, 3.3	Applies knowledge of mathematical information to statistically analyse data and identify possible trends and confirm reliability
Navigate the world of work	1.2, 1.5, 3.2	- Is highly autonomous, taking responsibility for determining applicable organisational policies and procedures and considering legal and ethical obligations - Monitors adherence to legal and regulatory rights and responsibilities for self and possibly for others
Interact with others	3.4	Demonstrates sophisticated control over oral, visual and/or written formats, drawing on a diverse range of communication practices to achieve goals
Get the work done	1.1, 1.2, 1.3, 1.7, 2.1, 2.2, 2.3, 2.4, 2.5, 3.3	- Develops plans for complex activities, regularly reviewing priorities and performance during implementation, identifying and addressing issues as they arise - Considers the strategic and operational potential of digital trends to achieve work goals, enhance work processes, create opportunities and enhance or reduce risks - Uses formal analytical thinking to make informed decisions about research strategies and techniques, seeking input, advice and feedback as required

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBRES801 Initiate and lead applied research	BSBRES801A Initiate and lead applied research	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBRES801 Initiate and lead applied research

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- plan, conduct and report on applied research relevant to organisational strategic practices and outcomes
- formulate a research proposal or plan which includes:
 - specific research questions or hypotheses
 - valid population or sample size
 - description of the geographical, cultural, social or institutional context within which the research will be carried out
 - full description of the data collection methods
 - analysis of the limitations to research design including the reliability and validity of data
- design an applied research project using applied research tools and techniques
- document and present research findings including analysis of data, valid and reliable findings and recommendations for further research.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- describe communication processes and methods
- explain data collection and analysis methods including the use of technology and technology services
- explain legal requirements, policies, procedures and guidelines relating to research including handling and storing data, privacy and freedom of information
- describe presentation techniques

- describe reporting methods
- explain research ethics and codes of conduct
- give examples of applied research tools and methods and how they are applied.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the knowledge management – research field of work and include access to:

- business technology
- relevant workplace policies and procedures
- relevant legislation and codes of conduct
- case studies and, where possible, real situations .

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBRKG404 Monitor and maintain records in an online environment

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to identify and assess records for storage, and maintain and monitor electronic business records.

It applies to individuals who use guidelines and processes to inform judgements on the status and classification of records in an existing business or records system. They work under supervision or in consultation with more senior staff or users of the system.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Knowledge Management – Recordkeeping

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Confirm requirements for recordkeeping in an online environment	1.1 Identify and confirm system procedures for capturing and managing records 1.2 Identify and verify organisational and risk management requirements for classifying and storing online information 1.3 Identify legal, business, financial, socio-historical, and security requirements for recording online business transactions 1.4 Prepare a checklist of organisational requirements to assess

ELEMENT	PERFORMANCE CRITERIA
	which electronic information should be captured, for how long and in what format
2. Identify and assess records for storage	2.1 Categorise incoming and outgoing records information in terms of key activities and responsible personnel 2.2 Assess information against the organisational checklist and records identified for capture 2.3 Dispose of information not to be stored, in accordance with organisational procedures 2.4 Determine storage methods and media in accordance with retention requirements
3. Monitor and maintain business records in an online environment	3.1 Classify, sentence and link records with other records in the system in accordance with system rules and organisational procedures 3.2 Assign unique identifiers and register records into the recordkeeping system in accordance with system rules and organisational procedures 3.3 Determine access and security status and disposal requirements of records and records in accordance with organisational procedures 3.4 Store records on required media in accordance with organisational and record retention requirements 3.5 Carry out migration of records from one medium to another in accordance with organisational procedures 3.6 Action and record archiving or disposal of records in accordance with disposal schedule and organisational procedures 3.7 Maintain records in a usable and accessible form in accordance with security conditions and legislative requirements

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.2, 1.3, 2.2,	Identifies, interprets, analyses and reviews information from a range of complex texts, including legislative

	2.3, 3.1-3.7	materials and organisational policies and procedures
Writing	1.4, 2.1, 3.1, 3.2, 3.6, 3.7	- Develops list of recordkeeping requirements in required format - Inputs information to create, identify, retrieve or modify records
Oral Communication	1.1, 1.2, 1.3	Communicates to exchange information with others using questioning and careful listening to clarify requirements
Numeracy	1.1, 1.3	Interprets and analyses numerically expressed information from records to determine their classification and management requirements
Navigate the world of work	1.2, 1.3, 2.3, 2.4, 3.1, 3.2, 3.3, 3.4, 3.5, 3.6, 3.7	Takes personal responsibility for following organisational policies and procedures and legal and regulatory responsibilities relevant to own work context
Get the work done	1.1, 1.2, 1.3, 1.4, 2.4, 3.1, 3.4, 3.5, 3.6, 3.7	- Sequences and schedules tasks required to achieve outcomes according to organisational and legislative requirements - Gathers, analyses and evaluates information to decide on record status - Uses digital systems and tools to access, organise, analyse and display records, showing awareness of the need for data security

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBRKG404 Monitor and maintain records in an online environment	BSBRKG404A Monitor and maintain records in an online environment	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBRKG404 Monitor and maintain records in an online environment

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- monitor usage of online business or records system
- monitor application of system procedures
- manage record creation, update, migration and disposal processes.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- outline key provisions of relevant legislation that apply to a records system
- explain the general principles and processes of records management and records management systems, including, but not limited to;
 - systems of control
 - records continuum theory
 - mandate and ownership of business process
- explain the operation of the online recordkeeping environment including location and nature of transactions.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the knowledge management – recordkeeping field of work and include access to:

- relevant legislation, regulations, standards and codes
- relevant workplace documentation and resources

- case studies and, where possible, real situations
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

FDFAU4001A Assess compliance with food safety programs

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit of competency covers skills and knowledge required to assess compliance against an approved food safety program where the program is supported by a prescriptive template or tool or where compliance is checked against a food safety program that has been validated by a technical expert.

Application of the Unit

Application of the unit	This unit applies to regulatory, commercial or internal auditors. When this unit is applied to regulatory auditing it should be noted that the National Food Safety Audit Policy for regulatory auditing requires that the unit FDFAU4002A Communicate and negotiate to conduct food safety audits, must be pre or co-assessed with this unit when applied to assessing compliance against approved food safety programs that have been validated by a technical expert.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

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.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Plan the audit	1.1. An audit plan is developed to meet the audit scope 1.2. The plan is capable of delivering the required outcomes within resource and time allocations 1.3. Plan includes audit purpose, scope and relevant templates or approved food safety program 1.4. Activities and responsibilities for the audit are identified 1.5. Audit timing (as required by legislation and/or client) is identified including timetable for each stage of the audit 1.6. Resource, personnel and reporting requirements are identified 1.7. Follow up and completion procedures are identified 1.8. Communication protocols are identified and established to facilitate the effective exchange of information and suited to the auditee environment

ELEMENT	PERFORMANCE CRITERIA
2. Confirm that the food business has documented required preliminary work	2.1. The food and the method of distribution are defined 2.2. Customers and intended use of food is identified 2.3. The process is described and documented 2.4. The food business has checked their documentation for accuracy and completeness
3. Confirm the food safety program is supported by a tool or template or has been validated	3.1. The documented food safety program and related procedures and prerequisite programs are assessed to confirm that they have a prescriptive tool or have been validated by a technical expert 3.2. The food business method of identifying and analysing food safety hazards is reviewed 3.3. Templates or the approved food safety program are correctly selected to meet audit scope 3.4. Templates or the approved food safety program are appropriately adapted to suit the needs of the business without adversely affecting food safety 3.5. Documented verification records are reviewed to confirm that the requirements of the food safety program are being met 3.6. Corrective actions required where processes are identified as not meeting targets or critical limits are assessed to confirm they meet the requirements of the template or food safety program 3.7. Food safety prerequisite programs are assessed to confirm they are appropriate for the food business/industry sector to maintain a safe food environment 3.8. Food safety program documents are reviewed to confirm currency, accuracy and adequacy to facilitate maintenance of an adequate food safety program
4. Collect evidence to review and assess implementation of food safety programs	4.1. Evidence is collected to confirm that documented programs and procedures are working effectively, reflect actual practice and are consistently applied 4.2. Evidence is collected to confirm that food safety monitoring and corrective actions are carried out according to procedure 4.3. Evidence is collected to confirm that safety prerequisite programs are effective and consistently followed 4.4. Evidence is collected to confirm that food safety records are completed and provide an accurate

ELEMENT	PERFORMANCE CRITERIA
	record of events 4.5.Evidence is collected to confirm that records are accessed and analysed to confirm effective program maintenance in accordance with the template or food safety program 4.6.Evidence is collected to confirm that food safety skills and knowledge of food business personnel is commensurate with their work role 4.7.Evidence is collected to confirm that the food safety program has been internally monitored and assessed, updated and improved by a technical expert
5. Manage the audit process	5.1.Audit progress is monitored against the audit plan and any variation to plan is identified and addressed 5.2.Circumstances requiring the audit plan to be adjusted are identified and negotiated in a timely manner 5.3.Audits address audit scope and are conducted within time and resource constraints to meet quality and professional standards 5.4.The audit process is reviewed to identify opportunities for improvement
6. Consolidate audit outcomes	6.1.Audit evidence is analysed and assessed to identify any areas of non-compliance with legislation and/or the food safety program 6.2.Non-conformities are identified and classified as agreed by the audit plan 6.3.Non-conformities are reported in accordance with agreed client and/or legislative requirements 6.4.Audit reports and/or certificates are prepared and submitted or presented as required to meet regulatory and client requirements 6.5.A corrective action implementation plan defining proposed actions and timelines developed by the auditee is reviewed by the auditor to confirm that template or food safety program requirements are met 6.6.Audit findings are reviewed to confirm that evidence is sufficient as defined by the template or approved food safety program
7. Confirm and close out corrective actions	7.1.Implementation and effectiveness of corrective action is monitored and verified against the template or the approved food safety program

ELEMENT	PERFORMANCE CRITERIA
	7.2. Audit records are maintained to record corrective actions

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

Ability to:

- plan and organise audit activities
- identify work processes and work flow
- interpret food safety programs including flow charts, standard operating procedures (SOPs), and other process documentation
- describe each process step and identify food safety hazards
- conduct research to identify, collect and analyse evidence of compliance with food safety programs
- use communication skills to support evidence collection and outcome presentation
- identify and classify non-compliances
- prepare audit reports and certificates to meet regulatory and client requirements
- review corrective action implementation plans
- monitor the implementation of corrective actions
- maintain audit records

Required knowledge

Knowledge of:

- required content and scope of food safety programs as defined in the National Food Safety Standard 3.2.1 or other relevant standards
- purpose and minimum requirements of risk-based approaches to managing food safety hazards, including the role of prescriptive templates or approved food safety programs in supporting a risk-based approach and the process used to validate these tools
- guidelines on implementing industry templates or approved food safety programs
- legal requirements of food businesses
- legal liability of auditors and protection against litigation and professional practice issues, including the circumstances under which an auditor could be prosecuted and insurance requirements
- audit activities and principles, including guidelines on audit stages and activities as

REQUIRED SKILLS AND KNOWLEDGE

outlined in ISO 19011:2002

- personal attributes required of food safety auditors, including those outlined in ISO 19011:2002, and additional system owner requirements where required
- role, responsibilities and powers of enforcement agencies, authorised officers and commercial auditors, including reporting responsibilities, legal liability of auditors and delegation of authority to commercial auditors as may apply in some states and territories
- information handling and management system protocols, including issues, such as rights of access to information, maintenance of confidentiality of audit information and reports and information dissemination requirements
- evidence appropriate for use in audit processes, including the difference between objective and hearsay evidence and methods for recording and managing evidence to provide reliable reference information in the event that evidence is challenged
- vocabulary and terms relating to food safety programs, including terms and jargon to describe technical processes, industry standards and common biological and chemical terms
- common biological, physical and chemical hazards that may occur in the food business and appropriate methods of control and critical limits as outlined in the approved food safety program or template
- the impact of (1) the design and construction of premises and (2) the selection, application and condition of equipment, on food safety as defined in Food Safety Standard 3.2.3
- role of prerequisite programs in controlling hazards, including the relationship between prerequisite programs and risk-based approaches, such as HACCP to controlling food safety hazards
- circumstances, implications and responsibilities in the event that the auditee requests that the audit ceases
- circumstances and authority to initiate cessation of an audit
- methods to assess skill requirements and options to confirm that the responsible personnel within the food business have the of food safety and food hygiene relevant to the food business

Evidence Guide

EVIDENCE GUIDE

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.

Overview of assessment

A person who demonstrates competence in this unit must be able to assess compliance against an approved food

EVIDENCE GUIDE	
	safety program where the program is supported by a prescriptive template or tool or where compliance is checked against a food safety program that has been validated by a technical expert. 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. Competency in this unit must be achieved in accordance with food safety standards and regulations.
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of ability to: - confirm that the food safety program and/or template is appropriate to the activities of the business - review food safety program records to assess compliance against the approved food safety program and/or template - collect and analyse evidence to confirm that the food safety program is consistently followed and controls all critical risks - identify circumstances where variation or customising of the template or food safety program requires further validation - submit non-compliance reports to clearly identify the aspects of the food safety program that have broken down/need further development in order to prevent recurrence.
Context of and specific resources for assessment	Competency may be assessed in an actual workplace or simulated environment that provides access to the required resources. At least one of the scenarios should be assessed in an actual workplace context. Assessment is to occur under standard and authorised work practices, safety requirements and environmental constraints. The following resources must be available: - food safety plans - food safety-related documentation required to implement and record the food safety plan - evidence and documentation relevant to processes that would typically be used to assess compliance with the food safety program - plant and equipment that would typically be used in a commercial manufacturing business.

EVIDENCE GUIDE	
Method of assessment	Assessment methods must satisfy the endorsed Assessment Guidelines of FDF10 Food Processing Industry Training Package. The following assessment methods should be considered to gather sufficient and valid evidence of competency: • observation and a report covering the critical aspects for assessment identified above • questioning to test the level and application of knowledge • workplace example or scenario to allow a valid decision on the compliance of the food safety program to be made, with evidence of recording and feedback.
Guidance information for assessment	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

RANGE STATEMENT	
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.	
Food safety program	Food safety programs include both prerequisite programs and a risk-based analysis of food safety hazards to determine required control measures to eliminate, prevent or reduce hazards. Minimum legal requirements for food safety programs are specified in National Food Safety Standard 3.2.1 or other relevant legislative requirements. The food safety program may be based on a template or externally developed program that is adapted to the needs of the business

RANGE STATEMENT	
Licensing/certification requirements	Licensing and certification requirements are determined by system owners
Technical expert	The requirements of a technical expert are determined by the system owner. System owners may include: • government regulators as well as private system owners
Audit scope	The scope describes the purpose, extent and boundaries of the audit. This may include: • physical locations • products • processes • time period covered by the audit • extent of authority of the auditor
Prerequisite programs	Prerequisite programs are also referred to as support programs, such as Good Manufacturing Practice (GMP), Good Agricultural Practice (GAP) and Good Hygiene Practice (GHP) Prerequisite programs can be divided into two categories. Infrastructure and maintenance programs. These may include: • layout, design and construction of buildings and facilities • supplies of air, water energy and other utilities • equipment, including preventative maintenance, sanitary design and accessibility for maintenance and cleaning • support services, including waste and sewage disposal Operational prerequisite programs. These may include: • personal hygiene • cleaning and sanitation • pest control • measures for the prevention of cross-contamination • packaging and labelling procedures

RANGE STATEMENT	
	• supplier assurance • chemical storage • employee training • maintenance • calibration • document control • internal audit programs • traceability and recall programs • on-farm food safety schemes • inspecting and testing regimes, including analytical and microbiological testing
Legal requirements	The scope of the audit determines and may be determined by food safety legislation which may include: • Food Standards Code • relevant state and territory legislation and related codes of practice, including industry sector-specific legislation and related codes of practice, such as that relating to meat, seafood, dairy and primary production and processing • regulatory and commercial requirements relevant to importing countries • Commonwealth legislation (e.g. Export Control Act) Other legislation which may impact on the conduct of a food safety auditor may include legislation covering: • occupational health and safety (OHS), anti-harassment, anti-discrimination and industrial relations • trade practices legislation • environmental risk management • legal contracts or agreements
Food businesses	A food business refers to a business, enterprise or activity where food is produced, processed, stored, displayed and/or sold. It may also include primary producers
Food safety program documents	Food safety program documents may include: • documented statements of food safety policy

RANGE STATEMENT	
	and objectives • documented procedures and records • documented complaints register • documents and records to ensure the effective development, implementation and updating of the food safety program
Risk-based approaches	Risk-based approaches to controlling food safety are typically based on HACCP, described in the Codex Alimentarius guidelines

Unit Sector(s)

Unit sector	Food safety auditing

Competency field

Competency field	

Co-requisite units

Co-requisite units		

FDFAU4002A Communicate and negotiate to conduct food safety audits

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit of competency covers the interpersonal skills and knowledge required to select and use appropriate methods of communication and negotiation to support audit processes.

Application of the Unit

Application of the unit	This unit applies to regulatory, commercial or internal auditors.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

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.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Develop a communication plan to support audit processes	1.1.Roles and responsibilities of the auditee are defined and agreed by both parties to address the audit scope 1.2.Roles and responsibilities of all personnel involved in the audit process are defined, communicated and agreed 1.3.Appropriate communication methods and protocols are determined and specific arrangements, including reporting requirements, are agreed 1.4.A communication plan is developed to identify the communication requirements and responsibilities of personnel involved in the audit process
2. Select and use appropriate communication methods to conduct an audit	2.1.Appropriate communication methods are used to establish and maintain effective client relationships, collect audit evidence, provide and present information, facilitate meeting processes, facilitate issue management and conflict resolution and communicate audit findings 2.2.Communication methods are selected to take account of system owner and food business requirements, workplace culture and individual differences 2.3.Information provided by the auditee is interpreted in the context of the industry sector, language and culture of the business
3. Negotiate to achieve agreement on audit outcomes	3.1.Areas of disagreement over audit outcomes are identified and clarified with the auditee 3.2.Understanding is sought on actions to be followed to

ELEMENT	PERFORMANCE CRITERIA
	resolve outstanding issues 3.3. Communication techniques are applied to encourage all relevant parties to participate and express their views fully 3.4. Auditee views are treated with respect 3.5. Options for resolving differences are explored to reach agreement and meet audit timeline and resource parameters 3.6. Appropriate issue resolution strategies are explored to increase the likelihood of agreement on steps required to conclude the audit 3.7. The negotiation process is managed to maintain constructive client relationships 3.8. Any areas of continuing non-compliance that result from unresolved differences are reported to system owners and appropriate authorities as required

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

Ability to:

- select, design and use appropriate communication methods and techniques to support the audit process and the needs of the audience
- apply strategies to communicate with people at different levels of the food business with different English language, literacy and technical skill levels
- facilitate groups to resolve sensitive and/or conflict-based issues
- structure and present written and verbal information that is thorough, legible, clear, accurate and appropriate to the purpose and the audience
- use information systems, technologies and software to manage security, authorisation and distribution of audit data and records
- communicate information in environments where the recipients may be hostile to the information being presented
- apply issue resolution strategies

Required knowledge

REQUIRED SKILLS AND KNOWLEDGE

Knowledge of:

- legislation that impacts on acceptable communication methods and conduct, including anti-discrimination, anti-harassment and privacy legislation
- vocabulary and terms relevant to audit process, including terms and jargon to describe food safety legislation, technical processes and industry standards
- confidentiality needs and expectations of food businesses
- strategies to communicate in culturally diverse environments
- dynamics of conflict and strategies to manage resolution
- the structure, authority levels and lines of reporting within a food business
- communication methods relevant to different groups and audiences
- reporting formats and requirements to meet client and legislative needs

Evidence Guide

EVIDENCE GUIDE

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.

Overview of assessment

A person who demonstrates competence in this unit must be able to select and use appropriate methods of communication and negotiation to support audit processes. This unit should be assessed together with other food safety auditing units.

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. Competency in this unit must be achieved in accordance with food safety standards and regulations.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of ability to:

- design a communication plan to meet the needs of stakeholders in an audit process, specifically where a number of participants have limited English language and literacy skills
- facilitate and negotiate to seek understanding of audit outcomes in a conflict-based situation where the outcomes are contested by the auditee. This component of assessment must provide opportunities to select and apply appropriate communication

EVIDENCE GUIDE	
	methods.
Context of and specific resources for assessment	Competency may be assessed in an actual workplace or simulated environment where the simulated context provides access to audit findings which are disputed by the auditee. At least one of the audit scenarios should be assessed in an actual workplace context. A simulated environment must provide access to a typical range of personnel with communication skill levels appropriate to food businesses and to the roles of personnel involved in food safety audit processes.
Method of assessment	The following assessment methods should be considered to gather sufficient and valid evidence of competency: • observation of communication and conflict management skills • a report for a communication plan to conduct a food safety audit • questioning to test the level and application of knowledge • a journal or report on communication strategies used in conducting a food safety audit. Assessment methods must satisfy the endorsed Assessment Guidelines of FDF10 Food Processing Industry Training Package.
Guidance information for assessment	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

RANGE STATEMENT
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.

RANGE STATEMENT	
Licensing/certification requirements	This unit is part of a set of units that are a minimum requirement for auditors of food safety programs
Communication plan	A communication plan identifies: • the type and purpose of information to be provided through each stage of the audit process • audiences for types of information • the form or method of communication (e.g. written report, verbal presentation) • when/how often the communication will occur reporting procedures and responsibilities, including reporting timelines, formats and procedure for reporting serious/critical food safety hazards
Communication methods and protocols	Methods of communication may include: • written presentations and reports • two-way verbal interaction • constructive feedback • active listening • questioning to elicit, confirm and clarify information • interview techniques • facilitation of meetings and group processes • interpreting non-verbal skills and body language Communication protocols may include: • confidentiality • objectivity • information access and dissemination • levels of communication/lines or reporting • timeliness of providing information/responding to information requests
Food business requirements	Business requirements may require that communication is consistent with: • confidentiality requirements • legal requirements and related policies and procedures relating to communication

RANGE STATEMENT	
	requirements • professional codes of conduct/personal attributes of auditors • information that is accurate, thorough and clearly presented • resource parameters • organisational structure and delegated levels of authority • existing communication mechanisms and systems used in the auditee's workplace
Individual differences	Individual differences may include but are not limited to: • age • race • gender • culture • religion • impairment/disability • physical features • educational background • technical skill level • communication styles and skill levels • English language and literacy • any other individual characteristics that may need to be taken into account in designing communication as covered by relevant legislation
Issue resolution strategies	Issue resolution strategies may include: • establishing open communication practices to encourage the trust and engagement of all parties • designing processes that ensure all parties have opportunities to fully express their position • involving personnel with additional expertise (this may include other expertise from the auditing body and/or the regulator) • validating evidence used to support audit findings

Unit Sector(s)

Unit sector	Food safety auditing

Competency field

Competency field	

Co-requisite units

Co-requisite units		

FDFAU4003A Conduct food safety audits

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit of competency covers the skills and knowledge required to verify and confirm validation of food safety programs in the context of food safety legislation and client requirements.

Application of the Unit

Application of the unit	At the time of writing the terms and definitions relating to the audit process were consistent with and further described in the international standard ISO/IEC 19011:2002, 'Guidelines on quality and/or environmental management systems auditing'. Users of this unit should refer to the current ISO standard and current food safety legislation. This unit applies to conducting on-site audits and is relevant to regulatory and commercial food safety system auditors who may be auditing low, medium or high risk food safety hazards. When this unit is applied to regulatory auditing it should be noted that the National Food Safety Audit Policy for regulatory auditing, requires that this unit must be pre or co-assessed with: • FDFAU4002A Communicate and negotiate to conduct food safety audits • FDFAU4004A Identify, evaluate and control food safety hazards. When applied to conducting regulatory food safety audits of high risk food businesses or processes, additional units relevant to the specified business or process may be required to meet the National Food Safety Audit Policy.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

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.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Define the scope of the audit	1.1. Audit scope is identified and defines the extent of the audit to meet legislative and audit client requirements 1.2. Audit criteria meet legislative and client requirements 1.3. The definition and levels of non-conformity and related reporting responsibilities are identified consistent with legislative requirements and client requirements 1.4. Evidence required to address audit scope and criteria

ELEMENT	PERFORMANCE CRITERIA
	is identified and appropriate collection methods are selected 1.5. Food safety management system documents are reviewed to determine adequacy for the purposes of the audit
2. Plan the audit	2.1. An audit plan is developed that includes definitions and levels of non-conformity to meet the audit scope 2.2. Activities and responsibilities for the audit are identified 2.3. Audit timing (as required by legislation and/or client) is identified, including timetable for each stage of the audit 2.4. Resource, personnel and reporting requirements are identified 2.5. Follow up and completion procedures are identified 2.6. Communication protocols are established to facilitate the effective exchange of information and suited to the auditee environment
3. Conduct the audit	3.1. Information on the audit scope and methodology is communicated in an effective and timely manner 3.2. Stages and activities of the audit process are followed 3.3. Methods used by the food business to carry out preliminary work, identify food safety hazards and assess level of risk are reviewed to confirm that they are appropriate and correctly applied 3.4. Evidence used by the food business to support identification of control measures and establish control limits is identified and evaluated to determine adequacy and relevance 3.5. Methods used by the food business to control hazards and determine corrective action where processes are identified as not meeting targets or critical limits are reviewed to confirm they are adequate, effective and appropriate 3.6. Evidence is collected to confirm that the documented food safety policies and procedures are working effectively, reflect actual practice and are consistently applied
4. Manage the audit process	4.1. Audit progress is monitored against the audit plan and any variation to plan is identified and addressed 4.2. Circumstances requiring the audit plan to be

ELEMENT	PERFORMANCE CRITERIA
	adjusted are identified and negotiated in a timely manner 4.3. Audits address audit scope and are conducted within time and resource constraints to meet quality and professional standards 4.4. The audit process is reviewed to identify opportunities for improvement
5. Consolidate audit outcomes	5.1. Evidence is analysed and assessed to identify any areas of non-compliance with legislation and/or client requirements as appropriate to the audit scope 5.2. Non-conformities are identified and classified as agreed by the audit plan 5.3. Non-conformities are reported in accordance with agreed client and/or legislative requirements 5.4. Audit findings are communicated to the auditee 5.5. Audit reports and/or certificates are prepared and submitted or presented as required to meet regulatory and client requirements 5.6. Corrective actions proposed by the auditee in response to non-conformances are reviewed for compliance with the template or food safety program 5.7. Audit findings are reviewed to confirm that evidence is appropriate and sufficient and findings are accurate 5.8. The food safety management system is reviewed to identify areas of potential improvement of the system according to audit scope
6. Confirm and close out corrective actions	6.1. Implementation and effectiveness of corrective actions are monitored and verified and any variation to the food safety plan is identified and addressed 6.2. Audit records are maintained to record corrective actions

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

REQUIRED SKILLS AND KNOWLEDGE

Ability to:

- locate relevant commonwealth, state and/or territory legislation, regulations and related codes of practice and determine the legal responsibilities of food businesses relevant to the industry sector
- plan and manage audit activities
- communicate information in ways appropriate to the purpose and the audience and to facilitate opening and closing meetings
- negotiate and facilitate audit processes, including following meeting procedures and resolving issues
- select and use research skills relevant to audit activities, including researching technical sources to validate food safety programs and collecting evidence to support verification
- consolidate audit findings based on objective evidence
- prepare records and reports appropriate to the purpose of the audit and the needs of the auditee and the client (system owner/regulator)

Required knowledge

Knowledge of:

Auditor roles and responsibilities

- audit activities and stages, including guidelines on audit stages and activities as outlined in ISO 19011:2002
- personal attributes required of food safety auditors, including those outlined in ISO 19011:2002, and additional client requirements where required
- role, responsibilities and powers of enforcement agencies, authorised officers and commercial auditors, including reporting responsibilities, legal liability of auditors and delegation of authority to commercial auditors as may apply in some states and territories
- relevant competencies and certification/registration criteria and processes applying to both regulatory and commercial auditors
- audit management to develop and implement an audit against an agreed plan, including the scope/level of authority to revise the resource and allocate time allocations to take account of variation to plan

Food safety management systems

- purpose and intent of each element of a food safety management system
- the underlying principles of risk-based approaches to controlling food safety hazards, including HACCP as described in the Codex Alimentarius Guidelines
- vocabulary and terms relating to food safety, including terms and jargon to describe technical processes, industry standards and common biological and chemical terms
- food safety management system knowledge relevant to the system being audited., including system requirements, definitions and levels of non-compliance and

REQUIRED SKILLS AND KNOWLEDGE

related reporting responsibilities as defined by legal and management system requirements

- the interaction between different types of management systems, including the impact of food safety decisions on other management systems, such as occupational health and safety (OHS), quality, environmental risk management and animal welfare
- technical knowledge required to assess the adequacy of the food safety management system performance and corrective actions
- role of prerequisite programs in controlling hazards, including the relationship between prerequisite programs and risk-based approaches, such as HACCP to controlling food safety hazards
- information handling and management system protocols, including issues, such as rights of access to information, maintenance of confidentiality of audit information and reports and information dissemination requirements

Food safety legislation

- the purpose and intent of food safety legislation, including sources of information on importing country requirements and of requirements of countries and retailer driven systems in importing markets
- the content covered by the Food Standards Code and/or other relevant standards
- the structure and responsibilities of commonwealth, state and territory government departments and local government to manage and implement food safety legislation, including where to find information on relevant commonwealth, state/territory legislative requirements, product or industry sector legislation and regulations and import and export market requirements
- the regulatory framework and specific legislation relevant to the audit, including relevant risk profiling or classification systems where they apply
- sources of information on legislation and codes governing primary production and primary processing
- requirements for scheduling and conducting further auditing as determined by food safety legislation and/or client system requirements
- legal liability of auditors and protection against litigation and professional practice issues, including the circumstances under which an auditor could be prosecuted and insurance requirements
- the role of auditors when called on to provide evidence as a witness in court

Food safety audit processes

- preliminary work required to identify food to be covered by the food safety program, define the food and the method of distribution, identify customers and intended use of food, describe the process (flowchart) and check accuracy and completeness
- methods used identify food safety hazards and assess food safety hazard risk levels taking account of severity and likelihood of occurrence
- methods used to identify critical control points and establish critical limits, suited

REQUIRED SKILLS AND KNOWLEDGE

- to the nature of the hazard, the requirements of the audit and the industry sector
- methods used to validate control techniques and critical limits, including industry or sector codes of practice, technical standards and research
- types of evidence, including the difference between objective and hearsay evidence and methods for recording and managing evidence to provide reliable reference information in the event that evidence is challenged
- evidence collection methods, including record sampling and sample analysis, and the evidence collection options relevant to a given audit situation, the reliability of each collection method and the range/extent of evidence collection methods required to ensure that audit outcomes are objective, consistent, fair and reliable
- methods to assess skill requirements and options to confirm that the responsible personnel within the food business have the required skills and knowledge of food safety and food hygiene relevant to the food business
- circumstances, implications and responsibilities in the event that the auditee requests that the audit ceases
- circumstances and authority of an auditor to initiate cessation of an audit
- understanding of the context in which audits are conducted, including workplace culture and preferred communication methods, industry, process and/or product knowledge and related jargon
- information recording requirements and audit reporting requirements

Evidence Guide**EVIDENCE GUIDE**

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.

Overview of assessment

A person who demonstrates competence in this unit must be able to verify and confirm validation of food safety programs in the context of food safety legislation and client requirements.

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. Competency in this unit must be achieved in accordance with food safety standards and regulations.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the ability to:

- Identify food safety legislation applying to a food business. Legislative requirements may relate to

EVIDENCE GUIDE

	actual or hypothetical food businesses. A minimum of two scenarios must be covered providing that at least one food business operates in a market segment that has to meet compliance requirements in place of or in addition to the Food Standards Code. One such market segment is export meat processors who must comply with the Export Control Act and the Export Meat Orders. • The assessment activity must: • identify the relevant legislation applying to the food business taking account of the industry sector, range of food handling activities undertaken and the markets into which products and/or services are sold. • locate advice on relevant authorities and enforcement agencies in a state or territory and for international markets as appropriate. • explain the legal responsibilities of a given food business. • Plan and conduct an audit that complies with legal and client requirements as appropriate. The criteria and evidence requirements may be developed to apply to an actual or hypothetical food business. The assessee must substantiate: • how audit scope and criteria meet legislative and client requirements. • the evidence required to assess compliance with the criteria and to support an objective, reliable and consistent audit outcome. • definitions, levels and related reporting of non-conformance to comply with legislative requirements. • Submit completed audit records for the selected audit including the final audit report, non-conformity reports, corrective action reports, follow up reports and suggestions for improvements to the food safety management system and to the audit process. These latter items may be documented in personal notes rather than part of the formal audit report according to the audit scope.
Context of and specific resources for assessment	Competency may be assessed in an actual workplace or simulated environment that provides access to the required resources. At least one of the audit scenarios

EVIDENCE GUIDE

	should be assessed in an actual workplace context. Assessment is to occur under standard and authorised work practices, safety requirements and environmental constraints. The following resources must be available: • food safety plans • food safety-related documentation typical of commercial manufacturing businesses and used for the purpose of verification • evidence and documentation relevant to processes that would typically be used by commercial manufacturing businesses to support validation processes • plant and equipment that would typically be used in a commercial manufacturing business.
Method of assessment	The following assessment methods should be considered to gather sufficient and valid evidence of competency: • observation, including the completion of documentation to show the planning and conducting of an audit • a report on the legal responsibilities of the food business • questioning to test the level and application of knowledge • documentation to show validation and verification processes used • completion of all audit records. The whole audit process must be witnessed by the assessor. Assessment methods must satisfy the endorsed Assessment Guidelines of FDF10 Food Processing Industry Training Package.
Guidance information for assessment	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

RANGE STATEMENT	
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.	
Food safety audits	Audits may be conducted for either regulatory or commercial food safety systems for low, medium or high risk food safety hazards
Licensing/certification requirements	Licensing and registration arrangements are determined by system owners
Audit scope	The audit scope describes the purpose, extent and boundaries of the audit. This may include: • physical locations • products • processes • time period covered by the audit • extent of authority of the auditor
Legal requirements	The scope of the audit determines and may be determined by food safety legislation which may include: • Food Standards Code • relevant state legislation and related codes of practice, including industry sector-specific legislation and related codes of practice, such as those relating to meat, seafood, dairy and primary production and processing • regulatory and commercial requirements relevant to importing countries • commonwealth legislation (e.g. Export Control Act) • other legislation which may impact on the conduct of a food safety auditor and may include legislation covering: • OHS, anti-harassment, anti-discrimination and industrial relations • trade practices legislation • environmental risk management

RANGE STATEMENT	
	• legal contracts or agreements
Audit client	Audit client refers to the organisation or person requesting an audit (system owner). This may be the same as the auditee or any other organisation which has the regulatory or contractual right to request an audit. The system owner may be the regulator
Auditee	Auditee refers to the organisation being audited
Audit client requirements	Client requirements are typically defined in audit contracts or agreements and may relate to: • legal requirements • food safety management system requirements • compliance with client site operational policies and procedures • confidentiality • business size, activities and processes • business culture • professional standards of conduct
Audit criteria	The audit criteria must comply with relevant food safety legislation and may extend to address additional system owner/client requirements. In addition to meeting the requirements of food safety legislation, reference against which conformity is determined may include: • management systems policies and procedures • industry standards or codes • contractual requirements • international treaties and conventions
Levels of non-conformity	Levels of non-conformity are defined and based on food safety risk. They may be determined by: • the management system • the audit client • legislation • where legislation applies, definitions may be determined by: • state and territory authorities • AQIS • primary industry jurisdiction

RANGE STATEMENT	
	• primary food production jurisdiction
Audit evidence	Evidence required for the purposes of meeting relevant food safety legislation may be defined by: • the client and/or the regulatory authority Audit evidence should be based on objective information rather than hearsay and may include: • system records • evidence collection records • statements of fact or other information relevant to the audit criteria and which is verifiable • observations • records of audit stage progression
Evidence collection methods and sources	Evidence collection methods and sources will depend on the purpose and scope of the audit and may include: • observation • interviews • checklists • auditee documentation review • reports/data from other sources, such as customer feedback, technical references, computerised databases • results of analyses
Food safety management system	A food safety management system is a documented arrangement implemented (and resourced) by a business for control of food safety. A food safety management system includes: • commitment from management, procedures and practices to identify and control food safety hazards and prevent their recurrence. It may incorporate recognised food safety tools, such as HACCP and its prerequisite programs
Resource requirements	Resource requirements will depend on the purpose and scope of the audit and may include: • audit personnel directly involved in undertaking the audit

RANGE STATEMENT	
	• access to relevant personnel and information within the business • access to any additional resources as required
Food businesses	A food business refers to a business, vehicle, enterprise or activity where food is produced, processed, stored, displayed, transported and/or sold. It may also include primary producers
Preliminary work	Preliminary work includes but is not limited to: • identifying food to be covered by the food safety program • defining the food and the method of distribution • identifying customers and intended use of food • describing the process (flowchart) • checking for accuracy and completeness of the previous steps
Validation	Validation refers to obtaining evidence to confirm that a HACCP-based food safety program is complete and effective and will deliver the expected food safety outcomes
Verification	Verification refers to methods and procedures used to carry out monitoring, including sampling and testing to provide evidence that the specifications set by relevant legislation and codes of practice continue to be met
Audit records	Audit records are maintained to demonstrate the implementation of the audit process. These may include but are not limited to: • audit plans • audit reports • non-conformity reports • corrective action reports • follow up reports
Close out	Auditors have different levels of responsibility and authority to close out audits according to the level of non-conformity and whether they are an authorised officer or a commercial auditor. Closing out may involve notifying the regulator

RANGE STATEMENT	
	with the power to enforce legislation
Commercial auditor	Commercial auditor refers to any auditor other than a regulatory auditor, who is external to and independent of the food business being audited
Risk-based approaches	Risk-based approaches to controlling food safety are typically based on HACCP, described in the Codex Alimentarius guidelines
Prerequisite programs	Prerequisite programs are also referred to as support programs, such as Good Manufacturing Practice (GMP), Good Agricultural Practice (GAP) and Good Hygiene Practice (GHP) Prerequisite programs can be divided into two categories. Infrastructure and maintenance programs. These may include: • layout, design and construction of buildings and facilities • supplies of air, water, energy and other utilities • equipment, including preventative maintenance, sanitary design and accessibility for maintenance and cleaning • support services, including waste and sewage disposal Operational prerequisite programs. These may include: • personal hygiene • cleaning and sanitation • pest control • measures for the prevention of cross-contamination • packaging and labelling procedures • supplier assurance • chemical storage • employee training • maintenance • calibration • document control • internal audit programs

RANGE STATEMENT	
	• traceability and recall programs • on-farm food safety schemes • inspecting and testing regimes, including analytical and microbiological testing
Critical control point	Critical control point is a step at which control can be applied and is essential to prevent or eliminate a food safety hazard or reduce it to an acceptable level
Critical limit	Critical limit refers to criterion which separates acceptability from unacceptability

Unit Sector(s)

Unit sector	Food safety auditing

Competency field

Competency field	

Co-requisite units

Co-requisite units		

FDFAU4004A Identify, evaluate and control food safety hazards

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit of competency covers the skills and knowledge required to identify, evaluate and control food safety hazards for the purposes of validating specific control measures in a food safety program.

Application of the Unit

Application of the unit	This unit applies to regulatory, commercial and internal food safety system auditors. When this unit is applied to regulatory auditing it should be noted that the National Food Safety Audit Policy for regulatory auditing requires that, when assessing compliance of food safety programs in a medium or high risk environment, the following units must be pre or co-assessed with this unit: • FDFAU4002A Communicate and negotiate to conduct food safety audits • FDFAU4003A Conduct food safety audits. When applied to conducting regulatory food safety audits of high risk food businesses or processes, additional food safety auditing unit/s relevant to the specified business or process may be required under the National Food Safety Audit Policy. Current high risk food safety auditing units are: • FDFAU4005A Audit bivalve mollusc growing and harvesting processes • FDFAU4006A Audit a cook chill process • FDFAU4007A Audit a heat treatment process • FDFAU4008A Audit manufacturing of ready-to-eat meat products.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

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.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Identify food safety hazards in a food business	1.1. Biological food safety hazards that could present a risk in the food at the point of consumption are identified by type, origin and food association and assessed to determine risk level and control requirements 1.2. Intrinsic and extrinsic chemical food safety hazards that could present a risk in the food at the point of consumption, including toxin presence, are identified

ELEMENT	PERFORMANCE CRITERIA
	by type, origin and food association and assessed to determine risk level and control requirements 1.3. Physical food safety hazards that present a risk in food are identified and assessed to determine control requirements
2. Control food safety hazards in a food business	2.1. Processing hazards and related control measures and critical limits, monitoring and recording requirements are established and validated to eliminate or reduce food safety hazards to acceptable levels 2.2. Food storage and handling requirements necessary to eliminate or reduce food safety hazards are determined 2.3. Personal hygiene practices required to eliminate or reduce food safety hazards are established 2.4. Cleaning and sanitation, housekeeping and pest control practices and procedures required to prevent or reduce food safety hazards are established 2.5. Other prerequisite programs are developed to eliminate or reduce food safety hazards to acceptable levels

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

Ability to:

- interpret and apply relevant legislation, codes of practice and technical standards
- identify biological, chemical and physical food safety hazards
- determine critical control points and critical limits for identified hazards
- establish the required procedures, systems and records to monitor critical control points in order to demonstrate that the critical control point is in control
- specify required corrective actions and corrections to be taken when critical limits are not achieved

Required knowledge

Knowledge of:

REQUIRED SKILLS AND KNOWLEDGE

- sources of advice and research on foods, processing methods, production technologies and associated food safety hazards and control methods
- ways in which food can cause illness and injury, including incidence and trends in food-borne illness
- intrinsic and extrinsic factors that can impact on food safety
- common biological food safety hazards (including toxin production and spore formation) and conditions required for survival and growth of each, including growth rates, transmission routes, likely carriers and threshold levels
- sources of information on acceptable (and legal) levels of biological, chemical and physical contamination
- food supply chains and potential of a breakdown in control at one point to impact other parts of the chain
- survival and growth requirements of biological food safety hazards
- common allergenic substances as described by the Food Standards Code (and may be additionally defined by system owners)
- common control methods necessary to eliminate or reduce the risk of food-borne illness to acceptable levels for each common pathogen, including the role of food storage, temperature control, preservation and process methods, traceability, product shelf-life, cleaning and sanitation, and pest control
- methods to detect and minimise the risk of food contamination by personal carriers, including convalescent and symptomless carriers, and related minimum legal illness reporting requirements and personal hygiene procedures
- the role of microbiological sampling, swabbing and testing in assessing the presence of biological contamination
- methods to determine the appropriateness and effectiveness of control measures and critical limits, including identifying the effect of control measures on the identified food safety hazard, method and feasibility of monitoring, the relationship to other control measures, and the severity of consequences and required corrective action in the event of failure of control
- types and causes of acute and chronic chemical food borne illness
- the food safety and legal impact of chemical contamination, including residual agricultural and environmental chemicals, residual industrial (including cleaning) chemicals, and chemical contamination as a result of packaging methods and materials
- physical hazards that pose a food safety risk
- common control methods to eliminate or reduce the risk of chemical or physical food-borne illness to acceptable levels for each common form of chemical and physical food safety hazard, including:
 - chemicals that pose a food safety risk
 - common food allergens
 - physical hazards
- the role and requirements of prerequisite programs and procedures to eliminate, prevent or reduce biological, chemical and physical food safety hazards to

REQUIRED SKILLS AND KNOWLEDGE

acceptable levels

Evidence Guide**EVIDENCE GUIDE**

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.

Overview of assessment

A person who demonstrates competency in this unit must be able to establish or validate specific control measures in a food safety program based on demonstration of the identification, evaluation and control of food safety hazards.

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. Competency in this unit must be achieved in accordance with food safety standards and regulations.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of ability to:

- select a food supply chain and identify:
 - known biological food safety hazards that could occur across the chain and could present a risk in food at the point of consumption
 - likely patterns of growth and transmission from source of contamination to onset of consumer symptoms for pathogens likely to occur in the supply chain, including threshold levels
 - sources of chemical and physical contamination that could present a food safety risk at the time of food consumption, across the chain
 - impact and indicators of the presence of biological or chemical food safety hazards throughout the food chain
 - acceptable levels of contamination. These may be established by reference to relevant legislation and/or reference to system requirements
- select one stage in the food supply chain (which must be a medium or high risk business or process) and establish or validate control measures and

EVIDENCE GUIDE	
	verification records and procedures.
Context of and specific resources for assessment	Assessment may occur in a real or simulated food business context where the simulated context provides access to food safety programs for a multi-staged food supply chain which includes the point of delivery to the consumer. The selected supply chain must include at least one medium or high risk business and/or process and provide opportunity to apply a depth and breadth of food safety knowledge.
Method of assessment	The following assessment methods should be considered to gather sufficient and valid evidence of competency: • observation and documentation showing the identification of critical aspects of a food chain • questioning to test the level and application of knowledge • workplace example or scenario to produce validated control measures and verification records and procedures for food safety hazards.
Guidance information for assessment	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

RANGE STATEMENT	
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.	
Licensing/certification requirements	Licensing and registration arrangements are determined by system owners
Food safety hazards	A food safety hazard is a biological, chemical, or

RANGE STATEMENT	
	physical agent in, or condition of, food with the potential to cause an adverse health effect in humans (defined in 'Hazard Analysis and Critical Control Point System and Guidelines for its Application', Codex Alimentarius Commission)
Biological food safety hazards	Common biological food safety hazards include but are not limited to: • Salmonella spp • Campylobacter jejuni • Bacillus cereus • Clostridium perfringens • Clostridium botulinum • Cryptosporidium • Pathogenic escherichia coli • Giardia • Listeria monocytogenes • Shigella spp • Staphylococcus aureus • Vibrio parahaemolyticus • Yersinia enterocolitica • Hepatitis A virus • Norwalk virus Classifications by type of micro-organism include: • bacteria • viruses • moulds/fungi • parasites • algae
Chemical food safety hazards	Common origins of chemical contamination may include: • cleaning chemicals • pesticides • veterinary residues • chemical additives • allergenic substances • toxic metals • nitrites, nitrates and N-nitroso compounds • polychlorinated biphenyls (PCBs)

RANGE STATEMENT	
	• plasticizers and packaging migration • phytotoxins • zootoxins
Physical food safety hazards	Physical food safety hazards refer to objects not normally found in food which may cause illness or injury to the consumer
Acceptable levels	Acceptable levels define the level of a particular hazard in the end product that is acceptable to ensure food safety. Acceptable levels are typically defined by: • the Food Standards Code • commonwealth, state or territory legislation or codes • industry codes of practice • international protocols (CODEX Alimentarius) • customer food safety requirements (including intended use)
Prerequisite programs	Prerequisite programs are also referred to as support programs, such as Good Manufacturing Practice (GMP), Good Agricultural Practice (GAP) and Good Hygiene Practice (GHP). Prerequisite programs can be divided into two categories. Infrastructure and maintenance programs. These may include: • layout, design and construction of buildings and facilities • supplies of air, water, energy and other utilities • equipment, including preventative maintenance, sanitary design and accessibility for maintenance and cleaning • support services, including waste and sewage disposal Operational prerequisite programs. These may include: • personal hygiene • cleaning and sanitation • pest control

RANGE STATEMENT	
	• measures for the prevention of cross-contamination • packaging and labelling procedures • supplier assurance • chemical storage • employee training • maintenance • calibration • document control • internal audit programs • traceability and recall programs • on-farm food safety schemes • inspecting and testing regimes, including analytical and microbiological testing
Critical control point	Critical control point is a step at which control can be applied and is essential to prevent or eliminate a food safety hazard or reduce it to an acceptable level
Critical limit	Critical limit refers to criterion which separates acceptability from unacceptability
Food supply chain	Food supply chain refers to a sequence of stages and operations involved in the production, processing, distribution and handling of food from primary production to consumption
Growth requirements	Factors which influence the growth of pathogenic micro-organisms may include: • temperature • water activity • gases • pH • time • moisture • nutrients
Validation	Validation refers to obtaining evidence to confirm that a HACCP-based food safety program is complete and effective and will deliver the expected food safety outcomes
Validation evidence	Validation evidence confirms that control

RANGE STATEMENT

	measures are capable of being consistently effective and may include the application of: • existing Australian legislative requirements • challenge tests • peer reviewed scientific papers • targeted scientific reports • validation already carried out in other jurisdictions and recognised by the responsible authority • mathematical modelling (e.g. predictive microbiology models) • industry codes of practice (where implementation by food business is verified during audits)

Unit Sector(s)

Unit sector	Food safety auditing

Competency field

Competency field	

Co-requisite units

Co-requisite units		

FDFOP2061A Use numerical applications in the workplace

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This is unit of competency covers the skills and knowledge required to apply basic mathematical functions of addition, subtraction, multiplication and division to undertake workplace calculations or to estimate approximate answers when exact calculations are not required.

Application of the Unit

Application of the unit	This unit has application in a production environment where basic mathematics may be required to undertake or support work processes. Typical applications of mathematical concepts in the workplace include but are not limited to measuring or estimating product characteristics, such as weight, capacity, time and temperature; measuring and estimating material usage, quantities and ratios; measuring equipment and processing parameters, such as speed/throughput; and calculating entitlements, such as pay, leave entitlements, and shift allowances. The unit requires both calculation and estimation skills with the choice between calculation and estimation dependent on the particular process and sector.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

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.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Apply basic mathematical concepts to calculate workplace information	1.1. Calculation requirements are identified and appropriate method is selected 1.2. Data is obtained from relevant sources and interpreted correctly. 1.3. Calculations are undertaken using addition, subtraction, multiplication and division to support work role
2. Apply basic mathematical concepts to estimate workplace information	2.1. Estimation requirements are identified and appropriate estimation method is selected 2.2. Data is obtained from relevant sources and interpreted correctly. 2.3. Estimations are made to meet work requirements

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

Ability to:

- identify whether a calculation or estimation is required to meet workplace requirements
- carry out calculations involving basic addition, subtraction, division and multiplication to support work role (this may involve use of a calculator and conversion tables where required)
- use estimation techniques to check quantities, ratios, speed and other required data estimates
- use estimation techniques to check calculated results and workplace data
- record calculations and measurement information accurately according to enterprise procedures
- use oral communication skills/language competence to fulfil the job role as specified by the organisation, including questioning, active listening, asking for clarification and seeking advice from supervisor
- work cooperatively within a culturally diverse workforce

Required knowledge

Knowledge of:

- mathematical processes, including addition, subtraction, multiplication and division
- application of calculation and estimation techniques to meet work requirements
- units of measurement used in the workplace, including whole numbers, fractions and decimals (to one decimal point) (this may include use of conversion charts)
- representation of numerical information relevant to work requirements, such as charts, graphs and tables
- recording requirements and responsibilities where relevant

Evidence Guide

EVIDENCE GUIDE

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.

EVIDENCE GUIDE	
Overview of assessment	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.
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of ability to: • identify calculation or estimation requirements • carry out calculations involving basic addition, subtraction, division and multiplication • where estimations are used, estimated amounts must be consistent with process or product specification and demonstrate knowledge of measurement units used in the workplace • use estimation techniques to check calculated results and workplace data.
Context of and specific resources for assessment	Assessment must occur in a real or simulated workplace where the assessee has access to: • work tasks requiring simple estimation and calculation • conversion tables, calculators and measuring instruments where required • workplace forms/documents used for recording data where required.
Method of assessment	This unit should be assessed together with other units of competency relevant to the function or work role. Example could be: • FDFOP2015A Apply principles of statistical process control.
Guidance information for assessment	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

RANGE STATEMENT

RANGE STATEMENT	
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.	
Calculations	Calculations may include: - the use of whole numbers, decimals, fractions and percentages Calculations may be made: - manually or using calculators and other measuring instruments as appropriate to the task
Estimations	Estimations can be used where the workplace tasks require only an approximate judgment of an amount, ratio, speed, and so on. Estimations can be made from: - observations of other amounts or measurements - supplied data, such as volume or weight information on packaging of raw materials
Conversion charts	Conversion charts are those in common use in the workplace
Results	Results may or may not be recorded depending on workplace requirements
Numerical information	Numerical information may be presented in forms, including: - simple run charts - graphs

Unit Sector(s)

Unit sector	Operational

Competency field

Competency field	

Co-requisite units

Co-requisite units		

LMFGG2002B Apply First Aid

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit covers the competency to identify the need for and the application of First Aid until the arrival of medically qualified personnel or the evacuation of the patient.

Application of the Unit

Application of the unit	

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units	Nil	

Employability Skills Information

Employability skills	This unit contains employability skills.

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.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Identify the need for First Aid	1.1. Initial assessment is made of extent and nature of First Aid required from personal observation and/or witness reports 1.2. Initial assessment is reported to personnel/emergency services in accordance with workplace procedures
2. Ensure the safety of patient and carer	2.1. Hygiene is maintained for protection of patient and carer 2.2. Hazards to the patient and carer are identified and appropriate action is taken to prevent further injury to either party 2.3. Patient is made as comfortable as possible and reassured by word, manner and actions
3. Assess patient and apply First Aid	3.1. Patient is assessed against the DRABC (danger, response, airway, breathing, ventilation and circulation) model 3.2. Vital signs are measured, recorded and any changes noted and reported as appropriate 3.3. Treatment appropriate to the patient's injuries is provided in accordance with recognised First Aid techniques 3.4. First Aid equipment is operated/applied in accordance with recognised procedures and standards 3.5. Patient's condition is monitored and reported as required by workplace procedures, with treatment being modified as appropriate 3.6. Treatment is maintained until qualified medical assistants assume responsibility or until the patient is evacuated 3.7. Provide additional assistance as requested by

ELEMENT	PERFORMANCE CRITERIA
	medical/emergency services personnel 3.8.Details of First Aid administered are reported in accordance with workplace procedures
4. Complete work	4.1.First Aid equipment is recovered (if practical), cleaned, inspected/tested, refurbished, replaced and stored as appropriate 4.2.Medical waste is disposed of in accordance with workplace requirements 4.3.Equipment faults are rectified and reported in accordance with workplace procedures 4.4.Documentation is completed as required by legislative, regulatory and workplace requirements

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- collect, organise and analyse information related to workplace health and safety systems and procedures and the application of these to work situations
- communicate ideas and information on workplace safety issues, including the treating and recording/reporting of workplace incidents/accidents/illnesses and interpersonal communication with casualties
- plan and organise activities, including the inspection of first aid support facilities and treatment areas to ensure their completeness, adequacy, equipment and serviceability
- work with others and in a team to promote an awareness of first aid within the workplace and its provision when required
- use mathematical ideas and techniques to correctly complete measurements and calculations associated with assessment, treatment and monitoring of patient's condition
- use problem solving skills to assess and determine treatments and priorities in providing first aid to a patient
- use the workplace technology related to the reporting, recording and responding to workplace injuries and illnesses

Required knowledge

- workplace procedures and requirements for the treatment of workplace

REQUIRED SKILLS AND KNOWLEDGE

- injuries/illnesses
- reporting responsibilities and requirements
- the provision of first aid including:
 - systems of the body (respiratory, skeletal, digestive, circulatory, nervous, urinary, skin)
 - causes and management of unconsciousness
 - priorities for life support (DRABC model)
 - resuscitation techniques
 - bleeding control and laceration treatment
 - patient assessment
 - principles of initial patient management
 - management and treatment of fractures and soft tissue injuries
 - management and treatment of burns

Evidence Guide**EVIDENCE GUIDE**

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.

Critical aspects of evidence

- Accurately follow workplace procedures for reporting injuries/illnesses and providing First Aid in the workplace
- Identify and respond to injuries/illnesses occurring in the workplace
- Apply emergency response First Aid
- Provide appropriate treatment to and monitor patient's condition
- Accurately report and document injuries and illnesses and treatment provided

Resource implications

First Aid kit, stretchers and medical/First Aid facility
Enterprise health and safety policies and procedures
Personal protective equipment
Patients

Method of assessment

Assessment should be by direct observation of tasks and questioning on underpinning knowledge.

EVIDENCE GUIDE	
	Assessment may be conducted in conjunction with assessment of other relevant units of competency.
Context of assessment	Assessment may occur on the job or in a workplace simulated facility with relevant equipment, work instructions, casualties and urgency.

Range Statement

RANGE STATEMENT	
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.	
Unit context	• The provision of First Aid and workplace responsibilities is to conform to OHS legislation, material safety management systems, hazardous substances and dangerous goods code and local safe operating procedures • Work is carried out in accordance with legislative obligations, relevant health regulations and organisation insurance requirements • Work involves assessing situations, identifying appropriate control measures, awareness of emergency services responsibilities and responsiveness, treating injuries and maintaining equipment • Work may be conducted without supervision and guidance
First Aid	• First Aid is that assistance given to a patient who has suffered an injury or illness in the workplace. It is that assistance which is deemed necessary to attempt to resuscitate, stabilise and/or treat the patient until qualified medical personnel assume responsibility or until the patient is evacuated for appropriate medical treatment. • First Aid may include:

RANGE STATEMENT	
	• cardio-pulmonary resuscitation (CPR) • bleeding control • spinal injury care • basic patient management
Resources implications may include:	• First Aid kit • personal protective equipment • stretcher (may be improvised)
Personal protective equipment	Personal protective equipment is to include that prescribed under legislation, regulations and enterprise policies and practices.
Information and procedures may include:	• OHS legislation, regulations, codes of practice, environmental legislation, Australian Standards and codes of practice relating to hazards in the workplace, including: • obligations under relevant safety and health legislation and common law • local medical and emergency services • provisions relating to roles and responsibilities of health and safety representatives and/or OHS committees • risk management policies and procedures • First Aid procedures • safe manual handling and lifting procedures • emergency, fire and accident procedures • materials safety procedures • personal safety procedures • procedures for the use of personal protective equipment • job procedures and work instructions
Emergency services may include:	• support provided by ambulance, police, fire or SES personnel and equipment
Personnel may include:	• supervisors • managers • team leaders • First Aid attendants/other medically trained staff • specified OHS personnel • other persons authorised or nominated by the enterprise or industry to perform, approve,

RANGE STATEMENT

	inspect and direct specified work

Unit Sector(s)

Unit sector	Glass and Glazing

Competency field

Competency field	

Co-requisite units

Co-requisite units		

MSL916005A Manage complex projects

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit of competency covers the ability to interpret complex technical briefs, determine project methodologies and resource requirements, establish project plans, manage projects to successful conclusions and evaluate project outcomes.

Application of the Unit

Application of the unit	This unit of competency is applicable to senior technical officers and laboratory supervisors working in all industry sectors. Industry representatives have provided case studies to illustrate the practical application of this unit of competency and to show its relevance in a workplace setting. These can be found at the end of this unit of competency under the section 'This competency in practice'.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

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.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Interpret brief and design feasible project plan	1.1. Interpret and confirm project objectives, deliverables, constraints and principal work activities 1.2. Determine resource requirements, including personnel, equipment and materials 1.3. Develop a detailed implementation plan for the project outlining methodology, milestones and budget 1.4. Identify roles and responsibilities of project team members 1.5. Analyse quality requirements to ensure compliance with quality standards 1.6. Develop risk management strategies and risk management plans to ensure successful and timely outcomes
2. Establish and implement project plan	2.1. Brief team members about the project and allocate roles and responsibilities, balancing job roles and skills development opportunities 2.2. Establish communication and reporting mechanisms 2.3. Implement agreed time management strategies to ensure milestones are met 2.4. Apply agreed quality requirements to measure

ELEMENT	PERFORMANCE CRITERIA
	performance and outcomes
3. Manage project	3.1. Monitor and report progress of activities in relation to the project plan 3.2. Ensure income and expenditure is in line with the agreed project plan and budget 3.3. Work with the team to analyse and diagnose problems and to determine corrective actions 3.4. Implement agreed variations to the plan to accommodate changing situations 3.5. Maintain accurate records and communication with stakeholders and project team members
4. Finalise project	4.1. Ensure project objectives are met and deliverables are provided on time and within budget 4.2. Complete all reporting requirements
5. Evaluate project methodology	5.1. Assess the effectiveness of resource management in delivering project outcomes 5.2. Evaluate the effectiveness of communication processes used throughout the project 5.3. Recommend improvements for future projects

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

Required skills include:

- analysing a complex technical brief and preparing a feasible project implementation plan
- establishing a project team and implementing a project in response
- reaching milestones within budget
- consulting and communicating effectively to ensure the project outcomes are achieved
- maintaining accurate records and documentation in accordance with the enterprise procedures
- selecting and establishing operational systems for the project
- planning work activities, resources and finances to ensure the project outcomes are

REQUIRED SKILLS AND KNOWLEDGE

- achieved within the timeframe and budget constraints
- monitoring and evaluating the progress of the project

Required knowledge

Required knowledge includes:

- purpose and methods of planning
- techniques for monitoring timelines, expenditure and team performance
- techniques for achieving effective communication and cooperation
- techniques for troubleshooting, problem solving and conflict resolution
- reporting requirements
- techniques for evaluation and continuous improvements
- relevant health, safety and environment requirements
- laboratory's business goals and key performance indicators

Evidence Guide**EVIDENCE GUIDE**

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.

Overview of assessment**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

Assessors should ensure that candidates can:

- analyse a complex technical brief and prepare a feasible project implementation plan
- establish a project team and implement a project in response
- reach milestones within budget
- consult and communicate effectively to ensure project outcomes are achieved
- maintain accurate records and documentation in accordance with enterprise procedures
- select and establish operational systems for the project
- plan work activities, resources and finances to ensure project outcomes are achieved within the timeframe and budget constraints
- monitor and evaluate the progress of the project.

EVIDENCE GUIDE**Context of and specific resources for assessment**

This unit of competency is to be assessed in the workplace or simulated workplace environment.

This unit of competency may be assessed with:

- *MSL916002A Manage and develop teams*
- *MSL936001A Maintain quality system and continuous improvement processes within work/functional area.*

Resources may include:

- procedures and documentation typically used by the enterprise
- scheduling charts/strategic plans
- GANTT charts
- operational reports
- financial plans
- sample budgets.

Method of assessment

The following assessment methods are suggested:

- review of reports, operational budgets and project plans generated by the candidate
- review of project outcomes and customer satisfaction
- questioning/interview to assess underpinning knowledge
- feedback from project team and management
- review of documented examples of quality performance improvements achieved and examples of significant problems solved
- observation of the candidate's interaction with project team.

In all cases, practical assessment should be supported by questions to assess underpinning knowledge and those aspects of competency which are difficult to assess directly.

Where applicable, reasonable adjustment must be made to work environments and training situations to accommodate ethnicity, age, gender, demographics and disability.

Access must be provided to appropriate learning and/or assessment support when required.

The language, literacy and numeracy demands of assessment should not be greater than those required to undertake the unit of competency in a work like

EVIDENCE GUIDE

	environment.
This competency in practice	Industry representatives have provided the case studies below to illustrate the practical application of this unit of competency and to show its relevance in a workplace setting. Manufacturing A cosmetics manufacturing company decided to upgrade the image of a product range which included lipsticks, nail lacquers, hair shampoos and conditioners. A technical specialist coordinated the project and organised input from marketing, development, quality assurance and production personnel. The production boundaries were defined through consultation with marketing and it was decided to update shades of shaded products and introduce natural ingredients wherever possible. The project had to be completed within a reasonably short timeframe and within a tight budget which placed overall constraints on the way the project could be handled. After developing and gaining approval for an implementation plan, team members were briefed and development samples produced for approval. Product characteristics were checked and recommendations made for adjustments until each product met requirements. When pilot batch manufacture had been successfully completed, project development processes were fully documented and then passed to production to allow for efficient development of production batches. Environmental The quality team in a laboratory has set a goal of getting reports out more quickly and assigned the coordination of the project to one of the senior technical officers. The officer prepared an outline of the project, a timeframe, a resource list and budget. Specific tasks were allocated to members of the quality team according to their abilities and existing work commitments. The officer monitored the project's progress by tracking and adjusting elements as necessary. After the development of a final draft for the revised procedures, a draft project report was prepared for consideration by the quality team. Food processing A dairy company currently uses an imported cocoa-based product for the chocolate flavouring of their milk. Following a feasibility study of a range of ingredients, it

EVIDENCE GUIDE

	was decided to investigate further an alternative source on the basis of cost. A technical specialist prepared a project plan that included required personnel, materials, equipment and a detailed GANTT chart. Key personnel from quality assurance, production, engineering, product development and marketing were chosen for the project team. The project was monitored to confirm progress, control expenditure and review the suitability of the alternative product source. At the end of the project, the technical specialist assessed the outcomes and prepared a detailed report that recommended the use of a local ingredient.

Range Statement**RANGE STATEMENT**

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.

Codes of practice

Where reference is made to industry codes of practice, and/or Australian/international standards, it is expected the latest version will be used

Complex projects

Complex projects may include:

- development or modification of products and services
- acquisition and commissioning of new equipment
- commissioning of laboratory facilities
- appraisal of supplies
- development of applications for customers
- validation of analytical methods and/or equipment
- quality improvement or corrective action teams
- restructuring of laboratory services
- reclassification of staff and staffing levels

RANGE STATEMENT	
Records	Records may include: • lists of potential costs, invoices and payment records • project and/or enterprise files and records • reports to clients, personnel and higher management • risk management plans and log books • diaries, scheduling charts and other charts
Communication	Communication may include: • computer generated communication • customers, stakeholders, external authorities and project team • reports, briefs, minutes, letters, oral briefings, advice and conversations and telephone calls
Resources	Resources may include: • personnel • budget • equipment, materials and facilities • computer project planning programs
Occupational health and safety (OHS) and environmental management requirements	OHS and environmental management requirements: • all operations must comply with enterprise OHS and environmental management requirements, which may be imposed through state/territory or federal legislation - these requirements must not be compromised at any time • all operations assume the potentially hazardous nature of samples and require standard precautions to be applied • where relevant, users should access and apply current industry understanding of infection control issued by the National Health and Medical Research Council (NHMRC) and State and Territory Departments of Health

Unit Sector(s)

Unit sector	Communication/organisation

Competency field

Competency field	

Co-requisite units

Co-requisite units		

MSS407001A Prepare for and implement change

Modification History

New unit, superseding MSACMG701A Prepare for and implement change - Equivalent

Unit Descriptor

This unit of competency covers the skills and knowledge required to establish the preconditions for the implementation of a change, such as a 'step change' or a change resulting from a problem solving exercise, such as a kaizen blitz. The unit can be applied to subsections of an organisation, such as a team, area or department, or a small or medium sized enterprise (SME).

Application of the Unit

This unit is intended for team leaders and people with a similar sphere of influence/scope of authority and responsibility. It applies to individuals who are already familiar with change leadership in a competitive systems and practices environment through either previous study or industry experience. Where this is not the case, MSS403010A Facilitate change in an organisation implementing competitive systems and practices, may be completed to supply the necessary skills.

Skills covered by this unit are applied in an organisation after a desired change has already been identified. This unit may also be applied in service organisations applying competitive systems and practices principles.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the Performance criteria describe the performance needed to

essential outcomes of a unit of competency.

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.

Elements and Performance Criteria

1	Define the change	1.1 Determine the purpose of the change 1.2 Identify key change project personnel 1.3 Record the current state that the change is addressing 1.4 Develop a consensus view of the intended future state, including indicators of a successful change 1.5 Develop an agreed statement of the solution 1.6 Identify the health, safety and environment (HSE) impacts of the change 1.7 Determine the scope of the change project, including taking into account the impact of the solution on any codes of practice, standards, contracts, commercial or industrial agreements 1.8 Obtain sign-off from key change project personnel
2	Identify personnel required to implement the change and their roles	2.1 Develop a high level change network map 2.2 Identify employees, suppliers or customers who may be required to implement the change 2.3 Identify other demands on these people during the change 2.4 Investigate priorities, synergies and conflicts 2.5 Take appropriate action to resolve conflicts
3	Assess and manage the	3.1 Identify organisational capacity for the change, including available resources and ability to absorb any

	change-related risks		disruption during the change
		3.2	Clarify specific risk dimensions for this change
		3.3	Develop appropriate transition approach
4	Build high level change plans	4.1	Develop high level involvement plan
		4.2	Develop high level communication plan to all stakeholders
		4.3	Develop high level competency development plan for all implementers
		4.4	Develop high level alignment plan
5	Implement and sustain the change	5.1	Implement change plans
		5.2	Check change objectives have been met
		5.3	Transfer ownership of post-change operations from change agents, where relevant
		5.4	Ensure support structures are in place
		5.5	Check alignments have been obtained
		5.6	Check competencies have been developed and will be maintained
		5.7	Ensure base line is defined for continuous improvement
		5.8	Review project and capture learning from the project
		5.9	Take action to sustain improvement by standardising

Required Skills and Knowledge

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

Required skills

Required skills include:

- undertaking self-directed problem solving and decision-making
- communicating across all levels in an organisation
- presenting to others the benefits of change
- initiating, planning and executing change across broad and specialised contexts
- developing strategies to counter resistance to change
- adjusting change strategies on the basis of review findings and feedback

Required knowledge

Required knowledge includes:

- competitive systems and practices principles, including:
 - value stream mapping
 - 5S
 - Just in Time (JIT)
 - mistake proofing
 - process mapping
 - establishing customer pull
 - kaizen and kaizen blitz
 - setting of key performance indicators (KPIs)/metrics
 - identification and elimination of waste (muda)
- change management
- workplace strategy and vision
- methods of determining competency gaps in team members
- project planning and management

Evidence Guide

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.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	A person who demonstrates competency in this unit must be able to provide evidence of the ability to: • prepare for and deliver change • communicate with all stakeholders • develop consensus among stakeholders • undertake risk analysis of proposed changes • develop and implement of change management plans that have objectives, measurable KPIS and tested solutions to anticipated contingencies.

Context of and specific resources for assessment	Assessment of performance must be undertaken in a workplace using or implementing one or more competitive systems and practices. Access may be required to: • workplace procedures and plans relevant to work area • specifications and documentation relating to planned, currently being implemented, or implemented changes to work processes and procedures relevant to the assessee • documentation and information in relation to production, waste, overheads and hazard control/management • reports from supervisors/managers • case studies and scenarios to assess responses to contingencies.
Method of assessment	A holistic approach should be taken to the assessment. Competence in this unit may be assessed by using a combination of the following to generate evidence: • demonstration in the workplace • workplace projects • suitable simulation • case studies/scenarios (particularly for assessment of contingencies, improvement scenarios, and so on) • targeted questioning • reports from supervisors, peers and colleagues (third-party reports) • portfolio of evidence. In all cases it is expected that practical assessment will be combined with targeted questioning to assess underpinning knowledge. Where applicable, reasonable adjustment must be made to work environments and training situations to accommodate ethnicity, age, gender, demographics and disability.
Guidance information for assessment	Assessment processes and techniques must be culturally appropriate and appropriate to the language and literacy capacity of the candidate and the work being performed.

Range Statement

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.

Competitive systems and practices	Competitive systems and practices may include, but are not limited to: • lean operations • agile operations • preventative and predictive maintenance approaches • monitoring and data gathering systems, such as Systems Control and Data Acquisition (SCADA) software, Enterprise Resource Planning (ERP) systems, Materials Resource Planning (MRP) and proprietary systems • statistical process control systems, including six sigma and three sigma • JIT, kanban and other pull-related operations control systems • supply, value, and demand chain monitoring and analysis • 5S • continuous improvement (kaizen) • breakthrough improvement (kaizen blitz) • cause/effect diagrams • overall equipment effectiveness (OEE) • takt time • process mapping • problem solving • run charts • standard procedures • current reality tree Competitive systems and practices should be interpreted so as to take into account: • the stage of implementation of competitive systems and practices • the size of the enterprise • the work organisation, culture, regulatory environment and the industry sector
Change project personnel	Change project personnel include:

	the decision makers who determine if the proposed change may proceed and the key managers and implementers of the change
Current state	The current state is ideally defined by existing data. Where this is not available suitable proxies should be sought
Codes of practice/standards	Where reference is made to industry codes of practice, and/or Australian/international standards, the latest version must be used
HSE	All changes implemented should be at least neutral, or preferably beneficial, in their impact on HSE
High level change network	High level change network includes groups involved in the change and who need to be committed to the change and include: - sponsors - cascading change sponsors - targets - agents - advocates - enablers - impeders
Organisation	Organisation includes: - any part of a manufacturing or service organisation - companies, government bodies or other body of people aiming to produce a product to service a customer
Key change project personnel	Key change project personnel include: - project sponsors - cascading sponsors - relevant managers - change agents
Project sponsor	Project sponsors include: those people who proposed the project and are its main supporters
Cascading sponsor	A cascading sponsor refers to: a person who reports to a sponsor and so may be contributing on their behalf A cascading sponsor works with delegated authority and

	responsibility
Risks	Risks include: • business risks (e.g. over-spending) • market risk (e.g. loss of market share) • HSE risks • relationship risks (e.g. to shareholders, employees, suppliers, customers or the community)
• Organisation capacity	Organisation capacity includes: • organisation history of implementing change • capability in change implementation • adaptability of people to change • demand for the change in the part of the organisation
• Risk dimensions	Specific risk dimensions include: • impact of the solution (its potential for disruption to production, quality, delivery and budgets) • readiness of people to accept the change, including readiness to accept changes in role and responsibilities • availability of resources, including financial, plant and equipment, and dedicated personnel
• Transition approach	Transition approach will depend on the nature of the risks determined and will include: • transition style (top down/pilot/process focused/delegated change) • degree of sponsorship to be cascaded • balance of engagement/involvement • internal and/or external resources • use of change to build organisation capacity
• High level involvement plans	High level involvement plans aim to create ownership by involving groups in specific activities within defined constraints of: • objectives for involvement • decision parameters and • timing of involvement The specific activities include: • problem/opportunity identification • solution design • implementation/transition planning • solution building

	• solution testing • solution piloting • training design • training delivery • communication roll out • solution roll out
• Alignment plan	Alignment plan ensures alignment and sustainability between: • policies, processes and procedures • incentives and rewards (KPIs and intended outcomes) • consequences and penalties for non-compliance • preventing pre-change behaviours and patterns recurring
• Sustaining improvement	Improvement may be sustained by including it in: • standard procedures and work instructions • standard practice • other relevant documents and practices
• Team leader	Team leader may include: • any person who may have either a permanent or an ad hoc role in facilitating the function of a team in a workplace

Unit Sector(s)

Unit sector

Competitive systems and practices

Custom Content Section

Not applicable.

MSS407006A Build relationships between teams in an operations environment

Modification History

New unit, superseding MSACMG706A Build relationships between teams in a manufacturing environment - Equivalent

Unit Descriptor

This unit of competency covers the skills and knowledge required to develop an attitude of respect for individuals in teams and trust between individuals, teams, supervisors and management in order to develop a suitable culture for implementing and sustaining competitive systems and practices initiatives.

Application of the Unit

This unit is intended for team leaders and people with a similar sphere of influence/scope of authority and responsibility. It builds on more general competitive systems and practices graduate units and specifically addresses inter-team issues. The unit also encompasses intra-team issues where these are a barrier. The unit envisages a specialist facilitation role in assisting with implementing an organisation competitive systems and practices culture.

It is also about developing a 'whole of value stream' view so that there is not competition between individuals or teams, but rather cooperation to achieve organisation and value stream goals with competition being directed towards other organisations competing in the marketplace.

This unit may also be applied to service organisations applying competitive systems and practices principles.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

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.

Elements and Performance Criteria

1	Identify organisational relationships	1.1	Map actual and intended process flows within and between teams
		1.2	Map actual and intended communication/information/data flows within and between teams
		1.3	Identify and map other interactions (actual and intended) within and between teams
		1.4	Determine the consequences in terms of customer benefit of intended flows/interactions
		1.5	Determine the consequences in terms of customer benefit of the actual flows/interactions
2	Foster cooperation within team	2.1	Present relationships information to team members
		2.2	Discuss areas where greater cooperation would yield benefits
		2.3	Agree on ways to achieve greater cooperation in these areas
		2.4	Facilitate team implementation of agreed changes
3	Foster cooperation between teams	3.1	Present relationships information to teams/team representatives

	3.2	Discuss areas where greater cooperation would yield benefits
	3.3	Agree on ways to achieve greater cooperation in these areas
	3.4	Obtain any necessary approvals for proposed changes
	3.5	Facilitate implementation by teams of agreed changes
4	Identify sources of tension, conflict or competition	
	4.1	Examine team and individual key performance indicators (KPIs) for sources of conflict/competition
	4.2	Examine flows and interactions for possible sources of conflict and competition
	4.3	Observe interactions between team members and identify tensions, conflicts and competition
	4.4	Observe interactions between teams and identify tensions, conflicts and competition
	4.5	Observe response to change and resistance to change
5	Reduce causes of tension, conflict or competition	
	5.1	Draft modified KPIs to reduce causes of conflict and competition
	5.2	Draft modified systems causing conflicting flows and interactions
	5.3	Facilitate discussions within and between teams to identify causes of tensions, conflicts and competition
	5.4	Facilitate discussions to develop a consensus solution to identified causes of tensions, conflicts and competition
	5.5	Obtain any required approvals for suggested/drafted changes
	5.6	Facilitate the implementation of the agreed solutions
	5.7	Take actions to ensure agreed changes become standard practice

Required Skills and Knowledge

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

Required skills

Required skills include:

- identifying competitive systems and practices techniques and tools used by downstream, upstream and support teams, including:
 - value stream mapping
 - 5S
 - Just in Time (JIT)
 - mistake proofing
 - process mapping
 - six sigma
 - establishing customer pull
 - kaizen and kaizen blitz
 - setting of KPIs/metrics
 - identification and elimination of waste (muda)
- determining value in terms of customer benefit for downstream, upstream and support teams
- determining impact on value of each team from operations of other teams
- communicating with other teams and team leaders, other employees and external representatives relevant to competitive systems and practices
- communicating using different media and format and to audiences and individuals from a variety of literacy and numeracy levels
- maximising cooperation between teams on:
 - setting of KPIs
 - solving problems to root cause
 - disruptions to flow
 - variations of flow level/volume
 - variations in quality/quantity/timeliness
 - implementing standardisation
- ensuring awareness of teams of performance requirements
- communicating sources of assistance to own and other team members

Required knowledge

Required knowledge includes:

- competitive systems and practices principles, strategies and techniques, including:
 - value stream mapping
 - 5S

- JIT
- mistake proofing
- process mapping
- six sigma
- establishing customer pull
- kaizen and kaizen blitz
- setting of KPIs/metrics
- identification and elimination of waste (muda)
- organisational goals, products and processes
- types of KPIs, their applications and limits
- approval processes within organisation
- communication methods across a variety of media and formats, including preparation of formal proposals and negotiations
- continuous improvement
- process mapping, communication and people interaction mapping
- customer perception of value

Evidence Guide

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.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	A person who demonstrates competency in this unit must be able to provide evidence of the ability to: • critically examine relationships within and between downstream, upstream and support teams and to take action to improve them • identify relationships/relationship maps • identify sources of conflict/tension • consensus development of improvement plans, including setting of KPIs • implement improvement plans and rechecking subsequent relationships.
Context of and specific resources for assessment	Assessment of performance must be undertaken in a workplace using or implementing one or more competitive systems and practices. Access may be required to: • workplace procedures and plans relevant to work area • specifications and documentation relating to planned,

	currently being implemented, or implemented changes to work processes and procedures relevant to the assessee • documentation and information in relation to production, waste, overheads and hazard control/management • reports from supervisors/managers • case studies and scenarios to assess responses to contingencies.
Method of assessment	A holistic approach should be taken to the assessment. Competence in this unit may be assessed by using a combination of the following to generate evidence: • demonstration in the workplace • workplace projects • suitable simulation • case studies/scenarios (particularly for assessment of contingencies, improvement scenarios, and so on) • targeted questioning • reports from supervisors, peers and colleagues (third-party reports) • portfolio of evidence. In all cases it is expected that practical assessment will be combined with targeted questioning to assess underpinning knowledge. Where applicable, reasonable adjustment must be made to work environments and training situations to accommodate ethnicity, age, gender, demographics and disability.
Guidance information for assessment	Assessment processes and techniques must be culturally appropriate and appropriate to the language and literacy capacity of the candidate and the work being performed.

Range Statement

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.

Competitive systems and practices	Competitive systems and practices may include, but are not limited to: • lean operations • agile operations • preventative and predictive maintenance approaches • monitoring and data gathering systems, such as Systems Control and Data Acquisition (SCADA) software, Enterprise Resource Planning (ERP) systems, Materials Resource Planning (MRP) and proprietary systems, • statistical process control systems, including six sigma and three sigma • JIT, kanban and other pull-related operations control systems • supply, value, and demand chain monitoring and analysis • 5S • continuous improvement (kaizen) • breakthrough improvement (kaizen blitz) • cause/effect diagrams • overall equipment effectiveness (OEE) • takt time • process mapping • problem solving • run charts • standard procedures • current reality tree Competitive systems and practices should be interpreted so as to take into account: • the stage of implementation of competitive systems and practices • the size of the enterprise • the work organisation, culture, regulatory environment and the industry sector
Codes of practice/standards	Where reference is made to industry codes of practice, and/or Australian/international standards, the latest version must be used
HSE	All changes implemented are expected to be at least neutral, or preferably beneficial in their impact on HSE
Relationship between organisational teams	Organisational teams may include: • downstream customer teams

	- upstream supplier teams - support teams (e.g. maintenance and information technology (IT)) Relationship between teams includes: - the impact of teams on each others' work expressed in competitive systems and practices terms Impacts covered could include: - supplier, customer and support team impacts on: - flow - pull - takt time - waste
Cooperation within teams	Cooperation within team may include: - assistance with problem solving - dealing with disruptions to flow - dealing with variations of flow level/volume - dealing with variations in quality/quantity/timeliness
KPIs	KPIs may include: - reward systems - systems (formal and informal) which encourage some types of behaviour over others
Resistance to change	Resistance to change may be: overt or covert
Stakeholders	Stakeholders may include: - work team members - value stream members as well as other stakeholders
Team leader	Team leader may include: any person who may have either a permanent or an ad hoc role in facilitating the function of a team in a workplace

Unit Sector(s)

Unit sector

Competitive systems and practices

Custom Content Section

Not applicable.

MSS408003A Develop models of future state operations practice

Modification History

New unit, superseding MSACMG803A Develop models of future state manufacturing practice - Equivalent

Unit Descriptor

This unit of competency covers the skills and knowledge required to establish processes for identifying future state models of best practice for operations that are then used as the template for both strategic decision-making and goal setting. It may be applied to whole organisations or significant sections of the value stream.

Application of the Unit

This unit applies in an environment where operations practices are standardised and there is a culture that accepts sustaining improvements and building on them. It is intended for managers and people with a similar sphere of influence.

This unit applies to individuals who are familiar with competitive systems and practices, value stream mapping, and culture improvement. Where this is not the case the following units can be completed to supply the necessary skills:

- *MSS405001A Develop competitive systems and practices for an organisation*
- *MSS405002A Analyse and map a value stream*
- *MSS405013A Facilitate holistic culture improvement in an organisation.*

This unit may also be applied to non-production areas and service organisations applying competitive systems and practices principles.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

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.

Elements and Performance Criteria

1	Develop a shared future state model	1.1	Establish an appropriate representative team
		1.2	Analyse a value stream map of an appropriate section of the value stream
		1.3	Determine the current state of practice across the value stream
		1.4	Identify overall organisation strategy, direction and competitive systems and practices philosophy
		1.5	Validate view with process/system owner
2	Develop and review a collaborative best practice model	2.1	Develop a future state model of practice
		2.2	Review model with process/system owners and other stakeholders across the value stream as appropriate
		2.3	Modify model to deliver better results for the customer and reduce wastes
		2.4	Develop implementation plan in consultation with stakeholders
3	Provide the resources necessary to move to the future state	3.1	Identify changes required to infrastructure
		3.2	Determine benefit/cost for required changes
		3.3	Prioritise required changes
		3.4	Obtain required authorisations

		3.5	Facilitate the provision of resources needed to implement plan
4	Review future state model	4.1	Manage the implementation of improvements
		4.2	Identify measures of progress towards agreed future state
		4.3	Review progress towards future state
		4.4	Agree methods of improving areas which could progress better
		4.5	Agree on methods for evaluating future state
		4.6	Validate measures and methods with relevant managers

Required Skills and Knowledge

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

Required skills

Required skills include:

- undertaking self-directed problem solving and decision-making on issues of a broad and/or highly specialised nature and in highly varied and/or highly specialised contexts
- communicating at all levels in the organisation and value stream and to audiences of different levels of literacy and numeracy
- determining current state of operations in the organisation or selected portion of the value stream across a range of key indicators, including:
 - output quantities and qualities
 - variability in quality and quantity
 - uptime
 - causes and times for the different wastes (muda)
 - investment hurdle rates and actual rates of return
 - health, safety and environment (HSE) indicators
 - reliability indicators
 - other key performance indicators (KPIs) indicators appropriate to the organisation and its technology and processes
- identifying desirable future state across a range of indicators of operations in the organisation

or selected portion of the value stream, including forecasts of:

- output quantities and qualities
- variability in quality and quantity
- HSE indicators
- reliability/uptime
- rates of return
- other indicators appropriate to the organisation and its technology and processes
- analysing data, including indicators of progress to future state
- prioritising actions according to:
 - benefit/cost analysis
 - readiness analysis
 - tactical survival response

Required knowledge

Required knowledge includes:

- competitive systems and practices at both a strategic and tools level, including advantages and limitations of:
 - value stream mapping
 - 5S
 - Just in Time (JIT)
 - mistake proofing
 - process mapping
 - establishing customer pull
 - breakthrough improvement and continuous improvement (kaizen and kaizen blitz)
 - setting of KPIs/metrics
 - identification and elimination of waste (muda)
 - six sigma and lean six sigma
- best practice in implementation of competitive systems and practices tools
- customer benefit as used in competitive systems and practices
- formal problem solving tools, including root cause analysis (RCA)
- workplace strategy and vision
- ways of determining competency gaps that may act as restrictions in achieving best practice in operations

Evidence Guide

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.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	A person who demonstrates competency in this unit must be able to provide evidence of the ability to: • review current and future state maps with stakeholders • analyse value stream maps • review progress towards future state and take corrective action • align the future state with organisation strategy.
Context of and specific resources for assessment	Assessment of performance must be undertaken in a workplace using or implementing one or more competitive systems and practices. Access may be required to: • workplace procedures and plans relevant to work area • specifications and documentation relating to planned, currently being implemented, or implemented changes to work processes and procedures relevant to the assessee • documentation and information in relation to production, waste, overheads and hazard control/management • reports from supervisors/managers • case studies and scenarios to assess responses to contingencies.
Method of assessment	A holistic approach should be taken to the assessment. Competence in this unit may be assessed by using a combination of the following to generate evidence: • demonstration in the workplace • workplace projects • suitable simulation • case studies/scenarios (particularly for assessment of contingencies, improvement scenarios, and so on) • targeted questioning • reports from supervisors, peers and colleagues (third-party reports) • portfolio of evidence. In all cases it is expected that practical assessment will be combined with targeted questioning to assess underpinning knowledge. Where applicable, reasonable adjustment must be made

	to work environments and training situations to accommodate ethnicity, age, gender, demographics and disability.
Guidance information for assessment	Assessment processes and techniques must be culturally appropriate and appropriate to the language and literacy capacity of the candidate and the work being performed.

Range Statement

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.

Competitive systems and practices	Competitive systems and practices may include, but are not limited to: • lean operations • agile operations • preventative and predictive maintenance approaches • monitoring and data gathering systems, such as Systems Control and Data Acquisition (SCADA) software, Enterprise Resource Planning (ERP) systems, Materials Resource Planning (MRP) and proprietary systems • statistical process control systems, including six sigma and three sigma • JIT, kanban and other pull-related operations control systems • supply, value, and demand chain monitoring and analysis • 5S • continuous improvement (kaizen) • breakthrough improvement (kaizen blitz) • cause/effect diagrams • overall equipment effectiveness (OEE) • takt time • process mapping • problem solving • run charts • standard procedures

	- current reality tree Competitive systems and practices should be interpreted so as to take into account: - the stage of implementation of competitive systems and practices - the size of the enterprise - the work organisation, culture, regulatory environment and the industry sector
Codes of practice/standards	Where reference is made to industry codes of practice, and/or Australian/international standards, the latest version must be used
HSE	All changes implemented are expected to be at least neutral, or preferably beneficial, in their impact on HSE
Organisation	Organisation includes: - any part of a manufacturing or service organisation - companies, government bodies or other body of people aiming to produce a product to service a customer
Representative team	Representative team includes: members from the value stream representing key parts of that chain and may, or may not, include members from outside the organisation
Infrastructure	Infrastructure includes: - policies and procedures - plant and equipment - materials, energy, utilities and other consumables - workforce arrangements, including employee numbers, organisation structure, competencies and competency mix
Future state model of practice	The model of practice will be an improved future state model which will: - help achieve the required organisation strategy and philosophy - give direction to improvements and actions - include forecasts of key indicators
Measures of progress	Measures of progress include: those metrics and other indicators defined and agreed before the commencement of implementation which provide feedback on the progress towards the future

	state
Manager	Manager may include: any person who may have either a permanent or an ad hoc role in facilitating the function of multiple teams in a workplace, departments or entire organisations

Unit Sector(s)

Unit sector

Competitive systems and practices

Custom Content Section

Not applicable.

NWP704A Lead a project development

Modification History

NWP704A Release 2: Layout adjusted. No changes to content.

NWP704A Release 1: Primary release.

Unit Descriptor

This unit of competency describes the outcomes required for the effective management of a complex project within the water industry. The ability to plan a project logically, control a project, manage risks and deliver quality outcomes is essential to performance.

Application of the Unit

This unit supports the attainment of skills and knowledge required for managers and senior technical practitioners from a variety of disciplines and backgrounds who are applying their skills to the management of a function, team or division within the water organisation.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit of competency contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Plan the project	1.1 Clarify project brief with relevant personnel. 1.2 Identify and quantify human and financial resources to support management of project. 1.3 Assemble and brief project team. 1.4 Negotiate and finalise organisational requirements and procedures for management of project. 1.5 Identify and address legislative requirements relevant to project in the planning process. 1.6 Develop project goals, objectives and performance indicators in consultation with relevant personnel and stakeholders and follow organisational procedures. 1.7 Plan project according to organisational requirements and using appropriate planning tools.
2 Manage the project	2.1 Communicate project plan to project team and clarify and allocate resourcing and accountabilities. 2.2 Monitor, record and report progress of project against milestones of project plan and according to organisational requirements. 2.3 Integrate range of tasks that comprise project to ensure efficient completion. 2.4 Consult stakeholders regarding progress of project and inform development. 2.5 Negotiate, record and communicate required changes to project plan. 2.6 Finalise project according to project plan and organisational procedures.
3 Manage project risk	3.1 Identify potential risks to successful completion of project through extensive consultation with relevant stakeholders and personnel. 3.2 Analyse identified risks for likelihood of occurrence and their potential consequences. 3.3 Develop risk management or control plans to eliminate or reduce potential for risk events and consequences. 3.4 Review risk management or control plans periodically during life of the project and assess them for their adequacy, timeliness and effectiveness in risk mitigation.
4 Deliver quality project outcomes	4.1 Identify and record quality requirements for successful completion of project and communicate them to project team members. 4.2 Identify and use quality management methods, techniques

ELEMENT**PERFORMANCE CRITERIA**

and tools to support and manage project.

4.3 Assess outcomes of project for compliance with required quality standards.

Required Skills and Knowledge

This describes the essential skills and knowledge and their level, required for this unit.

Required skills:

- apply advanced project management skills
- apply quality management principles and techniques
- apply risk management principles and techniques
- use project management software and tools
- coordinate activities
- communicate effectively with a wide audience inside and outside the workplace
- plan effectively
- prepare a range of internal and external reports
- solve problems.

Required knowledge:

- technical and industry knowledge relevant to project being managed
- legislation relevant to project being managed
- project management, quality management and risk management techniques
- relevant industry trends, including emerging technologies
- infrastructure capacity and capacity planning
- organisational processes and reporting requirements.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for the Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The candidate should demonstrate the ability to lead a complex project within the water industry including:

- managing a complex project and delivering required project outcomes
- effectively coordinating activities of project team

- members to deliver required outcomes
- preparing, monitoring and revising plans
- applying principles of quality and risk management to completion of project
- communicating with stakeholders.

Context of and specific resources for assessment

Access to the workplace and resources including:

- documentation that should normally be available in a water industry organisation
- relevant codes, standards and government regulations.

Where applicable, physical resources should include equipment modified for people with disabilities.

Access must be provided to appropriate learning and assessment support when required.

Assessment processes and techniques must be culturally appropriate, and appropriate to the language and literacy capacity of the candidate and the work being performed.

Validity and sufficiency of evidence requires that:

- competency will need to be demonstrated over a period of time reflecting the scope of the role and the practical requirements of the workplace
- where the assessment is part of a structured learning experience the evidence collected must relate to a number of performances assessed at different points in time and separated by further learning and practice
- a decision of competence should only be made when the assessor has complete confidence in the person's competence over time and in various contexts
- all assessment that is part of a structured learning experience must include a combination of direct, indirect and supplementary evidence
- where assessment is for the purpose of recognition (RCC/RPL), the evidence provided will need to be authenticated and show that it represents competency demonstrated over a period of time
- assessment can be through simulated project-based activity and must include evidence relating to each of the elements in this unit.

In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge. Questioning will be undertaken in a manner appropriate to the skill levels of the operator and cultural issues that may affect responses to the questions, and will reflect the requirements of the competency and the

work being performed.

Range Statement

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. Add any 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.

Legislative requirements may include:

- relevant federal legislation, including:
 - National Water Commission Act 2004
 - Environment Protection and Biodiversity Conservation Act 1999
- relevant state or territory legislation relating to water and resource management
- relevant state or territory legislation and regulations relating to OHS, including:
 - protective clothing and equipment
 - use of tools and equipment
 - workplace environment and safety
 - handling of materials
 - use of fire fighting equipment
 - use of first aid equipment
 - hazard control and hazardous materials and substances
- relevant local government by-laws
- relevant government and non-government policies and regulations such as:
 - National Water Initiative
 - Murray Darling Basin Water Agreement
- relevant community planning and development agreements, such as land care agreements

Plan project to address all facets of activity, which may include:

- budgets
- timelines
- human resource requirements
- project milestones
- project accountabilities
- project reporting processes and schedules
- contingency arrangements

Planning tools used to support project:

- risk management requirements
- quality requirements
- may be:
 - proprietary software packages
 - commercial software packages
- may generate and track:
 - project milestones
 - resourcing lists
 - staffing lists
 - budgets

Unit Sector(s)

Not applicable.

Competency field

Leadership.

NWP706A Review and evaluate water and wastewater sustainability objectives

Modification History

NWP706A Release 2: Layout adjusted. No changes to content.

NWP706A Release 1: Primary release.

Unit Descriptor

This unit of competency describes the outcomes required to enable analysis and identification of solutions to issues such as the sustainable use of water, drinking water safety and quality, water recycling and the effectiveness of wastewater treatment. This requires the ability to be able to integrate technical and scientific knowledge of water conservation and recycling, power needs for different technology options, catchment management, domestic and industry requirements for different grades of water, and the environmental impact of various options chosen.

Application of the Unit

This unit supports the attainment of skills and knowledge required for senior managers, water treatment and resource planners and related senior staff.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit of competency contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of	Performance criteria describe the required performance needed to demonstrate achievement of the element. Where <i>bold italicised</i> text is used, further information is detailed in the

competency. range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Analyse water resource issues	1.1 Analyse <i>economic</i> and <i>social issues</i> relevant to sustainable <i>water</i> use to determine implications for specific situations. 1.2 Identify and analyse <i>community attitudes</i> to use of recycled water for their impact on future initiatives. 1.3 Identify and analyse <i>legislation, regulations and policies</i> on <i>sustainability</i> and water recycling issues for relevance to specific situation. 1.4 Determine <i>water sustainability objectives</i> and targets for specific situation.
2 Determine treatment options for recycling	2.1 Determine water catchment and groundwater protection and management principles for surface and groundwater sources, and recycled water. 2.2 Analyse hydrometric cycle and types and percentage of water use to determine sustainability of specific water resources. 2.3 Analyse impact of stormwater and industrial, agricultural, aquaculture and domestic water use on water quality. 2.4 Analyse <i>sustainability issues</i> and effect of reduced and more concentrated sewage flows for a specific situation. 2.5 Evaluate treatment options for recycling of treated wastewater and <i>alternative water sources</i> for their suitability in meeting quality standards for a <i>range of uses</i>.
3 Develop environmental strategies and targets	3.1 Analyse designs of <i>model sustainable water systems</i> to determine their viability in specific situations. 3.2 Analyse costs and benefits of recycling schemes most appropriate to situation. 3.3 Evaluate existing and planned water recycling systems against <i>Australian and international benchmarks</i>. 3.4 Undertake risk assessment to determine strategies for managing hazards and risks. 3.5 Recommend integrated water resource planning to achieve water sustainability objectives and targets, with consideration of costs.

Required Skills and Knowledge

This describes the essential skills and knowledge and their level, required for this unit.

Required skills:

- perform complex research
- analyse technical information
- analyse financial information
- analyse trend data
- research and interpret social trends
- perform relevant statistical analysis
- identify potential or actual operational problems
- undertake evidence-based short, medium and long-range planning
- prepare complex reports
- use computer systems

Required knowledge:

- political, economic and social aspects of water sustainability
- principles of cost benefit analysis
- concept of virtual water in agricultural and manufactured products
- legislative and regulatory requirements relevant to a sustainable water industry
- hydrometric cycle
- methods for evaluating risks to water quality, assets and services
- water sustainability issues and ecosystem quality
- recycling models and performance benchmarks
- water sustainability in domestic, industrial, agricultural and aquaculture contexts, including stormwater
- legislative and regulatory framework for water industry
- relevant Australian standards, international guidelines and best practice systems applicable to water sustainability

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for the Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The candidate should demonstrate the ability to analyse and identify solutions to issues such as the sustainable use of water, drinking water safety and quality, water recycling and the effectiveness of wastewater treatment including:

- analysing complex technical, social and legislative

Context of and specific resources for assessment

issues affecting water sustainability

- determining water and wastewater treatment options
- researching and reviewing information and developing evidence-based recommendations for the development of relevant policies relating to environmental sustainability

Access to the workplace and resources including:

- documentation that should normally be available in a water industry organisation
- relevant codes, standards and government regulations.

Where applicable, physical resources should include equipment modified for people with disabilities.

Access must be provided to appropriate learning and assessment support when required.

Assessment processes and techniques must be culturally appropriate, and appropriate to the language and literacy capacity of the candidate and the work being performed.

Validity and sufficiency of evidence requires that:

- competency will need to be demonstrated over a period of time reflecting the scope of the role and the practical requirements of the workplace
- where the assessment is part of a structured learning experience the evidence collected must relate to a number of performances assessed at different points in time and separated by further learning and practice
- a decision of competence should only be made when the assessor has complete confidence in the person's competence over time and in various contexts
- all assessment that is part of a structured learning experience must include a combination of direct, indirect and supplementary evidence
- where assessment is for the purpose of recognition (RCC/RPL), the evidence provided will need to be authenticated and show that it represents competency demonstrated over a period of time
- assessment can be through simulated project-based activity and must include evidence relating to each of the elements in this unit.

In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge. Questioning will be undertaken in a manner appropriate to the skill levels of the operator and cultural issues that may affect responses to the questions,

and will reflect the requirements of the competency and the work being performed.

Range Statement

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. Add any 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.

<i>Economic issues</i> may include:	• costs and benefits of various options • public and private ownership • costing models • increased costs of new developments
<i>Social issues</i> may include:	• land resumption • cost of water supply • damage to ecosystems • equity issues • political exploitation
<i>Water</i> includes:	• water in a watercourse, lake or spring • underground water • overland flow water • water that has been collected in a dam • wastewater of domestic, commercial, industrial or agricultural origin
<i>Community attitudes</i> may include:	• revulsion or fear of contamination • fear of diseases • resistance to change
<i>Legislation, regulations and policies</i> relevant to the State or Territory may include:	• Environmental Protection and Biodiversity Conservation Act 1999 • relevant state and territory environmental protection legislation • relevant water legislation and regulations • Australian Drinking Water Guidelines • water recycling guidelines • water quality guidelines • National Water Quality Management Strategy
<i>Sustainability</i> may include:	• replenishment of resources • maintaining resources

Water and wastewater sustainability objectives may include:	• assault on diminishing resource • sustainable use of water • drinking water safety • water recycling • long-term certainty of sources
Sustainability issues may include:	• leakage • evaporation • sewer mining • grey water use • recycling • intelligent use • alternatives
Alternative water sources may include:	• stormwater • bore water • brackish water • process water
Range of uses may include:	• irrigation • aquaculture • industry • fire fighting • recreation • domestic • replenishing raw surface water or groundwater resources
Model sustainable water systems may include examples that are:	• specific to locations (e.g. Australia, Singapore, Israel and California) • specific to industries (e.g. paper, cooling and food processing) • existing or planned • local and international
Australian and International benchmarks may include:	• data from existing systems • published research

Unit Sector(s)

Not applicable.

Competency field

Leadership.

NWP707A Analyse and review water treatment plant technology

Modification History

NWP707A Release 2: Layout adjusted. No changes to content.

NWP707A Release 1: Primary release.

Unit Descriptor

This unit of competency describes the outcomes required to understand water quality and sustainability technology, and provide high-level advice on meeting legislative and regulatory requirements. A detailed understanding is required of the planning, design, testing and operation of advanced processes, incorporating new or novel technologies, together with the ability to identify problems and suggest viable cost-effective solutions within the constraints of legislation and regulations.

Application of the Unit

This unit supports the attainment of skills and knowledge required for senior managers, water treatment and resource planners and related senior staff.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit of competency contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Analyse fundamentals of water science	1.1 Analyse natural and engineered water cycles to establish their components, features and variables. 1.2 Carry out water testing according to procedures in order to determine water and wastewater parameters, including nitrogen, phosphorus and microbiological indicators. 1.3 Identify substances commonly found in natural water sources and analyse their interactions. 1.4 Identify substances commonly found in range of wastewater sources and analyse their environmental and epidemiological effects. 1.5 Identify microbial species found in water and wastewater and determine their activities and effects as agents of disease or agents for removing organic matter.
2 Determine design features of water treatment plants	2.1 Determine purpose of water treatment and quality standards required in providing water for human consumption, industry, agriculture and aquaculture. 2.2 Analyse fundamentals of separation processes to determine their role in water treatment. 2.3 Research microbial metabolism systems and determine their role in removing organic and inorganic constituents of water. 2.4 Analyse input and output parameters of water and wastewater treatment systems. 2.5 Determine fundamental features of water and wastewater reticulation systems to establish their role and function in water treatment.
3 Analyse application of government legislation and policies to water industry	3.1 Research legislation and regulations for Australian water industry to identify evolutionary framework and forces of change. 3.2 Identify key principles and provisions of water-related legislation and regulations and analyse them for their impact on current practice. 3.3 Analyse the Environment Protection Agency conditions for water and wastewater treatment plant licences, and Australian drinking water quality parameters to identify operational standards required. 3.4 Identify changes required to meet legislative and regulatory requirements and communicate to relevant stakeholders.

ELEMENT	PERFORMANCE CRITERIA
4 Prepare strategic advice	4.1 Synthesise and evaluate design, operation and management of water treatment plants and processes. 4.2 Consult relevant personnel to inform the framing of policy advice for the water organisation. 4.3 Prepare and present strategic advice on current and potential policies and procedures and the design, operation and management of water treatment plants and processes.

Required Skills and Knowledge

This describes the essential skills and knowledge and their level, required for this unit.

Required skills:

- perform complex research
- analyse technical information
- use technology, including the internet, to access current legislative and regulatory requirements for water industry
- identify potential or actual operational problems
- undertake evidence-based short, medium and long-range planning
- communicate with employees, senior management, external industry experts and other stakeholders
- prepare complex reports
- use communication systems
- give and receive instructions.

Required knowledge:

- fundamental aspects of physics, chemistry, biology and microbiology relevant to water and wastewater treatment and requisite laboratory skills
- water sources and resources relevant to water and wastewater treatment
- substances in natural water sources and their interactions
- environmental and epidemiological effects of substances found in wastewater sources
- microbial species and effects
- purposes of water treatment
- fundamentals of separation processes and disinfection
- microbial metabolism
- input and output parameters of treatment systems
- reticulation systems and hydraulic modelling
- legislative and regulatory framework for water industry
- Environment Protection Authority requirements for treatment plant licenses and

drinking water

- OHS legislation, risk management and procedures
- relevant water treatment policies and procedures
- communication systems
- relevant Australian standards, international guidelines and best practice systems applicable to water treatment plants and plant technologies.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for the Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The candidate should demonstrate the ability to understand water quality and sustainability technology, and provide high-level advice on meeting legislative and regulator requirements including:

- analysing and applying principles of water science
- analysing and applying principles associated with design of water treatment plants and processes
- reviewing and refining current practices associated with water treatment plant technologies
- preparing clear and accurate reports
- contributing to development of water treatment planning within organisation.

Context of and specific resources for assessment

Access to the workplace and resources including:

- documentation that should normally be available in a water industry organisation
- relevant codes, standards and government regulations.

Where applicable, physical resources should include equipment modified for people with disabilities.

Access must be provided to appropriate learning and assessment support when required.

Assessment processes and techniques must be culturally appropriate, and appropriate to the language and literacy capacity of the candidate and the work being performed.

Validity and sufficiency of evidence requires that:

- competency will need to be demonstrated over a period of time reflecting the scope of the role and the practical requirements of the workplace
- where the assessment is part of a structured learning

experience the evidence collected must relate to a number of performances assessed at different points in time and separated by further learning and practice

- a decision of competence should only be made when the assessor has complete confidence in the person's competence over time and in various contexts
- all assessment that is part of a structured learning experience must include a combination of direct, indirect and supplementary evidence
- where assessment is for the purpose of recognition (RCC/RPL), the evidence provided will need to be authenticated and show that it represents competency demonstrated over a period of time
- assessment can be through simulated project-based activity and must include evidence relating to each of the elements in this unit.

Questioning will be undertaken in a manner appropriate to the skill levels of the operator and cultural issues that may affect responses to the questions, and will reflect the requirements of the competency and the work being performed.

Range Statement

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. Add any 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.

- Components*** may include:
- natural water cycles, including:
 - rivers and lakes
 - artesian and aquifers
 - brackish and salt water
 - stormwater
 - engineered water cycles, including:
 - reticulation systems
 - dams
 - collection systems
 - bores and wells

- Features*** may include:
- natural water cycles:

- rainfall patterns
- size and protection
- retention time in catchment
- evaporation rate
- types of source:
 - bore
 - river
 - dam
 - engineered water cycles
- type of user:
 - domestic
 - industrial
 - aquaculture
 - agriculture
 - type of water or wastewater treatment system:
 - urban
 - non-urban
 - length and volume of collection and reticulation system

Variables may include:

- natural water cycles, including:
 - rainfall
 - temperature
 - pH, hardness and alkalinity
 - taste, odour, colour and turbidity
 - nature and quantity of total dissolved and suspended matter
 - dissolved oxygen
- engineered water cycles, including:
 - flow rates
 - industrial and agricultural uses and inputs
 - input and output parameters
 - availability and uses of recycling

Water testing may include:

- pH, chlorine, suspended solids and dissolved oxygen
- alkalinity and volatile acids
- mixed liquor suspended solids
- mixed liquor volatile suspended solids
- colour, turbidity and conductivity
- biological oxygen demand (BOD) and chemical oxygen demand (COD), total organic carbon (TOC), phosphorus (P), nitrogen (N), other ions and organic

	- compounds - identification and enumeration of bacteria, cyanobacteria and protozoa.
<i>Substances commonly found in natural water sources</i> may include:	- metal ions - salts - N and P - microorganisms and algae - organic and inorganic compounds producing colour, turbidity, odour or taste - radiation emitters.
<i>Interactions</i> may include:	- oxidation of metal ions - settling of suspended matter - ultraviolet destruction of microorganisms - growth of nuisance organisms, such as cyanobacteria
<i>Substances commonly found in range of wastewater sources</i> may include:	- toxins - metals - domestic or industrial organic matter - other dissolved and suspended solids - toxic, flammable and asphyxiating gases - disinfection by-products
<i>Range of wastewater sources</i> may include:	- domestic - industry - aquaculture - agriculture - stormwater
<i>Environmental effects</i> may include:	- serious: - material environmental harm to air, water or land - nuisance environmental harm
<i>Epidemiological effects</i> may include:	- faecal-oral route of infection - infection and transmission of infectious agents - effects of biological, chemical or physical toxins on animals and plants
<i>Microbial species</i> may include:	E. Coli - salmonella - campylobacter - Shigella - Yersinia - protozoa - adenovirus - enterovirus - hepatitis virus

Agents of disease may include:

- bacteria
- viruses
- protozoa
- microbial toxins
- chemical toxins

Agents for removing organic matter may include:

- aerobic bacteria
- facultative bacteria
- anaerobic bacteria

Water treatment may include:

- coagulation
- flocculation
- sedimentation
- filtration
- disinfection
- natural systems
- designed wetlands
- lagoons
- Imhoff tanks
- small septic tanks
- bio-filters
- contactors
- activated sludge processes
- special treatment processes

Separation processes may include:

- filtration
- presses
- centrifuges
- sedimentation
- gravity settling
- flocculation
- chemically assisted processes

Input and output parameters may include:

- Biological Oxygen Demand and Chemical Oxygen Demand
- suspended solids
- biomass as mixed liquor suspended solids (MLSS) or mixed liquor volatile suspended solids (MLVSS)
- pH
- dissolved oxygen (DO)
- N, P and other chemical species
- toxins
- chlorine
- faecal coliforms, such as E. Coli
- colour

- Fundamental features*** may include:
- turbidity
 - pipe networks
 - gravity and pressure systems
 - pumps and pump wells
 - reservoirs
 - residual disinfection
 - oxygenation
 - hydraulic modelling
 - leak detection
 - leak prevention
- Reticulation systems*** may include:
- sewage collection systems
 - water distribution systems
- Legislation and regulations*** relevant to the State or Territory may include:
- Environmental Protection and Biodiversity Conservation Act 1999
 - relevant state and territory environmental protection legislation
 - relevant water legislation and regulations
 - Australian Drinking Water Guidelines
 - Water recycling guidelines
 - Water quality guidelines
 - National Water Quality Management Strategy
- Forces of change*** may include:
- community expectations
 - availability of technology
 - climatic change
 - diminishing fresh water sources

Unit Sector(s)

Not applicable.

Competency field

Leadership.

PSPREG412A Gather and manage evidence

Modification History

Release	TP Version	Comments
3	PSP12V1	Unit descriptor, evidence guide and range statement edited.
2	PSP04V4.2.	Layout adjusted. No changes to content.
1	PSP04V4.1	Primary release.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to undertake all activities involved in gathering and managing evidence. It includes planning and activating evidence collection, identifying persons of interest, collecting and storing evidence, and summarising and reporting on evidence.

Licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

This unit applies to individuals in a range of regulatory work environments whose role includes gathering and managing physical or documentary evidence from a range of sources such as search and seizure activities, online research, interviews with persons of interest, audits

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements are the essential outcomes of the unit of competency. Together, performance criteria specify the requirements for competent performance. Text in ***bold italics*** is explained in the Range Statement following.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Plan and activate evidence collection	1.1 <i>Evidence</i> requirements are researched to establish the type and standard of evidence and <i>resources</i> required when the size of investigation and/or type of offence/s require this. 1.2 Approval to commence investigation is obtained in accordance with organisational policy and procedures. 1.3 Plan of action is agreed in accordance with organisational policy and procedures, and communication and review processes are established. 1.4 Evidence recording process is put in place in accordance with organisational guidelines and legislative requirements.
2. Identify persons of interest	2.1 Possible witnesses are identified, located and contacted to request that they provide information. 2.2 Particulars of witness/es are documented according to correct evidentiary procedures. 2.3 <i>Responsible parties</i> are identified, located and their <i>particulars</i> are recorded in accordance with correct evidentiary procedures. 2.4 Responsible parties are contacted for interview in accordance with organisational procedures and legislative requirements, and informed of the nature of the investigation, if required by law.
3. Collect and store evidence	3.1 <i>Authority to search</i> is obtained/verified, involving other organisations where necessary. 3.2 Evidence is identified, <i>collected, labelled</i>, recorded and preserved according to exhibit management principles for later use in proceedings. 3.3 Evidence is <i>managed</i> in accordance with the principles of continuity of possession, <i>legislation and standards</i>. 3.4 Corroboratory evidence is collected, documented and preserved. 3.5 <i>Expert</i> skills and knowledge are accessed when necessary to

ELEMENT	PERFORMANCE CRITERIA
	further assist staff in areas where they cannot or are not authorised to act.
	3.6 Constant review is implemented during evidence collection to enable gaps and inadequacies to be addressed in accordance with organisational policy and procedures.
4. Summarise and report on evidence	4.1 Verbal and written summaries/ reports are made in accordance with legislative and organisational requirements.
	4.2 Outcomes of investigation are entered into data management systems according to organisational guidelines.

Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Skill requirements

Look for evidence that confirms skills in:

- organising and problem solving
- liaising and negotiating
- communicating with people from diverse backgrounds
- responding to diversity, including gender and disability
- making comparisons and exercising judgment about facts in written materials
- report writing using formal structures and language
- applying public sector standards and legislation such as occupational health and safety and environment in the context of gathering and managing evidence

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- rules of evidence relevant to the jurisdiction
- evidence legislation relevant to the jurisdiction
- legislation which contains the offence/s under investigation
- document management systems
- exhibit management principles
- organisational policies, guidelines and regulations
- equal employment opportunity, equity and diversity principles
- public sector legislation such as occupational health and safety and environment relating to gathering and management of evidence

Evidence Guide

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms consistency of performance in gathering and managing evidence.

This will include evidence of:

planning for, collecting, storing and reporting on evidence (including through interview) for at least three actual or simulated situations on three separate occasions or for three different situations/contexts

adhering to legal, ethical and organisational requirements relating to gathering and managing evidence.

Context of specific resources for assessment

Assessment must ensure access to a real or simulated workplace environment that closely resembles normal work practice and replicates the range of conditions likely to be encountered while gathering and managing evidence, including coping with difficulties, irregularities and breakdowns in routine.

Access is required to resources such as:

- applicable legislation, policies and procedures
- case studies and workplace scenarios to capture the range of requirements for situations likely to be encountered

Method of assessment

Assessment methods suitable for valid and reliable assessment of this unit of competency may include, but are not limited to, a combination of 2 or more of:

- case studies
- demonstration
- observation
- written or oral questions
- scenarios
- simulation or role plays
- authenticated evidence from the workplace and/or training courses

Guidance information for assessment

Assessment methods should reflect workplace demands, such as literacy, and the needs of particular groups, such as:

- people with disabilities
- people from culturally and linguistically diverse

backgrounds

- Aboriginal and Torres Strait Islander people
- women
- young people
- older people
- people in rural and remote locations

Range Statement

The Range Statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The Range Statement also provides a focus for assessment. It relates to the unit as a whole. Text in ***bold italics*** in the Performance Criteria is explained here.

Evidence may include:

- real, oral, computer data or documentary
- photographic or video
- new evidence which results in reopening an investigation
- requirements identified in an evidence guide or evidence matrix

Establishing resource requirements may require:

- an estimate of the costs of gathering evidence

Responsible parties may include:

- suspects
- alleged offenders
- obligation holders
- employers
- principal contractors
- owners
- operators

Particulars of responsible parties may include:

- personal details
- identification of assets and entitlements for criminal or civil recovery purposes

Authority to search may include:

- warrant already issued
- no requirement for search warrant under powers of enabling legislation
- affidavit
- confirming the legal basis for the search and seizure

- appropriate information to ground a warrant
 - requirement to obtain search/seizure warrant before proceeding
 - organisational approval/s to undertake search and seizure
 - completion/submission of organisational documents relating to planned search and seizure
 - the need for assistance from other agencies/jurisdictions
 - referral to other agencies
- Evidence collection*** may include:
- voluntary submission
 - acquisition through legislative powers
 - following new lines of inquiry suggested during the process of gathering evidence
 - cautions
 - safeguards
- Labelling of evidence*** may include:
- date
 - time
 - location
 - details of person/s giving the evidence
 - person/s collecting the evidence
- Evidence management*** may include:
- systematic recording (such as dating and numbering)
 - indexing and labelling system
 - using written or electronic database systems
 - referral to prosecution organisations at any stage
 - constant reviews during an investigation
 - restricting access to evidence
 - and must follow the principals of chain of evidence/rules of evidence
- Legislation and standards*** may include:
- relevant Commonwealth/State/Territory legislation and guidelines
 - ethical and conduct standards
 - judicial standards which must be followed in evidence collection to ensure the continuity of possession and admissibility of the evidence
 - organisational policies and procedures
- Expert skills and knowledge*** may include:
- police, other law enforcement agencies
 - private provider
 - standards setting organisation
 - input such as:
 - search warrant
 - surveillance

Reports may be:

- scientific analysis
- to finalise case
- to inform team members and management
- to refer to other sections or organisations
- to prepare for final summation in proceedings
- edited and security coded for a particular audience

Unit Sector(s)

Not applicable.

Competency field

Regulatory.

SIRXCLM402 Manage store facilities

Modification History

The version details of this endorsed unit are in the table below. The latest information is at the top.

Release	Comments
First Release	This is a revised unit, based on and equivalent to SIRXCLM002A Manage store facilities.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to manage store facilities in a retail environment. It involves managing the store maintenance and housekeeping program, negotiating and monitoring maintenance contracts, and identifying and locating facilities requirements.

The unit covers the application of store policies and relevant legislation to the planning, coordination and implementation of activities associated with monitoring and maintaining premises, fittings, fixtures and equipment in a retail environment.

Application of the Unit

This unit applies to staff with managerial responsibility in a retail environment.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-Requisites

Nil

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

Element	Performance Criteria
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.
1. Manage store maintenance program.	1.1. Monitor and maintain premises, fittings, fixtures and equipment, according to <i>store policy and procedures</i> and <i>relevant legislation</i>. 1.2. Identify deficiencies in store maintenance procedures and take remedial action as required. 1.3. Obtain <i>expert or specialist advice</i> as required, according to store policy. 1.4. Initiate contingency plan within scope of authority in the event of maintenance problems.
2. Manage retail equipment maintenance.	2.1. Develop and implement procedures to ensure retail equipment is maintained according to store policy. 2.2. Monitor and implement maintenance program for retail equipment, according to manufacturer design specifications and store policy. 2.3. Identify and rectify equipment faults where possible, without undue delay. 2.4. <i>Report</i> equipment faults or failures, according to service agreements and store policy.
3. Negotiate maintenance contracts.	3.1. Negotiate maintenance <i>contracts</i> with contractors and suppliers according to store policy and procedures. 3.2. Negotiate and implement contract terms and conditions to maximise benefits for the store, and communicate to <i>relevant personnel</i>. 3.3. Monitor maintenance procedures to ensure products and tasks meet contract specifications.
4. Identify facilities and space requirements.	4.1. Identify facilities and space requirements to reflect business needs and volume, according to store policy and budget requirements. 4.2. Locate suitable facilities and space to facilitate expansion or change of use in line with store policy and procedures. 4.3. Consult, as required, with senior manager or business owner to determine optimum strategy for store space and location.

- 4.4. Maximise use of space, with consideration to existing configuration, to optimise the merchandising of existing and incoming stock.

Required Skills and Knowledge

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

Required skills

- communication and interpersonal skills to:
 - ask questions to identify and confirm requirements
 - ensure listening and understanding
 - negotiate contracts and relay contractual requirements to staff
 - obtain expert or specialist advice
 - report faults
 - share information
 - use and interpret non-verbal communication
 - use language and concepts appropriate to cultural differences
- negotiation skills to negotiate maintenance contracts with contractors and suppliers
- literacy and numeracy skills to:
 - apply accounting processes and record data
 - develop, document and record procedures
 - estimate measurements and volumes
 - maintain records
 - read and interpret manufacturer instructions
 - work within a budget

Required knowledge

- store policy and procedures in regard to:
 - maintenance of store facilities
 - maintenance of retail equipment
- maintenance contract terms and options
- contract specifications
- relevant legislation and statutory requirements relating to managing store facilities, including:
 - work health and safety (WHS) legislation
 - food safety legislation and regulations
- relevant industry codes of practice relating to managing store facilities
- principles and techniques in:

- monitoring performance of contracts
- negotiating, in particular contract negotiation
- interpersonal communication

Evidence Guide

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.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- plans, coordinates and implements activities associated with monitoring and maintaining premises, fittings, fixtures and equipment according to store policy and procedures
- initiates contingency plans in response to maintenance problems as required
- proactively negotiates, monitors and implements maintenance contracts according to store policy and procedures
- identifies and uses space and facilities effectively
- evaluates and reports on effectiveness of maintenance contracts.

Context of and specific resources for assessment

Assessment must ensure access to:

- a retail work environment
- relevant documentation, such as:
 - maintenance contracts
 - store policy and procedures on maintenance of facilities, and contract negotiation
 - relevant legislation and statutory requirements
 - WHS
 - legislation and industry codes of practice
- a team
- equipment and technology.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- observation of performance in the workplace
- case study or research report
- written or verbal questioning to assess knowledge and understanding

- review of portfolios of evidence and third-party workplace reports of on-the-job performance.

Guidance information for assessment Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Range Statement

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 individual, accessibility of the item, and local industry and regional contexts) may also be included.

<i>Store policy and procedures</i> in regard to:	• store maintenance • facilities management • reporting mechanisms • WHS • food safety.
<i>Relevant legislation</i> may include:	• federal, state or territory and local legislation • food safety regulations • WHS.
<i>Expert or specialist advice</i> may be sought regarding:	• point-of-sale terminals • EFTPOS terminals • computers, scanners and printers • pricing equipment • electronic bar coding equipment • portable data entry • electronic ordering equipment • wrapping and packing equipment • equipment for carrying or moving merchandise • equipment for storage of merchandise, including refrigerators • weighing machines • thermometers • security tag systems • trolley return equipment • fixtures and fittings • food preparation equipment.
Faults may be <i>reported</i> :	• verbally • in writing • by email • to service personnel

- to contractors
 - to relevant managers
 - to supervisor.
- Contracts:**
- may be negotiated internally and externally
 - may involve:
 - quality standards
 - building maintenance services
 - cleaning
 - security
 - electrical services
 - plumbing services
 - equipment maintenance.
- Relevant personnel** may include:
- managers
 - supervisors
 - specialist staff.

Unit Sector(s)

Cross-Sector

Competency Field

Cleaning and Maintenance

SIRXEBS001A Acquire and retain online customers

Modification History

The version details of this endorsed unit are in the table below. The latest information is at the top.

Release	Comments
Second Release	Editorial updates

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required by a retail or wholesale business to enhance customer sales and relationships through adoption of an online strategy.

Application of the Unit

This unit applies to team members who perform market analysis and establish data collection and processing tools to determine current and future online service and sales strategies for maximising sales and service delivery and online customer retention.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-Requisites

Nil

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

Elements	Performance Criteria
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.
1. Develop an electronic sales strategy.	1.1.Determine online <i>sales strategy</i> . 1.2.Confirm performance indicators for online sales strategy. 1.3.Set online sales budget. 1.4.Establish <i>mechanisms to collate and report</i> online sales data. 1.5.Maximise conversion of <i>customer contact</i> into improved sales through an online sales strategy.
2. Develop an electronic service strategy.	2.1.Establish impact of online service strategy on market share. 2.2.Assess impact of service strategy on <i>suppliers</i> . 2.3.Assess appropriateness of the existing product and service profile and range as part of the online service strategy. 2.4.Determine means to acquire <i>customers</i> online. 2.5.Determine means to improve retention of <i>online customers</i> . 2.6.Establish revenue benefits of an online service strategy. 2.7.Determine means to use <i>information and communication technologies</i> to improve customer satisfaction.
3. Optimise retail web presence.	3.1.Integrate sales and service strategies. 3.2.Confirm customer segments. 3.3.Determine personal preferences and needs of customers within market segment on an ongoing basis. 3.4.Establish pricing rules for online products and services. 3.5.Ensure web presence attracts target customers. 3.6.Construct <i>web presence</i> and systems to permit customer preferences and needs to be determined in an ongoing manner.
4. Build relationships with online customers.	4.1.Analyse customer relationship management systems and models. 4.2.Manage online relationships to retain customers. 4.3.Manage sales and service strategies to reinforce relationships with online customers. 4.4.Collect <i>diagnostic data</i> to support the delivery of services to meet customer behaviours and expectations. 4.5.Share <i>strategic data</i> on customer behaviour with vendors and web designers.

4.6.Optimise loyalty of online customers.

Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Required skills

- analytical skills to:
 - determine online customer preferences and needs
 - seek out value adding opportunities
 - identify special events and anticipating customer demands
- planning and management skills to:
 - benchmark the positioning of major competitors for online sales and services
 - establish systems to measure the ability of online strategies to meet specific customer requests and preferences
 - implement joint online sales and service plans with business partners
 - develop online sales and service reports
 - provide recommendations for improving online sales and service
- literacy and numeracy skills to:
 - interpret diagnostic and strategic marketing data
 - generate reports

Required knowledge

- customer relationship management systems
- data collection and processing technologies, techniques and tools
- means to share data with suppliers and business partners, according to legal provisions and business policies
- impact of sales and service systems on operational cost efficiencies
- impact of online customer retention and retrieval strategies on revenue
- analysis and reporting requirements for a range of online customer sales and service strategies
- strategies that reinforce online service relationships
- business policy and procedures that can hinder capacity of online systems to meet customer preferences
- relevant privacy, world wide web standards, commercial law and legislation

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the

performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- sales and service targets are set according to all factors affecting online markets and product or service delivery
- online market share is determined and maximised through implementation of agreed strategy
- accurate and careful research on the basis for online positioning
- analysis of the impact of web presence on business relationships
- online sales and service strategy designed to maximise customer retention and brand loyalty
- online customers preferences are identified
- establishes data collection and processing tools and techniques that can determine current and future online service and sales strategies.

Context of and specific resources for assessment

Assessment must ensure access to:

- a real or simulated work environment
- relevant documentation, such as:
 - business and marketing plans
 - industry codes of practice
 - information and performance data on existing business model and IT infrastructure
- information on:
 - markets
 - competitors
 - products and services
 - suppliers
 - new technology.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- observation of performance in the workplace
- a role play
- a research report
- third-party reports from a supervisor
- customer feedback
- written or verbal questioning to assess knowledge and understanding
- review of portfolios of evidence and third-party workplace reports of on-the-job performance.

Guidance information for assessment

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Range Statement

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 in the performance criteria is detailed below.

Sales strategy may vary according to:

- product or service range
- marketing focus
- target market
- duration of campaign
- business policy and procedures in regard to selling products and services
- form of web presence and level of e-commerce readiness
- current and emerging applications and technology
- territory coverage
- industry codes of practice
- market position
- planning cycles and timing
- cost and price analysis.

Mechanisms to collate and report online sales data may include:

- online traffic monitors
- online customer registration
- inventory tracking
- online customer account management.

Customer contact may occur

- email
- post

via:

- newsletters
- telephone
- face-to-face.

Arrangements with **suppliers** may relate to:

- commercial enterprises
- public agencies or organisations
- governments
- community and not-for-profit organisations
- internal
- delivery of products
- provision of services
- maintenance and support agreements
- leasing agreements and consultancies
- research and development.

Customers may include:

- new or repeat contacts
- internal and external contacts
- customers with routine or special requests
- people from a range of social, cultural and ethnic backgrounds and with varying physical and mental abilities
- business customers or individuals
- domestic or international customers.

Means to retain or acquire **online customers** may include consideration of:

- retention campaigns and programs
- resource planning
- sales strategies
- pricing strategies
- promotion and distribution strategies
- retention and loyalty programs
- web search and access relationships
- competitor activities
- online customer preferences and buying behaviours.

Information and communication technologies may include:

- personal computers or terminals (stand-alone or networked)
- scanning equipment
- bar coding equipment
- point-of-sale terminals
- hand-held equipment
- software, including:
 - word processing
 - databases
 - spreadsheets
 - financial

- inventory
 - electronic data interchange (EDI).
 - website
 - advertising
 - web search and access relationships
 - referring links
 - email.
- Web presence** may include:
- qualitative
 - quantitative.
- Diagnostic data** may be:
- Strategic data** may include:
- response times
 - scalability
 - traffic
 - security
 - customer demographics
 - customer confidence
 - customer expectations.

Unit Sector(s)

Cross-Sector

Competency field

E-Business

SIRXFIN004A Manage financial resources

Modification History

The version details of this endorsed unit are in the table below. The latest information is at the top.

Release	Comments
Second Release	Editorial updates

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to develop and implement financial control systems. It involves controlling cost and budget, maintaining store accounting systems and developing and negotiating budget allocations.

Application of the Unit

This unit applies to personnel with managerial responsibility who maintain accurate accounting systems to successfully negotiate, develop and implement store budgets, and analyse and report on income and expenditure against budget targets, according to store policy and procedures.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-Requisites

Nil

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

Element	Performance criteria
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.
1. Control costs.	1.1. Implement cost reduction measures according to <i>store policy and procedures</i>. 1.2. Assess and interpret <i>information</i> on costs and <i>resource</i> allocation. 1.3. Encourage <i>team members</i> actively to control costs in their areas of responsibility. 1.4. Promptly implement recommendations for improving cost reduction or <i>communicate</i> to <i>relevant personnel</i>.
2. Control budget.	2.1. Monitor and maintain expenditure within budget targets according to store policy. 2.2. Compare actual income and expenditure to budget targets at regular intervals, according to store policy. 2.3. Monitor, analyse and compare gross profit and loss figures by department or section and store, with budget targets. 2.4. Monitor and analyse net profit figures, including floor space profitability, according to budget targets. 2.5. Monitor and analyse stock turnover figures according to budget targets. 2.6. Promptly inform relevant personnel, where potential occurs for budget under or overspend. 2.7. Take prompt corrective action where significant deviations from budget occur. 2.8. Negotiate necessary changes or allocations to agreed budget in advance of requirement. 2.9. Ensure modifications to existing budgets are authorised according to store policy.
3. Propose expenditure.	3.1. Ensure estimates of costs and benefits are supported by valid, relevant information. 3.2. Ensure final recommendations are supported by realistic alternatives and contain accurate, clear <i>proposals</i>. 3.3. Ensure recommendations clearly indicate net benefits over designated timeframe and related changes in operations. 3.4. Clarify contentious issues by further explanation.

- 3.5. Compare estimates to actual costs and benefits to improve future proposals.
4. Maintain store accounting systems.
 - 4.1. Manage and maintain store policy and procedures in regard to **record-keeping systems**.
 - 4.2. Monitor and maintain store systems for recording sales figures, revenue and expenditure.
 - 4.3. Monitor and maintain systems for recording and retrieving financial, personnel and payroll information as required by store policy.
5. Prepare store sales budgets.
 - 5.1. Maintain store policy and procedures in regard to preparation of **budget or target figures**.
 - 5.2. Compare, analyse, document and report budget and actual sales revenue and expenditure figures, according to budget targets and store policy.
 - 5.3. Maintain accurate records on past sales budgets or targets according to store policy.
 - 5.4. Present proposed budgets or targets accurately and concisely.
 - 5.5. Justify variations to proposed targets and report according to store policy.
6. Negotiate budgets.
 - 6.1. Conduct budget negotiations within a set timeframe and in a manner likely to promote good relationships.
 - 6.2. Ensure budget negotiations reflect the overall store policies and objectives relevant to the manager's area of responsibility.
 - 6.3. Seek clarification, where areas of uncertainty or disagreement occur.
 - 6.4. Inform all relevant personnel promptly of budget decisions.
 - 6.5. Present proposals clearly, concisely, in an appropriate form, and emphasising benefits to store operation.

Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Required skills

- interpersonal skills to:
 - encourage team members to control costs
 - provide information to relevant personnel where potential occurs for budget under or overspend
 - negotiate budgets and provide information on budget decisions through clear and direct communication
 - ask questions to identify and confirm requirements

- use language and concepts appropriate to cultural differences
- use and interpret non-verbal communication
- time management skills to prepare, negotiate and complete budgets within set timeframes
- literacy and numeracy skills to:
 - write and present reports
 - compile and analyse budgetary figures

Required knowledge

- store policy and procedures in regard to:
 - financial management
 - resource utilisation
- store revenue
- capital and overhead costs
- interest rates
- pricing policies, including GST requirements
- cost of stock, materials and equipment
- staffing costs
- operational costs
- principles and techniques in:
 - interpersonal communication
 - monitoring resource utilisation and costs
 - analysing efficiency and effectiveness
 - cost-benefit analysis
 - differential analysis
 - risk analysis

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- consistently negotiates, develops and implements store budgets according to store policy and procedures
- monitors, analyses and reports on income and expenditure against budgets according to store policy and procedures
- manages and maintains accurate accounting systems according to store policy and procedures
- develops and maintains store policy and procedures in

	regard to store sales budgets or targets.
Context of and specific resources for assessment	Assessment must ensure access to: • a retail work environment • store or sample policy and procedures in regard to financial management • an accounting system • budgetary information • a team involved in budget control.
Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • observation of performance in the workplace • third-party reports from a supervisor • research project • written or verbal questioning to assess knowledge and understanding • review of portfolios of evidence and third-party workplace reports of on-the-job performance.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Range Statement

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 in the performance criteria is detailed below.

<i>Store policy and procedures</i> in regard to:	• financial management • reporting mechanisms.
<i>Information</i> may include:	• resource utilisation • capital and overhead costs • interest rates • stock, materials and equipment • staffing levels • operational costs.
<i>Information</i> may be obtained by:	• direct observation • written reports • numerical data.
<i>Resources</i> may include:	• people

- materials
 - equipment and technology
 - finances
 - time.
- Team members** may include:
- full-time, part-time, casual or contract staff
 - people from a range of social, cultural and ethnic backgrounds
 - people with varying degrees of language and literacy levels.
- Communication** may be:
- formal and informal
 - with individuals or groups
 - written, faxed, emailed or spoken.
- Relevant personnel** may include:
- relevant managers
 - supervisor
 - team leader.
- Proposals** may include:
- profitability
 - productivity
 - quality of service
 - environmental impact
 - working conditions
 - working relationships
 - team motivation
 - long-term goals
 - short-term goals.
- Record keeping systems** may include:
- manual
 - computerised.
- Budget or target figures** may encompass:
- sales
 - cash flow
 - net profit
 - payroll
 - staff expenditure
 - capital
 - maintenance
 - advertising and promotion.

Unit Sector(s)

Cross-Sector

Competency field

Finance

SIRXFIN201 Balance and secure point-of-sale terminal

Modification History

The version details of this endorsed unit are in the table below. The latest information is at the top.

Release	Comments
First Release	This is a revised unit, based on and equivalent to SIRXFIN001A Balance point-of-sale terminal.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to balance and reconcile a register or terminal in a retail environment. It involves clearing the register, counting money, calculating non-cash transactions, and reconciling and recording takings.

The unit requires the application of store policy and procedures in undertaking those tasks.

Application of the Unit

This unit applies to frontline retail staff working under some supervision.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-Requisites

Nil

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

Element	Performance Criteria
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.
1. Balance and secure takings from register or terminal.	1.1.Perform <i>register or terminal</i> balance at designated times according to <i>store policy and procedures</i> . 1.2.Separate cash float from takings prior to balancing procedure and secure according to store policy. 1.3.Supply change to register or terminal according to store policy. 1.4.Obtain and interpret register or terminal reading or print-out. 1.5.Secure cash and <i>non cash documents</i> according to store security policy and procedures.
2. Reconcile takings.	2.1.Count cash accurately. 2.2.Calculate non cash documents accurately. 2.3.Determine balance between register or terminal reading and sum of cash and non cash transactions. 2.4.Report discrepancies between register or terminal reading and sum of cash and non cash transactions to <i>relevant personnel</i> according to store policy. 2.5.Record store and individual department takings and file <i>records</i> according to store policy.

Required Skills and Knowledge

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

Required skills

- literacy and numeracy skills to:
 - balance the register or terminal
 - count cash
 - calculate non-cash transactions
 - calculate discrepancies between reported and actual takings
 - complete documentation

- interpret documentation
- report on takings
- planning and organising skills to complete tasks in a set timeframe
- technology skills to operate register or terminal

Required knowledge

- cash and non-cash handling procedures, including:
 - balancing point-of-sale terminal
 - calculating non-cash documents
 - change required and denominations of change
 - clearance of terminal and transference of tender
 - counting cash
 - credit and returns
 - credit cards
 - EFTPOS
 - gift vouchers
 - lay-by
 - maintenance of cash float
 - opening and closing point-of-sale terminal
 - recording takings
 - security of cash and non-cash transactions
- store policy and procedures in regard to:
 - cash float
 - operation of equipment used at register or terminal
 - register or terminal balance
 - security of cash and non-cash transactions

Evidence Guide

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.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- operates register or terminal equipment according to manufacturer instructions and store policy
- applies store policy and procedures in regard to handling cash and removing takings from register or terminal
- applies store policy and procedures in regard to cash float

	• applies store policy and procedures in regard to reading registers and recording information • processes documentation and records responsibly and according to store policy and procedures • reconciles takings according to store policy and procedures.
Context of and specific resources for assessment	Assessment must ensure access to: • a real or simulated retail work environment • relevant documentation, such as: • financial transaction dockets, slips and invoices • sample debit card and credit card vouchers • recording and tally sheets • store policy and procedure manuals in regard to register or terminal balance • register or terminal and related equipment.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • observation of performance in the workplace • role play • written or verbal questioning to assess knowledge and understanding • review of portfolios of evidence and third-party workplace reports of on-the-job performance.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • SIRXCCS201 Apply point-of-sale handling procedures • SIRXRSK201 Minimise loss.

Range Statement

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 individual, accessibility of the item, and local industry and regional contexts) may also be included.

Register or terminal may be:

- cleared at intervals during or at close of trading
- cleared by operator or specialist staff
- electronic

- Store policy and procedures*** in regard to:
- manual.
 - cash handling
 - register or terminal balance
 - security.
- Non-cash documents*** may relate to:
- cash on delivery (COD)
 - cheques
 - credit cards
 - customer credit ratings
 - customer refunds
 - gift vouchers
 - hire-purchase
 - lay-by.
- Relevant personnel*** may include:
- manager
 - supervisor
 - team leader.
- Records*** may be:
- electronic
 - manual.

Unit Sector(s)

Cross-Sector

Competency Field

Finance

SIRXINV004A Buy merchandise

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to buy merchandise in a retail environment. It involves analysing the market, planning the product range, establishing supplier relationships, negotiating supply of goods, introducing the product range, maximising profit and rationalising stock.

Application of the Unit

Application of the unit

This unit requires the consistent application of store policy and legislative requirements in regard to market analysis, planning merchandise and service ranges, procurement and rationalisation of stock, maintenance of supplier relations, quality control and staff merchandise training. The team member is required to recognise known and unknown loss and how it affects buying and ordering patterns, and to interpret and apply market trends to the store situation to create opportunities to improve sales and service while maximising profits.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

Nil

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

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

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Analyse market.	1.1 Identify and analyse <i>store merchandise and marketing policy and procedures</i>. 1.2 Monitor <i>customer requirements</i> formally and informally in order to evaluate market trends and customer needs. 1.3 Research new products and services. 1.4 Identify, evaluate, implement and review opportunities to improve sales. 1.5 Monitor <i>merchandise range</i> to identify the demand for individual items and seasonal variations. 1.6 Monitor market competition.

ELEMENT	PERFORMANCE CRITERIA
2 Analyse factors affecting stock levels and range requirements.	2.1 Apply mathematical calculations to measure analyse and report on existing and potential stock loss and dissipation and its impact on business operations. 2.2 Analyse store or department sales figures to determine contribution rates of product lines. 2.3 Determine store or department space requirements and brand product mix according to store policy. 2.4 Determine future directions for merchandise ranges according to store policy.
3 Plan merchandise ranges.	3.1 Develop and implement buying plan according to outcomes of analysis and store policy. 3.2 Determine future directions for merchandise ranges according to store policy. 3.3 Liaise with relevant personnel to coordinate promotional and marketing activities. 3.4 Analyse store or department sales figures to determine contribution rates of product lines. 3.5 Determine investment levels with reference to previous years' sales figures, predicted demand and projected gross profit. 3.6 Identify and act upon contribution improvement opportunities. 3.7 Determine store or department space requirements and brand product mix according to store policy. 3.8 Determine stock levels according to peak seasons, special events and supplier lead time. 3.9 Analyse, evaluate and amend merchandise range and sources of supply according to management, staff and customer feedback.
4 Establish supplier relations.	4.1 Develop cooperative relationships with supplier representatives according to store policy. 4.2 Continuously review existing suppliers in regard to quality, profitability, service and delivery status. 4.3 Identify new suppliers and delete existing suppliers according to performance indicators.

ELEMENT	PERFORMANCE CRITERIA
5 Negotiate supply of goods.	5.1 Negotiate and implement arrangements with suppliers according to store policy and procedures, and communicate to relevant personnel. 5.2 Authorise special pricing arrangements and customer payment agreements and communicate to relevant staff and management personnel according to store policy. 5.3 Monitor records of suppliers and stock for accuracy and legibility and take appropriate action where necessary. 5.4 Identify market factors affecting supply and communicate to relevant personnel. 5.5 Convey complete and accurate records of negotiations and agreements to relevant personnel within designated timelines. 5.6 Take immediate corrective action where potential or actual problems with supply are indicated. 5.7 Identify and develop new suppliers to maintain and improve sales and service delivery. 5.8 Analyse, evaluate and amend stock range and source of supply according to management, staff and customer feedback.
6 Monitor quality control.	6.1 Establish merchandise quality standards with suppliers according to legal requirements, customer requirements and store policy. 6.2 Monitor and ensure quality of merchandise during supply, manufacture and delivery processes. 6.3 Record and analyse stock return figures against target figure.
7 Introduce product ranges.	7.1 Inform relevant personnel of new product ranges and advise on preferred location of merchandise. 7.2 Implement staff training in product knowledge to introduce product range. 7.3 Demonstrate or display new ranges to staff according to store merchandising plan.

ELEMENT	PERFORMANCE CRITERIA
8 Maximise profit.	8.1 Calculate or estimate individual product range contributions against budget and targets. 8.2 Develop and implement product range assessment checks against budget and targets. 8.3 Calculate or estimate overall selling space contributions according to store merchandising plan. 8.4 Maximise profit margins in negotiations with suppliers. 8.5 Determine store pricing policies according to stated net profit margin in store merchandising plan and consumer law. 8.6 Negotiate specifications for <i>terms of trade</i>.
9 Rationalise stock.	9.1 Review and update stock range at regular intervals. 9.2 Identify stock lines to be deleted and take action to minimise adverse effect on profit. 9.3 Consolidate stock as required to maximise sales potential.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- evaluating and analysing:
 - market trends and projections
 - sales figures and investment levels
 - space requirements
- negotiation skills
 - interpersonal communication skills to:
 - liaise with relevant personnel
 - establish supplier relationships, negotiate supply of goods
 - provide information and training on product range
 - provide feedback and coaching through clear and direct communication

REQUIRED SKILLS AND KNOWLEDGE

- ask questions to identify and confirm requirements
- give instructions
- use language and concepts appropriate to cultural differences
- use and interpret non-verbal communication
- group presentation skills
- report writing
- using and applying technology, including electronic data interchange
- literacy and numeracy skills in relation to:
 - developing pricing policies
 - calculating and estimating product range contributions
 - calculating the cost of stock loss and dissipation
 - analysing stock figures.

The following knowledge must be assessed as part of this unit:

- store policy and procedures in regard to:
 - marketing
 - buying
 - profit margins
 - quality control
 - stock inventory levels: current and future
 - stock location and allocated areas
- staff product knowledge training
- industry and store information, including:
 - market needs
 - range of merchandise available
 - market competition
 - existing and possible new suppliers
 - channels of distribution
- relevant legislation and statutory requirements
- relevant industry codes of practice
 - pricing procedures, including GST requirements.

Evidence Guide

EVIDENCE GUIDE

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- consistently applies store policy and procedures, industry codes of practice, statutory requirements and regulations in regard to buying, merchandising and marketing practices
- applies market analysis, planning, procurement and rationalisation of stock and merchandise and service ranges, maintenance of supplier relations and quality control
- interprets market trends and applies these to the store situation to create opportunities to improve sales and services, while maximising profits
- analyses market and plans the introduction of a product and service range
- identifies suppliers, negotiates supply of goods, rationalises stock and monitors quality control
- trains and communicates information to and from staff or team members in regard to stock and merchandise and service range.

Context of and specific resources for assessment

Assessment must ensure access to:

- a retail work environment
- relevant information and documentation, including:
 - store policy and procedures
 - legislation and statutory requirements
 - industry codes of practice
 - merchandise and supplier data.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- observation of performance in the workplace
- third-party reports from a supervisor
- customer feedback

EVIDENCE GUIDE

- written or verbal questioning to assess knowledge and understanding
- review of portfolios of evidence and third-party workplace reports of on-the-job performance.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically in the context of the job role and with other relevant units that make up the skill set or qualification.

Range Statement

RANGE STATEMENT

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 in the performance criteria is detailed below.

Store merchandise and marketing policies may include:

- store culture
- current market position
- target market.

Customer requirements may be monitored by:

- questionnaires
- surveys
- observation.

Merchandise range may include:

- existing stock
- new stock.

RANGE STATEMENT

Impact on business operations may include:

- buying
- ordering patterns
- planning
- budgeting.

Relevant personnel may include:

- frontline staff
- relevant managers
- supervisor
- team leader
- specialist staff.

Feedback may be sought and given:

- verbally
- in writing
- in groups
- individually.

Performance indicators may include:

- price
- quality
- performance
- supply reliability
- merchandise range.

Negotiation process may include:

- face-to-face
- correspondence
- meetings
- telephone or electronic media.

Pricing arrangements may include:

- cash on delivery (COD)
- cheque
- credit card
- invoice
- GST.

Market factors may include:

- fashion trends

RANGE STATEMENT

- product availability
- sales performance.

Legal requirements may include:

- sale of second-hand goods
- Trade Practices and Fair Trading Acts
- licence, patent or copyright arrangements
- pricing procedures, including GST requirements.

Staff training may include:

- on-the-job
- off-the-job
- one-on-one coaching
- any combination of the above.

Staff may include:

- full-time, part-time, casual or contract staff
- people from a range of social, cultural and ethnic backgrounds
- people with varying degrees of language and literacy levels.

Terms of trade may include:

- special buys
- payment terms
- promotional deals with supplier.

Stock lines may be **deleted** due to:

- changes in store policy and culture
- sales performance
- customer requirements
- fashion trends
- product availability
- problems with supply.

Methods to **consolidate stock** may include:

- movement of stock between departments or stores.

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Inventory

SIRXINV005A Control inventory

Modification History

The version details of this endorsed unit are in the table below. The latest information is at the top.

Release	Comments
Second Release	Editorial updates

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to control inventory in a retail environment. It involves managing receipt, dispatch and storage of merchandise, and managing stock control.

Application of the Unit

This unit applies to team members at a supervisory level who plan, coordinate and implement activities associated with the receipt, dispatch, storage and movement of merchandise. This includes observing maintenance procedures for storage areas and equipment, according to store policy and procedures and relevant legislation.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-Requisites

Nil

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

Element	Performance criteria
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.
1. Manage receipt, dispatch and storage of merchandise.	1.1.Receive, dispatch and store merchandise according to <i>store policy and procedures</i>. 1.2.Determine cost-effective and efficient methods for goods movement according to store policy. 1.3.Implement maintenance procedures for storage areas and <i>equipment</i> according to store policy.
2. Manage stock control.	2.1.Implement store policy and procedures in regard to <i>stock control</i> and inventories. 2.2.Establish and implement store procedures to monitor and control stock levels. 2.3.Maintain budgeted stock levels. 2.4.Establish and implement stocktaking procedures. 2.5.Establish and implement <i>contingency plans</i> in regard to stock delivery times. 2.6.Document and prepare accurate <i>reports</i> on stock inventories.

Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Required skills

- technical skills to use electronic recording equipment
- time management skills to maintain stock levels according to store policy and procedure requirements
- literacy and numeracy skills to:
 - maintain stock control reports and documentation
 - process orders
 - maintain delivery and supply records
 - maintain stock distribution records
 - maintain stock recording systems

- analyse data
- prepare and present reports

Required knowledge

- store policy and procedures in regard to:
 - receipt of goods from suppliers
 - dispatch of goods
 - shrinkage prevention
 - waste controls
 - safety controls
 - secure storage in an appropriate environment
 - equipment used to move stock
- store systems and equipment for stock recording and control
- inventory control
- storage security
- licensing requirements for operating moving equipment (if applicable)
- relevant legislation and statutory requirements
- relevant industry codes of practice
- Work Health and Safety (WHS) legislation and codes of practice

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- plans, coordinates and implements activities associated with receipt, dispatch, storage and movement of merchandise according to store policy and procedures, including OHS policies and guidelines
- implements maintenance procedures for storage areas and equipment according to store policy
- plans, coordinates and implements activities associated with stock control, including:
 - monitoring and controlling stock levels
 - establishing and maintaining stocktaking procedures
 - documenting and reporting on inventories according to store policy and procedures.

Context of and specific resources for assessment

Assessment must ensure access to:

- a retail work environment
- relevant documentation, such as:
 - store policy and procedures on inventory control
 - legislation and statutory requirements
 - industry codes of practice
 - WHS legislation and codes of practice
- access to:
 - a stock control system
 - stock control equipment
 - a team.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- observation of performance in the workplace
- third-party reports from a supervisor
- written or verbal questioning to assess knowledge and understanding
- review of portfolios of evidence and third-party workplace reports of on-the-job performance.

Guidance information for assessment

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Range Statement

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 in the performance criteria is detailed below.

Store policy and procedures in regard to:

- receipt of goods from suppliers
- dispatch of goods
- shrinkage prevention
- waste controls
- safety controls
- secure storage
- stock control and inventories.

Equipment may include:

- electronic bar coding equipment
- weighing machines
- thermometers

- climate control
 - cold storage units
 - storage fixtures
 - trolley return equipment
 - portable data entry
 - cutting equipment
 - protective clothing.
- Stock control*** may include:
- stocktaking
 - monitoring stock levels
 - cyclical counts
 - minimisation of out-of-date stock
 - quality control.
- Contingency plans*** may include:
- breakdowns
 - delays
 - floods
 - breakages.
- Reports*** may include:
- business documents
 - informal reports
 - stocktake reports.

Unit Sector(s)

Cross-Sector

Competency field

Inventory

SIRXMER303 Coordinate merchandise presentation

Modification History

The version details of this endorsed unit are in the table below. The latest information is at the top.

Release	Comments
First Release	This is a revised unit, based on and equivalent to SIRXMER002A Coordinate merchandise presentation.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to apply knowledge of store merchandising and pricing policy and standards to support and coordinate relevant frontline staff members and ensure that they arrange, present and label or price merchandise according to store requirements.

It also involves informing staff of store merchandise presentation requirements for sales, promotions and special events, and providing feedback to management in regard to improvement of store marketing and promotional activities.

Application of the Unit

This unit applies to frontline visual merchandisers who supervise sales and other staff implementing and maintaining displays according to store merchandising standards.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-Requisites

Nil

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

Element	Performance Criteria
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.
1. Instruct and coordinate staff.	1.1.Communicate and demonstrate store <i>display standards and requirements</i> to <i>staff</i>. 1.2.Identify occurrence and timing of promotions and special events and inform staff. 1.3.Identify items to be advertised or promoted, according to store merchandising policy and inform staff. 1.4.Identify appropriate timing for dismantling and disposing of displays and inform staff.
2. Supervise construction and maintenance of presentations.	2.1.Plan and coordinate promotions and special events as directed by management. 2.2.Plan and supervise construction and maintenance of <i>displays</i> in order to achieve balance and visual impact. 2.3.Ensure product or service <i>display information</i> accurately depicts product or service being promoted. 2.4.Ensure displays are completed according to required time schedule, with minimum disruption to <i>customer</i> service and traffic flow. 2.5.Ensure displays are constructed and maintained in a safe and secure manner. 2.6.Regularly monitor replenishment of merchandise and rotation of stock on store displays and take action as required.
3. Implement merchandise pricing.	3.1.Implement store policy and procedures in regard to pricing and ticketing. 3.2.Identify current prices for products and services and amend according to store policy. 3.3.Inform team members of price changes and current pricing policies.
4. Review merchandise presentations.	4.1.Evaluate promotions or special events against sales turnover and store presentation standards. 4.2.Evaluate merchandise presentation against sales turnover and store presentation standards. 4.3.Provide management with feedback in regard to improvement of

store marketing and promotional activities.

Required Skills and Knowledge

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

Required skills

- communication and interpersonal skills to:
 - give instructions
 - provide feedback to management through clear and direct communication
 - provide information to staff
 - share information
 - use and interpret non-verbal communication
 - use language and concepts appropriate to cultural differences
- literacy and numeracy skills to:
 - prepare machine or manual labels and tickets
 - present and price merchandise
 - read and interpret store policies and procedures
- observation skills to assess display and presentation compliance with visual merchandising standards
- technology skills to operate and maintain electronic labelling and ticketing equipment
- team leadership skills to:
 - instruct and support staff
 - supervise staff activities

Required knowledge

- availability and use of materials
- correct storage procedures for labelling and ticketing equipment and materials
- load-bearing capacity of fixtures and display areas
- location of display areas
- manufacturer specifications for the use of electronic labelling and ticketing equipment
- occurrence and timing of store promotions, including advertising, catalogues and special offers
- pricing procedures, including GST requirements
- principles and techniques of interpersonal communication skills
- principles of display and design
- procedure for accessing information and implementing price changes
- relevant industry codes of practice relating to coordinating merchandise presentation
- relevant legislation and statutory requirements relating to coordinating merchandise presentation, including Australian Consumer Law

- relevant work health and safety (WHS) legislation and codes of practice
- store policies and procedures in regard to:
 - efficient use of resources
 - merchandise range
 - merchandising, pricing and ticketing
 - minimum stock levels required
 - stock rotation and replenishment
 - storage of stock
- store promotional themes

Evidence Guide

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.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- implements and instructs staff regarding store display, merchandising, ticketing and pricing policies and procedures
- coordinates and monitors display, promotion and presentation of merchandise according to store policies and procedures and legislative requirements
- identifies products to be advertised or promoted according to store merchandising policies
- coordinates construction and maintenance of displays within time schedule set in regard to advertising, catalogues, special offers and in-store promotions in a safe and secure manner
- informs staff of pricing policies, promotions, special events, display standards and requirements, and timing for dismantling and disposing of displays
- evaluates and reports effectiveness of store merchandising and promotional activities to management and staff as required by store policies and procedures.

Context of and specific resources for assessment

Assessment must ensure access to:

- a real or simulated retail work environment
- pricing and ticketing equipment
- merchandise for display
- display materials and props
- relevant documentation, such as:
 - store policy and procedures manuals on merchandising
 - WHS requirements

- manufacturer instructions and operation manuals on electronic ticketing equipment
- legislation and statutory requirements
- industry codes of practice
- a work team.

Method of assessment A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- observation of performance in the workplace
- third-party reports from a supervisor
- customer feedback
- answers to questions about specific skills and knowledge.

Guidance information for assessment Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Range Statement

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 individual, accessibility of the item, and local industry and regional contexts) may also be included.

Display standards and requirements may include:

- maintaining existing displays
- safety
- setting up new displays
- ticketing and display signage.

Staff may be:

- from a range of social, cultural and ethnic backgrounds
- from within or outside own work team
- full-time, part-time, casual or contract.

Displays may be located in a variety of areas, including:

- fixtures on floor
- interior or exterior
- permanent or temporary
- publicly accessible areas
- shelves
- walls
- windows.

Display information may include:

- discount information
- price

- product brand
- special guarantees
- product characteristics, such as:
 - size
 - weight capacity
 - materials.

- Customers** may include:
- internal and external contacts
 - new or repeat contacts
 - people from a range of social, cultural and ethnic backgrounds
 - people with varying physical and mental abilities.

Unit Sector(s)

Cross-Sector

Competency Field

Merchandising

SIRXMGT005A Set strategic plans

Modification History

The version details of this endorsed unit are in the table below. The latest information is at the top.

Release	Comments
Second Release	Editorial updates

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to develop strategic plans.

Application of the Unit

This unit applies to senior managers who are responsible for setting objectives and targets both long-term and short-term, and developing action plans consistent with the store's overall aims and objectives.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-Requisites

Nil

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

Elements	Performance Criteria
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.
1. Communicate and implement mission statement.	1.1. Communicate <i>mission statement</i>, according to store's stated purpose and values. 1.2. Interpret mission statement in active consultation with <i>team members and management</i>.
2. Set objectives and targets.	2.1. Develop objectives and targets after active consultation with team members and management according to <i>store policy and procedures</i>. 2.2. Ensure <i>strategies and objectives</i> accurately reflect the overall <i>store mission and values</i>. 2.3. Ensure strategies and objectives are attainable, cost-efficient and realistic within a designated timeframe and allow for continuous improvement planning. 2.4. Ensure strategies and objectives contain sufficient detail to allow development of specific projects. 2.5. Clearly acknowledge <i>constraints upon objectives</i>.
3. Develop action plans	3.1. Develop, evaluate and implement action plans according to store policy and procedures. 3.2. Ensure action plans contain, clear, comprehensive and concise details. 3.3. Ensure action plans take account of appropriate operational and other relevant considerations. 3.4. Ensure proposals identify targets, standards and implementation methods.

Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Required skills

- analytical and management skills to implement and evaluate plans
- interpersonal communication skills to:

- interpret and communicate mission statement
- develop objectives and targets in consultation with team members and management through clear and direct communication
- ask questions to identify and confirm requirements
- use language and concepts appropriate to cultural differences
- use and interpret non-verbal communication
- present reports
- conduct group presentations
- conduct consultative processes
- literacy skills to:
 - document strategic plans
 - interpret information
- numerical skills in regard to financial and budget planning

Required knowledge

- store policy and procedures in regard to strategic planning
- store purpose and values
- store mission statement
- internal and external operating environment
- principles and techniques in strategic planning

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- interprets, communicates and implements store's mission statement
- collaboratively develops team objectives reflecting the store's mission statement
- collaboratively develops strategies for achieving team objectives
- collaboratively develops effective action plans to implement strategies, including targets, standards and implementation methods.

Context of and specific resources for assessment

Assessment must ensure access to:

- a retail work environment
- relevant documentation, such as:

- strategic plans
- store mission statement
- store value statement
- information on the internal and external operating environment
- a team.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- observation of performance in the workplace
- third-party reports from a supervisor
- research reports
- written or verbal questioning to assess knowledge and understanding
- review of portfolios of evidence and third-party workplace reports of on-the-job performance.

Guidance information for assessment

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Range Statement

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 in the performance criteria is detailed below.

Mission statements may be:

- formal
- informal
- communicated verbally
- communicated in writing.

Team members and management may include:

- people with varying degrees of language and literacy
- people from a range of cultural, social and ethnic backgrounds
- people with a range of responsibilities and job descriptions.

Store policy and procedures in regard to:

- strategic planning

Strategies and objectives may relate to:

- technology
- time management

- standards of work
- quality
- quantity
- human relations, personal development
- legal issues
- internal and external operating environments
- implementation of policy and procedures
- development and communication of ideas
- development of product and service provision
- problem solving
- financial control and accounting
- profits
- management systems
- inventory control
- loss prevention.
- customer relationships
- supplier relationships
- legal requirements
- WHS
- equal opportunity
- ethics
- employment
- human relations
- training
- environment.
- internal considerations
- external considerations.

Store mission and values may include:

Constraints upon objectives may include:

Unit Sector(s)

Cross-Sector

Competency field

Management and Leadership

SIRXMGT006A Initiate and implement change

Modification History

The version details of this endorsed unit are in the table below. The latest information is at the top.

Release	Comments
Second Release	Editorial updates

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to initiate and implement change in a retail environment.

Application of the Unit

This unit applies to management personnel who identify opportunities for increased sales and service, and evaluate, negotiate and implement changes consistent with the store's overall aims and objectives.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-Requisites

Nil

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

Element	Performance criteria
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.
1. Identify opportunities for increased sales and service.	1.1.Regularly obtain relevant, reliable information from a variety of sources and analyse with regard to requirements of store operations. 1.2.Accurately report information on developments to appropriate personnel. 1.3.Use information related to current practices to identify opportunities for growth in sales and service. 1.4.Continuously monitor and evaluate operations, and take action to improve where indicated. 1.5.Accurately identify obstacles to change and take action to alleviate problems. 1.6.Use evaluation of previous development outcomes to identify a range of opportunities for improvement and change.
2. Evaluate changes.	2.1.Ensure information on current and proposed merchandise and service range and operating systems is complete, accurate and accessible. 2.2.Compare advantages and disadvantages of current and proposed operations. 2.3.Assess implications of introducing changes using appropriate analysis measures. 2.4.Ensure proposed changes take account of previous evaluations. 2.5.Communicate recommendations to appropriate people within designated timeframes. 2.6.Analyse responses to recommendations and make appropriate alterations.
3. Negotiate changes.	3.1.Promptly communicate information on projected change to appropriate people in sufficient detail for them to evaluate the implications for their areas of responsibility. 3.2.Maintain good working relationships during negotiations. 3.3.Ensure agreements reached include detailed implementation plans in line with store policy and procedures. 3.4.Communicate complete and accurate records of negotiations and agreements to appropriate people.

- 3.5. Where compromise necessary, ensure it is mutually acceptable and in line with store policy.
- 3.6. Convey reasons for non acceptance of proposals positively to relevant staff.
- 3.7. Encourage relevant people to understand and participate in changes.
- 4. Implement and evaluate change.
 - 4.1. Communicate relevant details of implementation plans within designated timeframes to appropriate people in a manner and at a level and pace suitable for their needs.
 - 4.2. Use resources effectively to meet the requirements of operational changes.
 - 4.3. Monitor operational changes according to implementation plans.
 - 4.4. Evaluate outcomes of changes against expectations and previous sales and service records.
 - 4.5. Modify implementation process to resolve **problems** if required.

Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Required skills

- analytical skills to:
 - evaluate and forecast
 - collect and organise information
- interpersonal communication skills to:
 - report information and communicate recommendations
 - negotiate changes and communicate details of implementation plans through clear and direct communication
 - ask questions to identify and confirm requirements
 - share information
 - use language and concepts appropriate to cultural differences
 - use and interpret non-verbal communication
 - conduct presentations
- literacy skills to document plans and reports

Required knowledge

- store policy and procedures in regard to:
 - initiating and implementing change
 - applying relevant legislation and organisational rules
- changes to technology and resources

- market needs and marketing opportunities
- resource utilisation and costs
- analysing efficiency and effectiveness
- assessing alternatives in areas of change, including contingency planning
- using financial analysis techniques, including cost and benefit, differential and risk analysis
- quality assurance and control

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- reviews relevant information and identifies opportunities for increased sales and service
- evaluates proposals for changes to merchandise and service range and operating systems
- negotiates for the successful implementation of change
- collaboratively implements changes
- evaluates implemented change against the initial proposal.

Context of and specific resources for assessment

Assessment must ensure access to:

- a retail work environment
- relevant documentation, such as:
 - store policy and procedures in regard to initiating and implementing change
 - resource utilisation
 - proposals for changes
 - market analysis data
- a team.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- observation of performance in the workplace
- third-party reports from a supervisor
- written or verbal questioning to assess knowledge and understanding

- review of portfolios of evidence and third-party workplace reports of on-the-job performance.

Guidance information for assessment

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Range Statement

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 in the performance criteria is detailed below.

Information may be gathered from:

- external sources
- higher-level managers
- subordinates
- colleagues
- specialists
- staff in other departments.

Appropriate personnel may include:

- supervisor and manager
- team members.

Opportunities for improvement and change may include:

- personnel requirements and team composition
- employment and work practices
- work methods and patterns
- cost factors
- nature and availability of services and products
- quality of services and products
- methods to reduce waste
- new equipment and technology
- design of systems.

Implications of change may affect:

- profitability
- productivity
- quality of service and product
- environmental impact
- working conditions
- working relationships
- reactions of individual employees.

Analysis measures may be:

- qualitative
- quantitative.

Communication and

- higher-level managers

negotiations may include:

- subordinates
- colleagues
- specialists
- staff in other departments
- representatives from external organisations.

Negotiations may be conducted:

- verbally in formal or informal meetings
- by telephone or fax
- written correspondence
- email.

Store policy and procedures in regard to:

- initiating and implementing changes
- communication techniques.

Problems in implementing change may relate to:

- internal considerations
- external considerations.

Unit Sector(s)

Cross-Sector

Competency field

Management and Leadership

SIRXSL201 Sell products and services

Modification History

The version details of this endorsed unit are in the table below. The latest information is at the top.

Release	Comments
First Release	This is a revised unit, based on and equivalent to SIRXSL001A Sell products and services.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to sell products and services in a retail environment.

It involves the use of sales techniques and encompasses key selling skills, from approaching the customer to closing the sale.

It requires a basic level of product knowledge and the recognition and demonstration of verbal and non-verbal communication skills to determine customer requirements, sell the benefits of products and services, overcome objections and close sales.

Personal evaluation is used to maximise sales, according to industry codes of practice, relevant legislation and store policy.

Application of the Unit

This unit applies to frontline sales personnel.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-Requisites

Nil

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

Element	Performance criteria
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.
1. Develop and apply product knowledge.	1.1. Develop <i>product knowledge</i> by accessing <i>relevant sources of information</i> and confirm with relevant staff. 1.2. Apply knowledge of the use and application of relevant products and services in interactions with customers according to store policy and <i>legislative requirements</i> . 1.3. Identify gaps in product knowledge and resolve by accessing relevant sources of information.
2. Approach customer.	2.1. Identify <i>customers</i> by name where possible. 2.2. Develop knowledge of customer buying behaviour by accessing relevant sources of information. 2.3. Determine and apply appropriate timing of customer approach according to store policy and customer behaviour. 2.4. Initiate customer contact according to store policy. 2.5. Convey a positive impression to encourage customer interest according to store policy.
3. Gather and respond to information.	3.1. Apply questioning techniques and listening skills to determine customer buying motives and requirements. 3.2. Interpret and clarify non verbal communication cues. 3.3. Direct customer to specific merchandise according to customer requirements and store policy.
4. Sell benefits.	4.1. Match customer needs to appropriate products and services. 4.2. Communicate knowledge of product features and benefits clearly to customers. 4.3. Describe product use and safety requirements to customers. 4.4. Refer customers to appropriate product specialist as required. 4.5. Answer <i>routine customer questions</i> about merchandise accurately and honestly or refer to senior sales staff.

5. Overcome objections.	5.1. Identify and acknowledge customer objections according to store policy. 5.2. Categorise objections into price, time and merchandise characteristics and consider solutions. 5.3. Offer solutions to customer objections according to store policy. 5.4. Apply problem solving within personal scope of responsibilities to overcome customer objections or refer to senior staff.
6. Close sale.	6.1. Monitor, identify and respond appropriately to customer buying signals. 6.2. Encourage customer to make purchase decisions. 6.3. Select and apply appropriate method of closing sale.
7. Maximise sales opportunities.	7.1. Recognise and apply opportunities for making additional sales according to store policy. 7.2. Advise customer of complementary products or services according to customer's identified need. 7.3. Review personal sales outcomes and consider strategies to maximise future sales in consultation with relevant staff.

Required Skills and Knowledge

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

Required skills

- communication and interpersonal skills to:
 - handle difficult customers
 - verbal and non-verbal communication skills to:
 - question, listen and observe
 - overcome objections and close sale
- literacy and numeracy skills to:
 - handle payments for goods
 - read product information
 - read store policies and procedures
 - record information
 - weigh and measure goods
- selling skills to use a range of selling techniques

Required knowledge

- customer types and needs, including:
 - customer behaviour and cues

- customer buying motives
- demographics, lifestyle and income
- individual and cultural differences
- types of customer needs, such as:
 - functional
 - psychological
- relevant industry codes of practice, legislation and statutory requirements relating to the sale of products and services
- selling techniques, including:
 - add-ons and complementary sales
 - closing techniques
 - opening techniques
 - overcoming customer objections
 - recognising buying signals
 - using strategies to focus customer on specific merchandise
- specific product knowledge for area or section
- store merchandise and service range
- store policies and procedures in regard to:
 - allocated duties and responsibilities
 - selling products and services and sales performance

Evidence Guide

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.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- applies product knowledge and uses appropriate sales approach to sell the benefits of products and services, overcome objections and close sales
- uses questioning, listening and observation skills to determine customer requirements
- applies store policies and procedures in regard to selling products and services
- maximises sales opportunities according to store policies and procedures
- applies industry codes of practice, relevant legislation and statutory requirements in regard to selling products and services
- evaluates personal sales performance to maximise future

sales.

Context of and specific resources for assessment	Assessment must ensure access to: • a real or simulated retail work environment • relevant documentation, such as policy and procedures manuals • a range of customers with different requirements • a range of merchandise and products appropriate to the retail workplace • product labels and sources of product information.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • observation of the candidate in the workplace • customer feedback • answers to questions about specific skills and knowledge • review of portfolios of evidence and third-party workplace reports of on-the-job performance.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Range Statement

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 individual, accessibility of the item, and local industry and regional contexts) may also be included.

<i>Product knowledge</i> may include:	• features and benefits • handling and storage requirements • price • safety features • stock availability • use-by dates • warranties.
<i>Relevant sources of information</i> may include:	• demonstrations • internet • labels • product profiles

Legislative requirements may include:

- staff members
- store or supplier product manuals
- store tours
- videos.
- industry codes of practice
- liquor laws
- lottery legislation
- work health and safety (WHS)
- sale of second-hand goods
- sale of X and R-rated products
- tobacco laws
- Australian consumer law and fair trading Acts
- trading hours
- transport, storage and handling of goods.

Customers may include:

- customers with routine or special requests
- internal and external contacts
- new or repeat contacts
- people from a range of social, cultural and ethnic backgrounds
- people with varying physical and mental abilities.

Routine customer questions may relate to:

- availability
- features and benefits
- price and price reductions
- quality.

Problem solving may be affected by:

- resource implications
- store policies and procedures.

Sales transactions may be completed:

- face-to-face
- online
- over the telephone.

Unit Sector(s)

Cross-Sector

Competency Field

Sales

TAEASS401B Plan assessment activities and processes

Modification History

Version	Comments

TAEASS301B	Released with <i>TAE10 Training and Education Training Package version 2.0</i>

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to plan and organise the assessment process, including recognition of prior learning (RPL), in a competency-based assessment system. It also includes the development of simple assessment instruments.

Application of the Unit

This unit typically applies to assessors and workplace supervisors with assessment planning responsibilities; and trainers or other assessors responsible for planning assessment, including RPL.

The unit is suitable for those with an existing assessment strategy which documents the overall framework for assessment.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

ELEMENT	PERFORMANCE CRITERIA

<i>Elements describe the essential outcomes of a</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text</i>

ELEMENT

unit of competency.

PERFORMANCE CRITERIA

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.

Elements and Performance Criteria

1. Determine assessment approach	1.1 Identify candidate and confirm <i>purposes and context of assessment/RPL</i> with relevant people according to <i>legal, organisational and ethical requirements</i> 1.2 Identify and access <i>benchmarks for assessment/RPL</i> and any specific assessment guidelines
2. Prepare the assessment plan	2.1 Determine evidence and <i>types of evidence</i> needed to demonstrate competence, according to the <i>rules of evidence</i> 2.2 Select <i>assessment methods</i> which will support the collection of defined evidence, taking into account the context in which the assessment will take place 2.3 Document all aspects of the <i>assessment plan</i> and confirm with relevant personnel
3. Develop assessment instruments	3.1 Develop <i>simple assessment instruments</i> to meet target group needs 3.2 Analyse <i>available assessment instruments</i> for their suitability for use and modify as required 3.3 <i>Map assessment</i> instruments against unit or course requirements 3.4 Write clear instructions for candidate about the use of the instruments 3.5 Trial draft assessment instruments to validate content and applicability, and record outcomes

Required Skills and Knowledge

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

Required skills

- cognitive interpretation skills to:
 - interpret competency standards and other assessment documentation, including material

- relating to reasonable adjustment
- identify opportunities for integrated competency assessment
- contextualise competency standards to the operating assessment environment, including RPL
- consider access and equity needs of diverse candidates
- technology skills to use appropriate equipment and software to communicate effectively with others
- research and evaluation skills to:
 - obtain competency standards, assessment tools and other relevant assessment resources
 - research candidate characteristics and any reasonable adjustment needs
 - evaluate feedback, and determine and implement improvements to processes
- literacy skills to read and interpret relevant information to design and facilitate assessment and recognition processes
- communication skills to discuss assessment, including RPL processes with clients and other assessors
- interpersonal skills to:
 - demonstrate sensitivity to access and equity considerations and candidate diversity
 - promote and implement equity, fairness, validity, reliability and flexibility in planning an assessment processes.
- **Required knowledge**
- ethical and legal requirements of an assessor
- competency-based assessment, including:
 - work focused
 - criterion referenced
 - standards based
 - evidence based
- different purposes of assessment and different assessment contexts, including RPL
- how to read and interpret the identified competency standards as the benchmarks for assessment
- how to contextualise competency standards within relevant guidelines
- four principles of assessment and how they guide the assessment process
- purpose and features of evidence, and different types of evidence used in competency-based assessments, including RPL
- rules of evidence and how they guide evidence collection
- different types of assessment methods, including suitability for collecting various types of evidence
- assessment instruments and their purpose; different types of instruments; relevance of different instruments for specific evidence-gathering opportunities.

Evidence Guide

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.

Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	• Evidence of the ability to: • plan and organise the assessment process on a minimum of two occasions • collect evidence that demonstrates: • documented assessment plans • having covered a range of assessment events • catering for a number of candidates • different competency standards or accredited curricula • an RPL assessment • contextualisation of competency standards and the selected assessment tools, where required • incorporation of reasonable adjustment strategies • development of simple assessment instruments for use in the process • organisational arrangements.
Context of and specific resources for assessment	Evidence must be gathered in the workplace wherever possible. Where no workplace is available, a simulated workplace must be provided. Assessment must ensure access to training products, such as training packages and accredited course documentation.
Method of assessment	
Guidance information for assessment	

Range Statement

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.

Purposes of assessment/ RPL may include:	• recognising current existing competence of candidates • determining if competence has been achieved following learning • establishing candidate progress towards achievement of competence • determining language, literacy and numeracy needs of candidates • certifying competence through a qualification or Statement of Attainment • licensing or regulatory requirements.
Context of assessment/ RPL may include:	• environment in which the assessment/RPL will be carried out, including real or simulated workplace • opportunities for collecting evidence in a number of situations • relationships between competency standards and: • evidence to support RPL • work activities in the candidate's workplace • learning activities • who carries out the assessment/RPL.
Organisational, legal and ethical requirements may include:	• assessment system policies and procedures • assessment strategy requirements • reporting, recording and retrieval systems for assessment, including RPL • quality assurance systems • business and performance plans • access and equity policies and procedures • collaborative and partnership arrangements • defined resource parameters • mutual recognition arrangements • industrial relations systems and processes, awards, and enterprise agreements • Australian Quality Training Framework • registration scope • human resources policies and procedures • legal requirements, including: • anti-discrimination • equal employment opportunity • job role, responsibilities and conditions • relevant industry codes of practice • confidentiality and privacy requirements • OHS considerations, including: • ensuring OHS requirements are adhered to during the

	assessment process identifying and reporting OHS hazards and concerns to relevant personnel.
Benchmarks for assessment/RPL may include:	- criterion against which the candidate is assessed or prior learning recognised, which may be: - competency standard/unit of competency - assessment criteria of course curricula - performance specifications of an enterprise or industry - product specifications.
Types of evidence may include:	- direct - indirect - supplementary.
Rules of evidence ensure that evidence collected is:	- valid - sufficient - authentic - current.
Assessment methods are the particular techniques used to gather evidence and may include:	- direct observation, for example: - real work/real time activities at the workplace - work activities in a simulated workplace environment - structured activities, for example: - simulation exercises and role-plays - projects - presentations - activity sheets - questioning, for example: - written questions, e.g. on a computer - interviews - self-assessment - verbal questioning - questionnaires - oral or written examinations (applicable at higher AQF levels) - portfolios of evidence, for example: - collection of work samples compiled by candidate - product with supporting documentation - historical evidence - journal or log book - information about life experience - review of products, for example: - testimonials and reports from employers and supervisors

	- evidence of training - authenticated prior achievements - interview with employer, supervisor, or peer.
Assessment plan may include:	- overall planning document describing: - what is to be assessed - when assessment is to take place - where assessment is to take place - how assessment is to take place.
Simple assessment instruments may include:	- instruments developed by an assessor as part of formative or summative assessment activities, including: - profiles of acceptable performance measures - templates and proformas - specific questions or activities - evidence and observation checklists - checklists for the evaluation of work samples - recognition portfolios - candidate self-assessment materials - instruments developed elsewhere that have been modified by the assessor for use with a particular client group.
Available assessment instruments may include:	- commercially available instruments - those created by others inside the registered training organisation.
Map assessment means:	showing a clear relationship between the evidence and the requirements of the unit.

Unit Sector(s)

Assessment

Custom Content Section

Not applicable.

TAEASS402B Assess competence

Modification History

Version	Comments

TAEASS402B	Released with <i>TAE10 Training and Education Training Package version 2.0</i>

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to assess the competence of a candidate.

Application of the Unit

This unit typically applies to assessors.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

ELEMENT	PERFORMANCE CRITERIA

<i>Elements describe the essential outcomes of a unit of competency.</i>	<i>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.</i>

Elements and Performance Criteria

1. Prepare for assessment	1.1 Interpret assessment plan and confirm organisational, legal and ethical requirements for conducting assessment with relevant people 1.2 Access and interpret relevant benchmarks for assessment and nominated assessment tools to confirm the requirements for evidence to be collected 1.3 Arrange identified material and physical resource requirements according to assessment system policies and procedures 1.4 Organise specialist support required for assessment 1.5 Explain, discuss and agree details of the assessment plan with candidate
2. Gather quality evidence	2.1 Use agreed assessment methods and instruments to gather, organise and document evidence in a format suitable for determining competence 2.2 Apply the principles of assessment and rules of evidence in gathering quality evidence 2.3 Determine opportunities for evidence gathering in actual or simulated activities through consultation with the candidate and relevant personnel 2.4 Determine opportunities for integrated assessment activities and document any changes to assessment instruments where required
3. Support the candidate	3.1 Guide candidates in gathering their own evidence to support recognition of prior learning (RPL) 3.2 Use appropriate communication and interpersonal skills to develop a professional relationship with the candidate that reflects sensitivity to individual differences and enables two-way feedback 3.3 Make decisions on reasonable adjustments with the candidate, based on candidate's needs and characteristics 3.4 Access required specialist support in accordance with the assessment plan 3.5 Address any OHS risk to person or equipment immediately
4. Make the assessment decision	4.1 Examine collected evidence and evaluate it to ensure that it reflects the evidence required to demonstrate competence 4.2 Use judgement to infer whether competence has been demonstrated, based on the available evidence 4.3 Make assessment decision in line with agreed assessment procedures and according to agreed assessment plan 4.4 Provide clear and constructive feedback to candidate regarding

	the assessment decision and develop any follow-up action plan required
5. Record and report the assessment decision	5.1 Record assessment outcomes promptly and accurately 5.2 Complete and process an assessment report according to agreed assessment procedures 5.3 Inform other relevant parties of the assessment decision according to confidentiality conventions
6. Review the assessment process	6.1 Review the assessment process in consultation with relevant people to improve own future practice 6.2 Document and record the review according to relevant assessment system policies and procedures

Required Skills and Knowledge

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

Required skills

- analysis and interpretation skills to:
 - break down competency standards
 - interpret assessment tools and other assessment information, including those used in RPL
 - identify candidate needs
 - make judgements based on assessment of available evidence
- observation skills to:
 - recognise candidate's prior learning
 - determine candidate's performance
 - identify when candidate may need assistance during the assessment processes
- research and evaluation skills to:
 - access required human and material resources for assessment
 - access assessment system policies and procedures
 - access RPL policies and procedures
 - evaluate evidence
 - evaluate assessment process
- cognitive skills to:
 - weigh up the evidence and make a judgement
 - consider and recommend reasonable adjustments
- decision-making skills to:
 - recognise a candidate's prior learning

- make a decision on a candidate's competence
- literacy skills to:
 - read and interpret relevant information to conduct assessment
 - prepare required documentation and records or reports of assessment outcomes in required format
- communication and interpersonal skills to:
 - explain the assessment, including RPL process
 - give clear and precise instructions
 - ask effective questions
 - provide clarification
 - discuss process with other relevant people
 - give appropriate feedback
 - discuss assessment outcome
 - use language appropriate to candidate and assessment environment
 - establish a working relationship with candidate.

Required knowledge

- competency-based assessment, including:
 - vocational education and training as a competency-based system
 - criterion-referenced assessment as distinct from norm-referenced assessment
 - competency standards as the basis of qualifications
 - structure and application of competency standards
 - principles of assessment and how they are applied
 - rules of evidence and how they are applied
 - range of assessment purposes and assessment contexts, including RPL
 - different assessment methods, including suitability for gathering various types of evidence, suitability for content of units, and resource requirements and associated costs
 - reasonable adjustments and when they are applicable
 - types and forms of evidence, including assessment instruments that are relevant to gathering different types of evidence used in competency-based assessment, including RPL
 - potential barriers and processes relating to assessment tools and methods
 - assessment system, including policies and procedures established by the industry, organisation or training authority
- RPL policies and procedures established by the organisation
- cultural sensitivity and equity considerations
- relevant policy, legislation, codes of practice and national standards, including commonwealth and state or territory legislation that may affect training and assessment in the vocational education and training sector, such as:
 - copyright and privacy laws in terms of electronic technology
 - security of information

- plagiarism
- training packages and competency standards
- licensing requirements
- industry and workplace requirements
- duty of care under common law
- recording information and confidentiality requirements
- anti-discrimination, including equal employment opportunity, racial vilification and disability discrimination
- workplace relations
- industrial awards and enterprise agreements
- OHS responsibilities associated with assessing competence, such as:
 - requirements for reporting hazards and incidents
 - emergency procedures
 - procedures for use of relevant personal protective equipment
 - safe use and maintenance of relevant equipment
 - sources of OHS information.
-

Evidence Guide

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.

Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the ability to: • assess competence of a number of candidates within the vocational education and training context against different units of competency or accredited curricula, following the relevant assessment plan • assess at least one candidate for RPL • consider reasonable adjustment and the reasons for decisions in at least one assessment • cover an entire unit of competency and show: • the application of different assessment methods and instruments involving a range of assessment activities and events • two-way communication and feedback • how judgement was exercised in making the assessment decision • how and when assessment outcomes were recorded and reported

	- assessment records and reports completed in accordance with assessment system and organisational, legal and ethical requirements - how the assessment process was reviewed.
Context of and specific resources for assessment	Evidence must be gathered in the workplace whenever possible. Where no workplace is available, a simulated workplace must be provided.
Method of assessment	
Guidance information for assessment	

Range Statement

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.

<i>Assessment plan</i> may include:	- overall planning, describing: - what is to be assessed - when assessment is to take place - where assessment is to take place - how assessment is to take place.
<i>Benchmarks for assessment:</i>	- refer to a criterion against which the candidate is assessed - may be a competency standard/unit of competency, assessment criteria of course curricula, performance specifications, or product specifications.
<i>Assessment tools</i> include:	- the learning or competency unit(s) to be assessed - the target group, context and conditions for the assessment - the tasks to be administered to the candidate - an outline of the evidence to be gathered from the candidate - the evidence criteria used to judge the quality of performance (i.e. the assessment decision-making rules) - the administration, recording and reporting requirements - the evidence of how validity and reliability have been tested and built into the design and use of the tool.

Specialist support may include:	• assistance by third party, such as carer or interpreter • support from specialist educator • provision of developed online assessment activities • support for remote or isolated candidates and assessors • support from subject matter or safety experts • advice from regulatory authorities • assessment teams and panels • support from lead assessors • advice from policy development experts.
Assessment methods include:	• particular techniques used to gather different types of evidence, such as: • direct observation • structured activities • oral or written questioning • portfolios of evidence • review of products • third-party feedback.
Individual differences may include:	• English language, literacy and numeracy barriers • physical impairment or disability • intellectual impairment or disability • medical condition that may impact on assessment, such as arthritis, epilepsy, diabetes and asthma • learning difficulties • mental or psychological disability • religious and spiritual observances • cultural images and perceptions • age • gender.
Feedback may include:	• ensuring assessment/RPL process is understood • ensuring candidate concerns are addressed • enabling questions and answers • confirming outcomes • identifying further evidence to be provided • discussing action plans • confirming gap training needed • providing information regarding available appeal processes • suggesting improvements in evidence gathering and

	presentation.
Consultation may involve:	• moderation with other assessors, or training and assessment coordinators • discussions with client, team leaders, managers, RPL coordinators, supervisors, coaches and mentors • technical and subject experts • English language, literacy and numeracy experts.

Unit Sector(s)

Assessment

Custom Content Section

Not applicable.

TAEDEL301A Provide work skill instruction

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to conduct individual and group instruction and demonstrate work skills, using existing learning resources in a safe and comfortable learning environment. The unit covers the skills and knowledge required to determine the success of both the training provided and one's own personal training performance. It emphasises the training as being driven by the work process and context.

Application of the Unit

Application of the unit	This unit supports a wide range of applications across any workplace setting and so can be used by any organisation. Its use is not restricted to training organisations.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

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.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Organise instruction and demonstration	1.1. Gather information about <i>learner characteristics</i> and learning needs 1.2. Confirm a <i>safe learning environment</i> 1.3. Gather and check <i>instruction and demonstration objectives</i> and seek assistance if required 1.4. Access and review relevant <i>learning resources</i> and <i>learning materials</i> for suitability and relevance, and seek assistance to interpret the contextual application 1.5. Organise access to necessary equipment or physical resources required for instruction and demonstration 1.6. Notify learners of <i>details</i> regarding the implementation of the learning program and/or delivery plan
2. Conduct instruction and demonstration	2.1. Use interpersonal skills with learners to establish a safe and comfortable learning environment 2.2. Follow the learning program and/or delivery plan to cover all learning objectives 2.3. Brief learners on any <i>OHS procedures</i> and requirements prior to and during training 2.4. Use <i>delivery techniques</i> to structure, pace and enhance learning 2.5. Apply <i>coaching</i> techniques to assist learning 2.6. Use communication skills to provide information,

ELEMENT	PERFORMANCE CRITERIA
	instruct learners and demonstrate relevant work skills 2.7. Provide opportunities for practice during instruction and through work activities 2.8. Provide and discuss feedback on learner performance to support learning
3. Check training performance	3.1. Use measures to ensure learners are acquiring and can use new technical and generic skills and knowledge 3.2. Monitor learner progress and outcomes in consultation with learner 3.3. Review relationship between the trainer/coach and the learner and adjust to suit learner needs
4. Review personal training performance and finalise documentation	4.1. Reflect upon personal performance in providing instruction and demonstration, and document strategies for improvement 4.2. Maintain, store and secure learner records according to organisational and legal requirements

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- verbal and non-verbal communication techniques, such as:
 - asking relevant and appropriate questions
 - providing explanations
 - demonstrating
 - using listening skills
 - providing information clearly
- safety skills to implement OHS requirements, by acting and responding safely in order to:
 - identify hazards
 - conduct prestart-up checks if required
 - observe and interpret learner behaviour that may put people at risk
- time-management, skills to:

REQUIRED SKILLS AND KNOWLEDGE

- ensure all learning objectives are covered
- pace learning
- reflection skills in order to:
 - identify areas for improvement
 - maintain personal skill development
- literacy skills to:
 - complete and maintain documentation
 - read and follow learning programs and plans
 - read and analyse learner information
- technology skills to operate audio-visual and technical equipment
- interpersonal skills to:
 - engage, motivate and connect with learners
 - provide constructive feedback
 - maintain appropriate relationships
 - establish trust
 - use appropriate body language
 - maintain humour
 - demonstrate tolerance
 - manage a group
 - recognise and be sensitive to individual difference and diversity
- observation skills to:
 - monitor learner acquisition of new skills, knowledge and competency requirements
 - assess learner communication and skills in interacting with others
 - identify learner concerns
 - recognise learner readiness to take on new skills and tasks

Required knowledge

- learner characteristics and needs
- content and requirements of the relevant learning program and/or delivery plan
- sources and availability of relevant learning resources and learning materials
- content of learning resources and learning materials
- training techniques that enhance learning and when to use them
- introductory knowledge of learning principles and learning styles
- key OHS issues in the learning environment, including:
 - roles and responsibilities of key personnel
 - responsibilities of learners
 - relevant policies and procedures, including hazard identification, risk assessment, reporting requirements, safe use of equipment and emergency

REQUIRED SKILLS AND KNOWLEDGE

- procedures
- risk controls for the specific learning environment

Evidence Guide**EVIDENCE GUIDE**

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.

Overview of assessment

Assessment must address the scope of this unit and reflect all components of the unit. A range of appropriate assessment methods and evidence-gathering techniques must be used to determine competency. A judgement of competency should only be made when the assessor is confident that the required outcomes of the unit have been achieved and that consistent performance has been demonstrated.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the ability to:

- carry out a minimum of three training sessions, involving demonstrating and instructing particular work skills for different groups; with each session addressing:
 - different learning objectives
 - a range of techniques and effective communication skills appropriate to the audience.

Context of and specific resources for assessment

Evidence must be gathered in the workplace wherever possible. Where no workplace is available, a simulated workplace must be provided.

Method of assessment**Guidance information for assessment**

For further information about assessment of this and other TAE units, refer to relevant implementation guidance published on the IBSA website (www.ibsa.org.au).

Range Statement**RANGE STATEMENT**

RANGE STATEMENT

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.

<i>Learner characteristics</i> may include:	• language, literacy and numeracy levels • learning styles • past learning and work experiences • specific needs • workplace culture.
<i>Safe learning environment</i> may include:	• exit requirements • personal protective equipment • safe access • safe use of equipment.
<i>Instruction and demonstration objectives</i> may include:	• competencies to be achieved • generic and technical skills, which may be: • provided by the organisation • developed by a colleague • individual or group objectives • learning outcomes.
<i>Learning resources</i> may include:	• any material used to support learning, such as: • learner and user guides • trainer and facilitator guides • example training programs • specific case studies • professional development materials • assessment materials • a variety of formats • those produced locally • those acquired from other sources.
<i>Learning materials</i> may include:	• handouts for learners • materials sourced from the workplace, e.g. workplace documentation, operating procedures, and specifications.
<i>Details</i> may include:	• location and time • outcomes of instruction or demonstration • reason for instruction or demonstration • who will be attending instruction session.

RANGE STATEMENT	
<i>OHS procedures</i> may include:	• emergency procedures • hazards and their means of control • incident reporting • use of personal protective equipment • safe work practices • safety briefings • site-specific safety rules.
<i>Delivery techniques</i> may include:	• coaching • demonstration • explanation • group or pair work • providing opportunities to practise skills and solve problems • questions and answers.
<i>Coaching</i> may include:	• learning arrangements requiring immediate interaction and feedback • on-the-job instruction and 'buddy' systems • relationships targeting enhanced performance • short-term learning arrangements • working on a one-to-one basis.
<i>Measures</i> may include:	• informal review or discussion • learner survey • on-the-job observation • review of peer coaching arrangements.

Unit Sector(s)

Unit sector	Delivery and facilitation

Competency field

Competency field	

Co-requisite units

Co-requisite units		

AMP Australian Meat Processing Training Package

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Credit Arrangements

Qualification	Credit Arrangements
AMP20415 Certificate II in Meat Processing (Meat Retailing)	At the time of endorsement of this Training Package no national credit arrangements exist.
AMP30815 Certificate III in Meat Processing (Retail Butcher)	At the time of endorsement of this Training Package no national credit arrangements exist.
AMP40215 Certificate IV in Meat Processing (General)	At the time of endorsement of this Training Package no national credit arrangements exist.
AMP40315 Certificate IV in Meat Processing (Leadership)	At the time of endorsement of this Training Package no national credit arrangements exist.
AMP40415 Certificate IV in Meat Processing (Quality Assurance)	At the time of endorsement of this Training Package no national credit arrangements exist.
AMP50115 Diploma of Meat Processing (Meat Retailing)	At the time of endorsement of this Training Package no national credit arrangements exist.
AMP50215 Diploma of Meat Processing	At the time of endorsement of this Training Package no national credit arrangements exist.
AMP60115 Advanced Diploma of Meat Processing	At the time of endorsement of this Training Package no national credit arrangements exist.
AMP80115 Graduate Certificate in Agribusiness	At the time of endorsement of this Training Package no national credit arrangements exist.
AMP80215 Graduate Diploma of Agribusiness	At the time of endorsement of this Training Package no national credit arrangements exist.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>