



Australian Government

Department of Education, Employment and Workplace Relations

FDF30910 Certificate III in Food Processing (Sales)

Release 2

FDF30910 Certificate III in Food Processing (Sales)

Modification History

September 2012: Replacement of superseded imported Units.

November 2011: Updates to imported Units, minor edits.

Description

This Qualification covers sales specialisation within the food processing industry.

Job Roles The Certificate III in Food Processing (Sales) targets those providing sales advice and services for manufacturing or retail food processing contexts. This Qualification requires the ability to work independently and as a team member, performing a range of sales activities and applying technical skill and knowledge relating to the food processing industry.

Additional Qualification advice

Units selected from other Training Packages must be relevant to the work outcome, local industry requirements and the Qualification level.

Note: AgriFood Skills Australia expects that the design of any training delivery and assessment program to support the achievement of this Qualification is based on:

- the context required by the industry and/or enterprise
- a holistic and integrated training delivery and assessment plan that identifies learning activities and evidence required
- flexible delivery options including on-the-job and work-based training that support the development of competency.
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Pathways Information

Pathways into the Qualification

Pathways for candidates considering this Qualification include:

- FDF20111 Certificate II in Food Processing or FDF20911 Certificate II in Food Processing (Sales)
- direct entry
- relevant vocational training and/or work experience.

Pathways from the Qualification

After achieving this Qualification, candidates may undertake the FDF40110 Certificate IV in Food Processing or any other suitable Qualification.

Licensing/Regulatory Information

Licensing, Legislative, Regulatory or Certification Considerations There is no direct link between this Qualification and licensing, legislative and/or regulatory requirements. However, all work must comply with food safety, occupational health and safety (OHS) and environmental regulations and legislation that apply to the workplace.

Entry Requirements

Not applicable.

Employability Skills Summary

Certificate III in Food Processing (Sales)

The following table contains a summary of the employability skills as identified by the Food Processing industries for this Qualification. This table should be interpreted in conjunction with the detailed requirements of each Unit of Competency packaged in this Qualification. The outcomes described here are broad industry requirements that reflect skill requirements for this level.

| Employability Skill | Industry/enterprise requirements for this Qualification include: |
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| Communication | <ul style="list-style-type: none"> • Confirm relevant industry and workplace requirements. • Understand personal and team requirements of relevant industry and workplace standards, regulations and policies. • Complete a range of sales related documentation. • Use communication technologies efficiently. • Provide relevant work-related information to others. • Ensure records are accurate and legible. • Establish effective working relationships with colleagues and customers. • Provide advice and information that is relevant to meeting customer needs. • Undertake interactive workplace communication. • Support team communication practices. |
| Teamwork | <ul style="list-style-type: none"> • Provide support and information to team members • Monitor work team tasks in accordance with regulatory and workplace requirements. • Work cooperatively with people of different ages, gender, race or religion. • Undertake appropriate and effective communication with team members. • Understand and communicate team processes that impact on product availability. |
| Problem-solving | <ul style="list-style-type: none"> • Identify and address service problems and product faults. • Provide problem solving support to customers and team members. • Evaluate skill requirements of work tasks. • Use problem solving techniques to determine work requirements. • Assess processes and outcomes against quality criteria. • Determine best solutions to meet customer needs. • Ensure customer service is completed according to agreements. |
| Initiative and enterprise | <ul style="list-style-type: none"> • Contribute to and promote continuous improvement processes. • Seek and provide feedback from customers on procedures and |

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| | <p>processes.</p> <ul style="list-style-type: none">• Collect and assess data and information on work processes.• Identify non-conformances to standards and take appropriate action.• Rectify problems promptly and appropriately.• Identify, assess and act on existing and potential risks.• Seek ways to ensure customer satisfaction. |
| Planning and organising | <ul style="list-style-type: none">• Determine work requirements in order to meet order specifications.• Identify priorities and variables that impact on service delivery.• Plan work tasks for self and others as required.• Communicate plan changes to customers.• Schedule work orders. |
| Self-management | <ul style="list-style-type: none">• Manage own work to meet performance criteria.• Monitor information in work area.• Conduct regular housekeeping activities to keep work area clean and tidy at all times.• Maintain currency of relevant, work-related information.• Monitor own work against quality standards and identify areas for improvement.• Understand own work activities and responsibilities.• Identify and apply safety procedures.• Manage work load priorities and timelines. |
| Learning | <ul style="list-style-type: none">• Recognise limits of own expertise and seek skill development if required.• Assess competencies in meeting job requirements.• Ask questions to expand own knowledge.• Maintain skill and knowledge currency.• Participate in meetings to inform work practices. |
| Technology | <ul style="list-style-type: none">• Use information and communication technology efficiently and safely.• Work with technology safely and according to workplace standards. |

Packaging Rules

This Qualification requires the achievement of **fourteen (14)** Units of Competency in accordance with the following rules.

Total Units must include a minimum of eight (8) Units coded FDF.

Six (6) Core Units

Eight (8) Elective Units

Elective selection must include:

- Two (2) Group A elective Units
- Two (2) Group B elective Units

Four (4) remaining elective Units may be selected from:

- Group A elective Units below, not previously selected
- Group B elective Units below, not previously selected
- Group C elective Units
- Units packaged in FDF20310 Certificate II in Food Processing (Sales)
- Units packaged in FDF40110 Certificate IV in Food Processing (maximum of 3)
- Units from any nationally endorsed Training Package and accredited course that are packaged at Certificate I level (maximum 1 Unit), Certificate II level (maximum 2 Units) and Certificate III level (maximum 3 Units).

NOTE: Units marked with an asterisk (*) require completion of prerequisite Unit/s identified under the Unit.

CORE UNITS

Complete the following six (6) Units.

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| FDFFS2001A | Implement the food safety program and procedures |
| FDFFS3001A | Monitor the implementation of quality and food safety programs* <i>FDFFS2001A Implement the food safety program and procedures</i> |
| FDFOHS3001A | Contribute to OHS processes |
| FDFOP2061A | Use numerical applications in the workplace |
| FDFOP2064A | Provide and apply workplace information |
| MSAENV272B | Participate in environmentally sustainable work practices |

ELECTIVES

GROUP A

Select a minimum of two (2) Group A elective Units.

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| BSBCUS301B | Deliver and monitor a service to customers |
| BSBMKG501B | Identify and evaluate marketing opportunities |
| BSBMKG507A | Interpret market trends and developments |
| BSBMKG514A | Implement and monitor marketing activities |
| BSBSMB301A | Investigate micro business opportunities |
| BSBSMB401A | Establish legal and risk management requirements of small business |
| BSBSMB402A | Plan small business finances |
| BSBSMB403A | Market the small business |
| BSBSMB404A | Undertake small business planning |
| BSBSMB405B | Monitor and manage small business operations |
| BSBSMB406A | Manage small business finances |
| BSBSMB407A | Manage a small team |
| SIRXINV002A | Maintain and order stock |
| SIRXRSK002A | Maintain store security |

GROUP B

Select a minimum of two (2) Group B Sector Specialist and Cross Sector elective Units.

| Sector Specialist Units | |
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| FDFFFV3002A | Program fresh produce grading equipment |
| FDFFFV3001A | Conduct chemical wash for fresh produce |
| FDFGR3001A | Work with micronutrients or additions in stockfeed manufacturing processes |
| FDFGR3002A | Demonstrate knowledge of animal nutrition principles |
| FDFOP3001A | Control contaminants and allergens in the work area* <i>FDFFS2001A Implement the food safety program and procedures</i> |
| FDFOP3005A | Prepare food products using basic cooking methods* <i>FDFFS2001A Implement the food safety program and procedures</i> |
| FDFOP3006A | Identify cultural, religious and dietary requirements for food products |

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| FDFPO3001A | Operate a chickway system |
| FDFPO3002A | Debone and fillet product (manually) |
| MTMR308C | Prepare and produce value-added products |
| AHCPHT401A | Assess olive oil for style and quality |
| Cross Sector Units | |
| FDFOP3002A | Set up a production or packaging line for operation |
| FDFPPL3001A | Participate in improvement processes |
| FDFPPL3002A | Report on workplace performance |
| FDFPPL3003A | Support and mentor individuals and groups |
| FDFPPL3004A | Lead work teams and groups |
| FDFPPL3005A | Participate in an audit process* <i>FDFOHS2001A Participate in OHS processes</i> <i>FDFOP2063A Apply quality systems and procedures</i> <i>MSAENV272B Participate in environmentally sustainable work practices</i> |
| FDFPPL3006A | Establish compliance requirements for work area |
| FDFTEC3001A | Participate in a HACCP team* <i>FDFFS2001A Implement the food safety program and procedures</i> |
| FDFTEC3002A | Implement the pest prevention program |
| FDFTEC3003A | Apply raw materials, ingredient and process knowledge to production problems |
| LMTGN3007B | Monitor and operate trade waste process |
| MEM13003B | Work safely with industrial chemicals and materials |
| MSS403011A | Facilitate implementation of competitive systems and practices |
| MSS403013A | Lead team culture improvement |
| MSAENV472B | Implement and monitor environmentally sustainable work practices |
| MSAPMSUP303A | Identify equipment faults |
| MSAPMSUP330A | Develop and adjust a production schedule |
| MSL973001A | Perform basic tests |
| TLIA3015A | Complete receipt/despatch documentation |
| TLIA3016A | Use inventory systems to organise stock control |
| TLIA3018A | Organise despatch operations |

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| TLIA3019A | Organise receival operations |
| TLIA3026A | Monitor storage facilities |
| TLIA3038A | Control and order stock |
| TLIA3039A | Receive and store stock |

GROUP C

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| FDFOHS2001A | Participate in OHS processes |
| FDFOP2063A | Apply quality systems and procedures |
| BSBWRT301A | Write simple documents |
| HLTFA301C | Apply first aid |
| MSS402010A | Manage the impact of change on own work |
| MSS403010A | Facilitate change in an organisation implementing competitive systems and practices |
| MSS402001A | Apply competitive systems and practices |
| MSS402002A | Sustain process improvements |
| MSS403002A | Ensure process improvements are sustained |
| MSS402021A | Apply Just in Time procedures |
| MSS402030A | Apply cost factors to work practices |
| MSS402031A | Interpret product costs in terms of customer requirements |
| MSS402040A | Apply 5S procedures |
| MSS402050A | Monitor process capability |
| MSS402051A | Apply quality standards |
| MSS402060A | Use planning software systems in operations |
| MSS402061A | Use SCADA systems in operations |
| MSS402080A | Undertake root cause analysis |
| MSS402081A | Contribute to the application of a proactive maintenance strategy |
| MSS403021A | Facilitate a Just in Time system |
| MSS403023A | Monitor a levelled pull system of operations |
| MSS403040A | Facilitate and improve implementation of 5S |
| MSS403041A | Facilitate breakthrough improvements |
| MSS404050A | Undertake process capability improvements* <i>MSS404052A Apply statistics to processes in manufacturing</i> |

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| MSS403051A | Mistake proof an operational process |
| MSS404052A | Apply statistics to processes in manufacturing |
| MSS404060A | Facilitate the use of planning software systems in a work area or team |
| MSS404082A | Assist in implementing a proactive maintenance strategy |
| MSS404083A | Support proactive maintenance |
| MSAPMOPS405A | Identify problems in fluid power system |
| MSAPMOPS406A | Identify problems in electronic control systems |
| MSAPMPER300C | Issue work permits* <i>RIIRIS201B Conduct local risk control</i> |
| MSAPMSUP310A | Contribute to the development of plant documentation |
| MSAPMSUP390A | Use structured problem solving tools |
| MSL922001A | Record and present data |
| TAEASS401B | Plan assessment activities and processes |
| TAEASS402B | Assess competence |
| TAEASS403B | Participate in assessment validation |
| TAEDEL301A | Provide work skill instruction |