Australian Government

Department of Education, Employment and Workplace Relations

MTMCOR402B Facilitate Quality Assurance process

Release: 1

INDUSTRY SKILLS COUNCILS
Creating Australia's Future

MTMCOR402B Facilitate Quality Assurance process

Modification History

Not Applicable

Unit Descriptor

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

Application of the Unit

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

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units		
	MTMCOR203A	Apply quality assurance practices

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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.

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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Facilitate the ongoing implementation of the QA program in the workplace	1.1. Regulatory basis for compliance with the company's HACCP-based QA program is identified. 1.2. Nature and importance of work instructions and **Standard Operating Procedures** (**SOPs**) is identified and workers are coached in their implications. 1.3. Work instructions and SOPs are written so that they comprehensively document the details required for competent performance. 1.4. Work instructions and SOPs are reviewed for accuracy. 1.5. Implementation of work instructions and operating procedures is monitored.
2. Monitor inspection and test records	2.1. Control and critical control points in the HACCP program are identified. 2.2. Procedures for monitoring products and processes are identified and implemented, where appropriate. 2.3. Critical limits and the causes for product or process not conforming are identified. 2.4. Inspection and test records are monitored to verify product quality and to identify performance trends. 2.5. Descriptions of proposals to introduce improved processes or procedures are contained in status reports.
3. Respond to non-conforming product or processes	3.1. Procedures for taking corrective action are identified. 3.2. Corrective and preventative measures are implemented to prevent recurrence. 3.3. Procedures are devised or revised to support control measures. 3.4. Processes or conditions which could result in a breach of meat safety procedures are identified and corrective action is taken. 3.5. Process changes are introduced and controlled so that QA requirements are accomplished.
4. Review product samples and test results	4.1. Product **sampling** procedures are identified. 4.2. Post-collection procedures are identified according to SOPs. 4.3. Test results are reviewed and responded to in accordance with **workplace requirements**.

ELEMENT	PERFORMANCE CRITERIA
5. *Calculate* yield, wastage and productivity indicators	5.1. Yield, wastage and productivity measures are calculated to determine performance outcomes. 5.2. Yield, wastage and productivity measures are compared with targets to determine variation of actual from planned performance.
6. Calculate *calibration* adjustments	6.1. *Mathematical concepts* associated with equipment calibration are used to determine adjustment to settings. 6.2. Calibration calculation is verified by checking the accuracy of the adjustment in the actual work performance.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

Ability to:

- 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 clearly and precisely to workers
- 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 *Occupational Health and Safety* (*OH&S*) *requirements*
- interpret the results and trends of process monitoring
- prepare process and product status *reports* recommending changes to improve processes and procedures
- prepare reports using primary and summary data, and appropriate language
- use relevant *communication skills*

REQUIRED SKILLS AND KNOWLEDGE

- 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
- verify calibrating calculations
- 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

Required knowledge

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 they may be minimised
- the actual/potential problems which can occur if SOPs or work instructions or their equivalent are non-existent or not accurate
- document controls associated with a procedure 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 changes in procedures
- legal obligations of the enterprise and individuals for maintenance of the QA system
- team requirements and team management processes or strategies

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	The meat industry has specific and clear requirements for evidence. A minimum of three forms of evidence is required to demonstrate competency in the meat industry. This is specifically designed to provide evidence that covers the demonstration in the workplace of all aspects of competency over time. These requirements are in addition to the requirements for valid, current, authentic and sufficient evidence. Three forms of evidence means three different kinds of evidence - not three pieces of the same kind. In practice it will mean that most of the unit is covered twice. This increases the legitimacy of the evidence. All assessment must be conducted against Australian meat industry standards and regulations.
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Competency must be demonstrated in terms of current regulatory requirements.
Context of and specific resources for assessment	Assessment must involve a demonstration of skills in the workplace.
Method of assessment	Recommended methods of assessment include: • assignment • quiz of underpinning knowledge • simulation • verified work log or diary • workplace demonstration workplace project • workplace referee or third-party report of performance over time. Assessment practices should take into account any relevant language or cultural issues related to Aboriginality or Torres Strait Islander, gender, or language backgrounds other than English. Language and

EVIDENCE GUIDE	
	literacy demands of the assessment task should not be higher than those of the work role.
Guidance information for assessment	A current list of resources for this unit of competency is available from MINTRAC www.mintrac.com.au or telephone 1800 817 462.

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.	
SOPs may relate to:	• personal hygiene • food preparation and processing • pest control • waste disposal • cleaning • maintenance of premises • product recall • customer complaints • calibration.
Sampling and testing may be conducted by:	• external agencies.
Workplace requirements may include:	• enterprise QA policy, practices and procedures • enterprise-specific procedures • OH&S requirements • QA requirements • SOPs • the ability to perform the task to production requirements • work instructions.
Calculations may include:	• typical workplace circumstances used in primary recording and summary documentation

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RANGE STATEMENT

	• estimating techniques to confirm the general accuracy of calculations • manual operations or the use of a calculator. •
Mathematical concepts and measures may include:	• trends, norms, variation from norms, percentages, decimals, fractions and time series • quality data, including time series and trends, presented in tables and graphs.
Calibrations will typically relate to:	• measurements associated with weight, volume, temperature and length.

OH&S requirements may include:	• enterprise OH&S policies, procedures and programs
	• OH&S legal requirements
	• personal protective equipment (PPE) which may include:
	   • coats and aprons
	   • ear plugs or muffs
	   • eye and facial protection
	   • head-wear
	   • lifting assistance
	   • mesh aprons
	   • protective boot covers
	   • protective hand and arm covering
	   • protective head and hair covering
	   • uniforms
	   • waterproof clothing
	   • work, safety or waterproof footwear
	• requirements set out in standards and codes of practice.

Reports may be:	• complex, contain technical, mathematical and graphic information and be presented in standard formats according to enterprise and legal requirements • according to statutory and workplace requirements and may involve: • a manual and/or electronic system

RANGE STATEMENT	
	• reports and presentations spoken, written and supported by graphs, pictures, charts and tables of primary or summary data • data presented in standard formats • spreadsheets used to record and manipulate data.
Communication skills may include:	• applying numeracy skills to workplace requirements • being appropriately assertive • empathising • establishing/using networks • interpreting the needs of internal/external customers • listening and understanding • negotiating responsively • persuading effectively • reading and interpreting workplace-related documentation • sharing information • speaking clearly and directly • working with diverse individuals and groups • writing to audience needs.
Regulatory requirements may include:	• Export Control Orders • hygiene and sanitation requirements • relevant Australian Standards • relevant regulations • requirements set out in AS 4696:2007 Australian Standard for Hygienic Production and Transportation of Meat and Meat Products for Human Consumption • state regulations regarding meat processing.
QA systems may:	• incorporate food safety plans and programs. A food safety program systematically identifies the food safety hazards that may be reasonably expected to occur in all food handling operations of the food business. It identifies where and how each hazard can be controlled, describes how these controls are to be monitored, the corrective action required if control conditions are not met and information to be recorded. The food safety

RANGE STATEMENT	
	program must comply with relevant federal, state, territory and industry legislation and regulations. Regulators may require the development of discrete food safety plans, rather than food safety plans embedded in the QA system.

Unit Sector(s)

Unit sector	

Co-requisite units

Co-requisite units		

Competency field

Competency field	