



Australian Government

Department of Education, Employment and Workplace Relations

FDF20911 Certificate II in Food Processing (Sales)

Release 3

FDF20911 Certificate II in Food Processing (Sales)

Modification History

This Qualification supersedes and is equivalent to FDF20910 Certificate II in Food Processing (Sales).

September 2012: Replacement of superseded imported Units.

April 2012: Update of imported SUG Units to new FDFSUG Units. Minor typographical corrections.

November 2011: Update to imported Units, including one non-equivalent Unit. Minor edits.

Description

This Qualification covers the sales specialisations within the food processing industry.

Job Roles

The Certificate II in Food Processing (Sales) targets those assisting in a sales capacity within a manufacturing or retail food processing environment. This Qualification is designed for application in supervised environments where the work is predictable with some basic problem solving requirements.

Additional Qualification advice

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

Some Units imported into this Qualification from the SIR07 Retail Services Training Package require a prerequisite Unit in food safety from the source Training Package. This prerequisite Unit has not been imported as it duplicates food safety Units already required as core skills within the Food Processing Training Package Qualifications. If selecting this Unit, the RTO should facilitate recognition of the FDF Units as a suitable prerequisite Unit alternative.

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.

Pathways Information

Pathways into the Qualification

Pathways for candidates considering this Qualification include:

- Certificate I in Food Processing
- direct entry
- limited vocational training and/or work experience.

Pathways from the Qualification

After achieving this Qualification, candidates may undertake the FDF30910 Certificate III in Food Processing (Sales) with an industry specialisation according to the needs of the enterprise and higher level job functions, or any other suitable Qualification.

Licensing/Regulatory Information

There is no direct link between this Qualification and licensing, legislative and/or regulatory requirements. However, an individual Unit of Competency may specify relevant licensing, legislative and/or regulatory requirements. In addition, 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 II 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:
Communication	<ul style="list-style-type: none"> • Complete work forms and required written documentation. • Use communication and information technologies to support work operations. • Demonstrate effective and appropriate interpersonal skills to assess customer needs. • Interpret and apply workplace procedures and instructions. • Share workplace information. • Communicate information about problems with work. • Communicate information relating to OHS. • Establish rapport with customers and identify and use suitable communication mediums.
Teamwork	<ul style="list-style-type: none"> • Work as part of a team. • Provide assistance to others in the work area. • Identify own role and responsibilities within a team. • Identify team goals. • Share work-related information. • Maintain health and safety of work area for self and others. • Understand and communicate team processes that impact on product availability.
Problem-solving	<ul style="list-style-type: none"> • Identify and report any workplace hazards. • Identify workplace problems and make contributions to their solution. • Identify health and safety issues relating to work in the food industry. • Identify customer requirements and suitable service options. • Provide product and service advice to customers. • Apply knowledge of materials, product purpose and processes to work operations.
Initiative and enterprise	<ul style="list-style-type: none"> • Provide feedback on procedures and processes. • Gather and interpret information to support safe and efficient work. • Ask questions regarding customer requirements and expectations.

	<ul style="list-style-type: none"> • Make suggestions for continuous improvement. • Inspect quality of outcomes on an ongoing basis. • Seek to resolve customer issues.
Planning and organising	<ul style="list-style-type: none"> • Identify order priorities. • Plan work activities to meet daily work requirements. • Organise work area to maintain housekeeping standards. • Identify and report issues affecting ability to meet work outcomes. • Complete customer order information.
Self-management	<ul style="list-style-type: none"> • Understand own work activities. • Identify personal responsibilities. • Accept responsibility for quality of own work. • Follow OHS and food safety practices. • Plan to meet required work outcomes. • Monitor own work. • Maintain own work efficiency. • Keep the work area clean and tidy at all times. • Check accuracy of own documented information.
Learning	<ul style="list-style-type: none"> • Assess own competencies in meeting job requirements. • Listen to feedback and advice of supervisors. • Identify own skill requirements and seek skill development if required. • Attend training or skill development activities. • Ask questions to expand own knowledge. • Seek information to supply to customers.
Technology	<ul style="list-style-type: none"> • Use appropriate tools, machines and equipment safely and effectively. • Use information and communication technologies. • Understand production processes.

Packaging Rules

This Qualification requires the achievement of **thirteen (13)** 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

Seven (7) Elective Units

Elective selection must include:

- Two (2) Group A elective Units
- Two (2) Group B Specialist and Cross Sector elective Units

Three (3) 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 from this Training Package, any other 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 1 Unit)

NOTE 1: Units packaged at Certificate III in Retail Baking or Plant Baking cannot be included within the Certificate II in Food Processing (Sales).

NOTE 2: Units marked with an asterisk (*) require completion of prerequisite Unit/s identified under the Unit.

CORE UNITS

Complete the following six (6) Units.

FDFFS2001A	Implement the food safety program and procedures #
FDFOHS2001A	Participate in OHS processes
FDFOP2061A	Use numerical applications in the workplace
FDFOP2063A	Apply quality systems and procedures
FDFOP2064A	Provide and apply workplace information
MSAENV272B	Participate in environmentally sustainable work practices

In the case where this Qualification is to be applied in a work environment where food is processed for non-human consumption such as pet food and stock feed or other situations where human food safety skills are not required, then this Unit may be replaced by **FDFOP2062A Apply work procedures to maintain integrity of product.**

ELECTIVE UNITS

Group A

SIRRMER004A	Prepare and display bakery products* <i>SIRRFSA001A Apply retail food safety practices</i>
SIRXFIN201	Balance and secure point-of-sale terminal
SIRXFIN002A	Perform retail finance duties
SIRXMER201	Merchandise products
SIRXRSK001A	Minimise theft
SIRXSLS002A	Advise on products and services

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

Group B

Sector Specialist Units	
Baking	
FDFBK2001A	Operate a cooling and slicing process
FDFBK2002A	Operate a pastry forming and filling process
FDFBK2003A	Manufacture rye crisp breads
FDFBK2004A	Manufacture wafer products
FDFBK2005A	Operate a doughnut making process
FDFBK2006A	Operate a griddle production process
FDFBK2007A	Operate a pastry production process
FDFOP2024A	Operate a cooling, slicing and wrapping process
FDFOP2055A	Freeze dough
Beverages	
FDFBV2001A	Operate a deaeration, mixing and carbonation process
FDFBV2002A	Manufacture coffee (roast and ground)
FDFBV2003A	Operate an ice manufacturing process
Confectionery	
FDFCON2001A	Examine raw ingredients used in confectionery
FDFCON2002A	Operate a boiled confectionery process
FDFCON2003A	Operate a chocolate conching process
FDFCON2004A	Operate a chocolate depositing or moulding process

FDFCON2005A	Operate a confectionery depositing process
FDFCON2006A	Operate a granulation and compression process
FDFCON2007A	Operate a panning process
FDFCON2008A	Operate a chocolate refining process
FDFCON2009A	Operate a starch moulding process
Dairy processing	
FDFDP2001A	Operate a butter churning process
FDFDP2002A	Operate a butter oil process* <i>FDFOP2043A Operate an homogenisation process OR FDFDP2001A Operate a butter churning process</i>
FDFDP2003A	Operate a curd production and cutting process
FDFDP2004A	Operate a cooling and hardening process
FDFDP2005A	Operate a cheese pressing and moulding process
FDFDP2006A	Operate a fermentation process
Fruit and vegetables	
FDFFV2001A	Apply hydro-cooling process to fresh produce
Grain processing	
FDFGR2001A	Operate a liquid, mash or block stockfeed process
FDFGR2002A	Understand mill operations and technologies
FDFGR2003A	Operate a grain conditioning process
FDFGR2004A	Operate a grain cleaning process
FDFGR2005A	Operate a purification process
FDFGR2006A	Operate a scalping and grading process
FDFGR2007A	Operate a scratch and sizing process
FDFGR2008A	Operate a break roll process
FDFGR2009A	Operate a pelleting process
FDFGR2010A	Handle grain in a storage area
AHCBAC204A	Prepare grain storages
TLIJ2003A	Apply grain protection measures
TLIJ2004A	Implement grain monitoring measures
Grocery products and supplies	
FDFGPS2001A	Operate a bleaching process

FDFGPS2002A	Operate a complecting process
FDFGPS2003A	Operate a deodorising process
FDFGPS2004A	Operate a flake preparation process
FDFGPS2005A	Operate a fractionation process
FDFGPS2006A	Operate a hydrogenation process
FDFGPS2007A	Operate an interesterification process
FDFGPS2008A	Operate a neutralisation process
FDFGPS2009A	Operate a soap splitting process
FDFGPS2010A	Operate a winterisation process
FDFGPS2011A	Operate a creamed honey manufacture process
Poultry	
FDFPO2001A	Operate a dicing, stripping or mincing process
FDFPO2002A	Operate an evisceration process
FDFPO2003A	Grade carcass
FDFPO2004A	Harvest edible offal
FDFPO2005A	Operate a marinade injecting process
FDFPO2006A	Operate a washing and chilling process
FDFPO2007A	Operate the bird receival and hanging process
FDFPO2008A	Operate a stunning, killing and defeathering process
FDFPO2009A	Work in an egg grading floor
FDFPO2010A	Operate egg grading and packing floor equipment* <i>FDFPO2009A Work in an egg grading floor</i>
MTMP2006B	Apply animal welfare and handling requirements
MTMP2197C	Clean after operations – boning room

Cross Sector Units	
FDFOP2001A	Work effectively in the food processing industry
FDFOP2002A	Inspect and sort materials and product
FDFOP2003A	Clean equipment in place
FDFOP2004A	Clean and sanitise equipment
FDFOP2006A	Operate a bulk dry goods transfer process
FDFOP2007A	Work in a freezer storage area

Cross Sector Units	
FDFOP2008A	Operate a bulk liquid transfer process
FDFOP2009A	Load and unload tankers
FDFOP2010A	Work with temperature controlled stock
FDFOP2011A	Conduct routine maintenance
FDFOP2012A	Maintain food safety when loading, unloading and transporting food
FDFOP2013A	Apply sampling procedures
FDFOP2014A	Participate in sensory analyses
FDFOP2016A	Work in a food handling area for non-food handlers
FDFOP2017A	Operate a blending, sieving and bagging process
FDFOP2018A	Operate a case packing process
FDFOP2019A	Fill and close product in cans
FDFOP2020A	Operate a form, fill and seal process
FDFOP2021A	Operate a fill and seal process
FDFOP2022A	Operate a high speed wrapping process
FDFOP2023A	Operate a packaging process
FDFOP2025A	Manufacture extruded and toasted products
FDFOP2026A	Operate a forming or shaping process
FDFOP2027A	Dispense non-bulk ingredients
FDFOP2028A	Operate a mixing or blending process
FDFOP2029A	Operate a baking process
FDFOP2030A	Operate a process control interface
FDFOP2031A	Operate a coating application process
FDFOP2032A	Work in a clean room environment * <i>FDFFS2001A Implement the food safety program and procedures OR FDFPH2001A Apply Good Manufacturing Practice procedures</i>
FDFOP2033A	Operate a depositing process
FDFOP2034A	Operate an evaporation process
FDFOP2035A	Operate an enrobing process
FDFOP2036A	Operate an extrusion process
FDFOP2037A	Operate a filtration process

Cross Sector Units	
FD20911-2038A	Operate a grinding process
FD20911-2039A	Operate a frying process
FD20911-2040A	Operate a heat treatment process
FD20911-2041A	Operate a mixing or blending and cooking process
FD20911-2042A	Operate a drying process
FD20911-2043A	Operate an homogenising process
FD20911-2044A	Operate a retort process
FD20911-2045A	Operate pumping equipment
FD20911-2046A	Operate a production process
FD20911-2047A	Operate a portion saw
FD20911-2048A	Pre-process raw materials
FD20911-2049A	Operate a reduction process
FD20911-2050A	Operate a separation process
FD20911-2051A	Operate a spreads production process
FD20911-2052A	Operate a chocolate tempering process
FD20911-2053A	Operate a washing and drying process
FD20911-2054A	Operate a water purification process
FD20911-2056A	Operate a freezing process
FD20911-2057A	Operate a membrane process
FD20911-2058A	Operate a holding and storage process
FD20911-2059A	Operate a continuous freezing process
FD20911-2060A	Operate an automated cutting process
FD20911-218A	Operate a boiler - basic
FD20911-222A	Operate a waste water treatment system
AHCWRK308A	Handle bulk materials in storage area
MSL973001A	Perform basic tests
MTMPSR203A	Sharpen knives
MTMPSR201C	Vacuum pack product
PMBPROD211B	Operate blow moulding equipment
PMBPROD270B	Operate injection blow moulding equipment
TLIA2009A	Complete and check import/export documentation

Cross Sector Units	
TLIA2021A	Despatch stock
TLIA4025A	Regulate temperature controlled stock
TLID2003A	Handle dangerous goods/hazardous substances
TLID2004A	Load and unload goods/cargo

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

GROUP C

FDFOP1003A	Carry out manual handling tasks
FDFOP2005A	Work in a socially diverse environment
FDFOP2015A	Apply principles of statistical process control* <i>FDFOP2061A Use numerical applications in the workplace</i>
FDFPPL2001A	Participate in work teams and groups
BSBITU201A	Produce simple word processed documents
BSBITU202A	Create and use spreadsheets
BSBWOR204A	Use business technology
HLTFA201B	Provide basic emergency life support
MSS402010A	Manage the impact of change on own work
MSS402001A	Apply competitive systems and practices
MSS402002A	Sustain process improvements
MSS402021A	Apply Just in Time procedures
MSS402030A	Apply cost factors to work practices
MSACMT231A	Interpret product costs in terms of customer requirements
MSS402040A	Apply 5S procedures
MSS402050A	Monitor process capability
MSS402051A	Apply quality standards
MSACMT260A	Use planning software systems in manufacturing
MSS402060A	Use SCADA systems in operations
MSS402080A	Undertake root cause analysis
MSS402081A	Contribute to the application of a proactive maintenance strategy
SITHFAB012B	Prepare and serve espresso coffee
TLIA2014A	Use product knowledge to complete work operations
TLID2010A	Operate a forklift

TLIK2010A	Use infotechnology devices in the workplace
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