



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **FDFOP2063A Apply quality systems and procedures**

**Revision Number: 1**

## FDFOP2063A Apply quality systems and procedures

### Modification History

Not applicable.

### Unit Descriptor

<b>Unit descriptor</b>	This unit of competency covers the skills and knowledge required to apply quality principles and system requirements when carrying out work responsibilities where work involves the operation of packaging and/or processing equipment.
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### Application of the Unit

<b>Application of the unit</b>	This unit has application in a food processing environment. It typically targets the production worker responsible for applying quality standards to work operations.  Note that this unit does not apply to the pharmaceutical industry. Refer to FDFPH2001A Apply Good Manufacturing Practice procedures.
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### Licensing/Regulatory Information

Not applicable.

### Pre-Requisites

<b>Prerequisite units</b>		

## Employability Skills Information

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

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

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b>
1. Monitor quality of work outcome	1.1. Quality requirements are identified 1.2. Inputs are inspected to confirm capability to meet quality requirements 1.3. Work is conducted to produce required outcomes 1.4. Work processes are monitored to confirm quality of output and/or service 1.5. Processes are adjusted to maintain outputs within specification
2. Participate in maintaining and improving quality at work	2.1. Work area, materials, processes and product are routinely monitored to ensure compliance with quality requirements 2.2. Work is conducted in accordance with workplace environmental guidelines 2.3. Non-conformance in inputs, process, product and/or service is identified and reported according to workplace reporting requirements 2.4. Corrective action is taken within level of responsibility, to maintain quality standards 2.5. Quality issues are raised with designated personnel

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

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

#### Required skills

##### *Ability to:*

- access and apply workplace information on quality requirements for own work
- identify control points or inspection points for own work and related methods used to monitor quality
- maintain quality of own work, including relevant checks and inspections where required in order to monitor control points and check and inspect equipment, materials, product, packaging consumables, processing conditions and service standards relevant to own work
- identify and correct variation within boundaries of work role, and use quality data where required
- determine when and how to make adjustments to maintain output within specified parameters
- identify and respond to out-of-specification or unacceptable inputs and/or outputs
- record quality data in required format
- conduct tests related to work responsibilities according to enterprise procedures
- collect samples as required by sampling regime 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:*

- quality policy, procedures and responsibilities
- quality system used in the workplace, including the relationship between the quality system and food safety program, sources of information on quality requirements, the role of internal and external auditors, as appropriate, and performance improvement processes
- basic concepts of quality assurance including hazards, risk assessment and control methods
- requirements of internal and external customers
- control points for own work, including the purpose of the control point, the risk if not controlled and the method of control used
- monitoring, testing and inspection procedures relating to process control requirements
- scope to correct/control variation within equipment and process capacity

**REQUIRED SKILLS AND KNOWLEDGE**

- parameters
- evidence of out-of-specification or unacceptable performance
- procedures for responding to out-of-specification or unacceptable performance/outcomes, including procedures for identifying or isolating materials or product of unacceptable quality
- systems used to trace product ingredients as relevant to own work
- requirements to report and record quality information
- sampling and test methods and procedures where relevant

## Evidence Guide

<b>EVIDENCE GUIDE</b>	
<p>The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.</p>	
<p><b>Overview of assessment</b></p>	<p>Assessment must be carried out in a manner that recognises the cultural and literacy requirements of the assessee and is appropriate to the work performed. Competence in this unit must be achieved in accordance with food safety standards and regulations.</p>
<p><b>Critical aspects for assessment and evidence required to demonstrate competency in this unit</b></p>	<p>Evidence of ability to:</p> <ul style="list-style-type: none"> <li>• identify quality requirements and key elements of the quality system</li> <li>• conduct work according to quality standards</li> <li>• monitor quality and identify and act on non-compliances</li> <li>• participate in identifying quality system improvements.</li> </ul>
<p><b>Context of and specific resources for assessment</b></p>	<p>Assessment must occur in a real or simulated workplace where the assessee has access to:</p> <ul style="list-style-type: none"> <li>• quality policy, system and procedures, including company codes of practice/Good Manufacturing Practice (GMP)</li> <li>• work tasks and responsibilities</li> <li>• workplace information relating to work tasks, including specifications, work instruction and other advice on quality requirements and procedures</li> <li>• sampling and test procedures and related equipment as required</li> <li>• systems for recording quality information.</li> </ul>
<p><b>Method of assessment</b></p>	<p>This unit should be assessed together with other units of competency relevant to the function or work role. Examples could be:</p> <ul style="list-style-type: none"> <li>• FDFFS2001A Implement the food safety program and procedures</li> <li>• FDFOP2013A Apply sampling procedures</li> <li>• MSL973001A Perform basic tests.</li> </ul>
<p><b>Guidance information for assessment</b></p>	<p>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</p>

**EVIDENCE GUIDE**

circumstances, cases and responsibilities, and where possible, over a number of assessment activities.

## Range Statement

<b>RANGE STATEMENT</b>	
<p>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.</p>	
<b>Policies and procedures</b>	Work is carried out in accordance with company policies and procedures, licensing and regulatory requirements, legislative requirements and industrial awards and agreements
<b>Workplace information</b>	<p>Workplace information may include:</p> <ul style="list-style-type: none"> <li>• standard operating procedures (SOPs)</li> <li>• quality specifications</li> <li>• food safety plans</li> <li>• log sheets</li> <li>• standard forms and reports</li> </ul>
<b>Control points</b>	Control points refer to those key points in a work process which must be monitored and controlled. This includes food safety (critical) as well as quality and regulatory control points
<b>Monitoring quality</b>	Monitoring quality includes observation and other checks, tests or inspections to confirm that the work output meets defined specifications or quality standards. This can include the use of data collection and analysis tools, such as control charts. Tests or inspections may be carried out by the operator, a third party or be automated
<b>Reporting and recording systems</b>	<p>Reporting and recording systems may be:</p> <ul style="list-style-type: none"> <li>• verbal</li> <li>• written</li> <li>• electronic</li> <li>• screen-based</li> </ul>
<b>Participating in improvement</b>	<p>Participating in improvement may involve:</p> <ul style="list-style-type: none"> <li>• participation in structured improvement programs</li> <li>• one-off projects</li> </ul>



**RANGE STATEMENT**

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|  | <ul style="list-style-type: none"><li>• day-to-day problem solving</li></ul> |
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**Unit Sector(s)**

<b>Unit sector</b>	Operational
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**Competency field**

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

<b>Co-requisite units</b>	