



Australian Government

Department of Education, Employment and Workplace Relations

FDFTEC4011A Participate in product recalls

Revision Number: 2

FDFTEC4011A Participate in product recalls

Modification History

November 2011: Updated to include correct prerequisite.

Unit Descriptor

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| Unit descriptor | This unit of competency covers the skills and knowledge required to identify circumstances that could warrant a product recall and to initiate and/or participate in recall processes within level of authority. |
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Application of the Unit

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| Application of the unit | This unit can apply where a person has primary responsibility for initiating a product recall or where they are required to participate in the recall decision and related process as part of a team. Product recalls occur in the context of an established recall procedure. |
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

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| Prerequisite units | | |
| | FDFFS3001A | Monitor the implementation of quality and food safety programs* <i>FDFFS2001A Implement the food safety program and procedures</i> |

Employability Skills Information

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| Employability skills | This unit contains employability skills. |
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Elements and Performance Criteria Pre-Content

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| 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 |
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| 1. Identify product recall situations | 1.1. Circumstances that could result in a product recall are identified 1.2. Appropriate controls are in place to manage risks 1.3. Criteria used to initiate a product recall are identified 1.4. Legal responsibilities and requirements of a recall program are identified |
| 2. Participate in a product recall | 2.1. The components of the product recall system in the workplace are identified 2.2. Workplace systems are used to trace ingredients, materials and batch information 2.3. Product recall procedures are implemented within level of responsibility 2.4. Procedures to define roles and levels of authority in the event of a product recall are established/reviewed |
| 3. Review processes to minimise the risk of recurrence | 3.1. The cause of the product recalls are investigated 3.2. Purchasing arrangements and in-house procedures are established or reviewed to minimise the risk of recurrence 3.3. Consultative mechanisms are established and/or reviewed to support continuous improvement and communicate information on product recalls |

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

Ability to:

- identify relevant workplace information, including the company's food safety plan and vendor assurance arrangements
- identify the risks that could result in the need to initiate a product recall and the control measures in place to prevent incidents occurring
- identify legal and company requirements of the product recall system, including the provisions of food safety legislation and related company system and criteria for determining when a recall is required
- for a given range of circumstances that could result in the need for a product recall, outline appropriate responsive action within company policy and procedures
- identify and/or develop the components of the recall system to meet company and legal requirements, including information recording systems to support traceability; identification of personnel responsible for assessing information and determining appropriate action, and procedures that define roles and levels of responsibility
- identify the social, financial, environmental and legal consequences of failing to initiate a recall or for delaying the decision
- identify and/or develop procedures for the investigation of causes and review of arrangements and procedures in the event of an incident, such as reviewing responses to previous incidents to assess effectiveness and/or developing recommendations on appropriate procedures
- identify and/or develop the appropriate communication systems and channels for consulting with people affected by the recall procedure and communicating information on improvements to be implemented
- use communication skills to interpret and complete work information to support operations of work team or area
- demonstrate and support cooperative work practices within a culturally diverse workforce

Required knowledge

Knowledge of:

- circumstances that could result in a product recall
- legal responsibilities and requirements of a recall program
- components of the recall system to meet company and legal requirements
- company's food safety plan and vendor assurance arrangements
- risks that could result in the need to initiate a product recall and the control measures in place to prevent incidents occurring
- social, financial and legal consequences of failing to initiate a recall or for delaying

REQUIRED SKILLS AND KNOWLEDGE

- the decision
- procedures for investigating causes
- communication requirements and procedures

Evidence Guide

| EVIDENCE GUIDE | |
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| <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>Overview of assessment</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>Critical aspects for assessment and evidence required to demonstrate competency in this unit</p> | <p>Evidence of ability to:</p> <ul style="list-style-type: none"> • identify criteria and circumstances for a product recall • identify controls designed to prevent product recall • identify legal implications of a product recall • identify features of the workplace product recall system and procedures • participate in the implementation of the product recall procedures • determine and examine the cause of product fault • establish mechanisms to improve operations and minimise the risk of occurrence. |
| <p>Context of and specific resources for assessment</p> | <p>Assessment must occur in a real or simulated workplace where the assessee has access to:</p> <ul style="list-style-type: none"> • company food safety program and related information relevant to product recall, such as contractual arrangements with suppliers, product specifications and process parameters, and recall procedures • legislation relating to product recall, including relevant food safety legislation • workplace information recording systems, requirements and procedures. |
| <p>Method of assessment</p> | <p>This unit should be assessed together with core units and other units of competency relevant to the function or work role.</p> |
| <p>Guidance information for assessment</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 circumstances, cases and responsibilities, and where</p> |

EVIDENCE GUIDE

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| | possible, over a number of assessment activities. |
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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.

Policies and procedures

Product recalls and related work processes are consistent with company policies and procedures, regulatory and licensing requirements, legislative requirements, and industrial awards and agreements and takes account of occupational health and safety (OHS) and environmental impact

Unit Sector(s)

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| Unit sector | Technical |
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Competency field

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| Competency field | |
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Co-requisite units

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| Co-requisite units | |
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| Co-requisite units | | |
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