# MTMPSR415A Develop and implement work instructions and SOPs

**Release: 1**

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## Modification History

| Release | TP Version | Comments |
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| 1 | MTM11v3 | Initial release. |

# Unit Descriptor

This Unit covers the skills and knowledge required to develop and implement work instructions and Standard Operating Procedures (SOPs). It addresses the planning and consultation process for development, validation and implementation.
Work instructions and SOPs will be in written form and may utilise photographs or illustrations to emphasise a particular characteristic or feature required from the performance of the task. Format is sequential and uses a Plain English approach.

# Application of the Unit

Work Instructions and SOPs will usually be developed by Quality Assurance Officers, regulators or supervisors in the meat processing industry, and will frequently address regulatory or customer requirements.

# Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this Unit.

# Pre-Requisites

Nil.

# Employability Skills Information

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.

# Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
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| 1. Identify and scope the requirements of the work instructions and SOPs | 1.1 Format is developed or selected according to enterprise requirements.<br>1.2 Individual tasks/responsibilities to be covered are accurately identified.<br>1.3 The sequence of tasks is determined to ensure efficiency is achieved.<br>1.4 The sequencing of information is consistent with current or desired performance.<br>1.5 **Regulatory and customer requirements** are identified. |
| 2. Write work instruction or SOP | 2.1 Work instruction or SOP identifies key roles and responsibilities.<br>2.2 Document is prepared using a **format and language** consistent with enterprise procedures.<br>2.3 **Corrective actions and/or critical control points** are included in the documentation.<br>2.4 **Safe work practices** and/or hygiene requirements related to the task are included.<br>2.5 Photographs or illustrations are included as appropriate.<br>2.6 Document version control procedures are implemented. |
| 3. Validate work instruction or SOP | 3.1 Written document is tested for consistency with identified requirements and supports workplace performance.<br>3.2 Written document is trialled with personnel to confirm clarity and language is appropriate to literacy needs.<br>3.3 Written document addresses WHS, hygiene and regulatory requirements as appropriate.<br>3.4 Written document is amended, as necessary, based on feedback from validation activities.<br>3.5 Images and diagrams are examined for accuracy and **conformance to workplace and regulatory requirements**. |
| 4. Implement work instruction or SOP | 4.1 **Required approvals** are obtained and recorded.<br>4.2 Plan for implementation is developed and communicated to appropriate personnel.<br>4.3 Training requirements are identified and addressed.<br>4.4 Work instruction or SOP is implemented.<br>4.5 Effectiveness of implementation is evaluated.<br>4.6 Records of implementation are stored appropriately. |

# Required Skills and Knowledge

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

## Required skills include:

### Ability to:

- collect, record and analyse data
- communicate with work teams and management
- communicate complex technical information to culturally diverse staff
- interpret product specifications, standards and production information
- use enterprise procedures to control document versions
- use computers to develop, control and store documentation
- develop plans
- prioritise tasks
- solve problems
- apply literacy skills to:
    - compile reports
    - use Plain English
    - interpret complex technical specifications or data
    - prepare detailed specifications, procedures and work instructions
    - read and interpret information
    - record and analyse data
    - report progress and technical information.
- use numeracy skills to:
    - calculate time and other production data
    - estimate volume, mass and weight
    - gather and record data
    - prepare technical reports.

## Required knowledge includes:

### Knowledge of:

- communication techniques appropriate for culturally diverse workforce
- Hazard Analysis Critical Control Point (HACCP) and food safety plan
- legal and regulatory requirements impacting the Australian meat processing industry
- WHS requirements
- methods available to regulate production flows, temperature control and time
- product and process specifications
- organisational communication systems
- production systems, including corrective actions and control points

- validation techniques.

# 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.

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| 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 | Assessment must confirm the ability to: <ul><li>perform tasks necessary to develop and validate work instructions or SOP</li><li>implement the work instructions or SOPs</li><li>assess implementation against the product specification, WHS requirements, and as meeting the learning needs of intended staff.</li></ul> Assessment must confirm knowledge of: <ul><li>enterprise Standard Operating Procedures (SOPs)</li><li>HACCP planning</li><li>product specifications, quality objectives and production parameters</li><li>sources of information relating to equipment and personnel capability</li><li>special language requirements of the workplace</li><li>the manageable tasks capable of completion within the time available and to the requirements of the product specification</li><li>the processes for validating documents</li><li>workplace WHS requirements</li><li>version control</li><li>workplace chain of communication</li><li>implementation processes</li><li>record keeping requirements.</li></ul> |

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| Context of and specific resources for assessment | Assessment must be conducted in the workplace. Resources may include: <br><br> • applicable regulations and customer specifications <br> • access to processing or production facilities <br> • enterprise WHS policy <br> • enterprise product specifications <br> • equipment operating parameters <br> • relevant food safety standards <br> • translator or translations of material written in a language other than English <br> • video or other projection equipment for materials not in written form. |
| Method of assessment | The following assessment methods are suggested: <br><br> • project writing work instructions or SOPs (work or scenario based), completing a validation process and developing an implementation plan <br> • project rewriting or modifying existing work instructions or SOPs, completing a validation process and then implementing the revised versions <br> • workplace referee's report <br> • written or oral questions. <br><br> 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 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

| 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. |
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| *Regulatory and customer requirements* may include: | • AS4696:2007 Australian standard for the hygienic production and transportation of meat and meat products<br>• other relevant Australian Standards<br>• Export Control Act<br>• DAFF Biosecurity notices<br>• Approved Arrangement<br>• Ecologically Sustainable Development (ESD) principles, environmental hazard identification, risk assessment and control<br>• food safety, HACCP, hygiene and temperature control<br>• inspection arrangements for DAFF Biosecurity and the  Australian Customs Service (ACS)<br>• business or workplace operations, policies and practices<br>• WHS hazard identification, risk assessment and control. |
| *Format and language* may include: | • cultural diversity and/or special language needs of the workplace<br>• photographic illustrations to identify particular characteristics<br>• pictograms to demonstrate particular activities<br>• using Plain English. |
| *Corrective actions and/or critical control points* may relate to: | • food safety standards<br>• HACCP<br>• product specifications. |
| *Safe work practices* may include: | • enterprise WHS policies, procedures and programs<br>• WHS legal requirements<br>• hazard assessments<br>• Personal Protective Equipment (PPE) which may include:<br>  • coats and aprons<br>  • ear plugs or muffs<br>  • eye and facial protection |

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| | • head-wear<br>• lifting assistance<br>• mesh aprons<br>• protective boot covers<br>• protective hand and arm covering<br>• protective head and hair covering<br>• uniforms<br>• waterproof clothing<br>• work, safety or waterproof footwear<br>• requirements set out in standards and codes of practice. |
| ***Conformance to workplace and regulatory requirements*** of images and diagrams may include: | • copyright permissions acknowledgement<br>• ensuring depiction conforms to workplace requirements. |
| ***Required approvals*** may include: | • approval for inclusion in the Approved Arrangement<br>• enterprise corporate approvals. |

# Unit Sector(s)

Not applicable.

# Custom Content Section

Not applicable.