Australian Government

Department of Education, Employment and Workplace Relations

SFIPROC504C Design and manage a product recall

Release: 1

INDUSTRY SKILLS COUNCILS
Creating Australia's Future

SFIPROC504C Design and manage a product recall

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit of competency describes the activities involved in product recall decision making, and managing the processes involved in accepting and disposing of recalled product in the event of a seafood emergency.
	It also involves the recognition of activities relating to the withdrawal of products that are found to be an unacceptable risk, such as might be represented by those items recalled/returned in the course of normal production, and low-risk situations, such as product returned for re-processing or re-packaging.
	Licensing, legislative, regulatory or certification requirements may apply to this unit. Therefore it will be necessary to check with the relevant state or territory regulators for current licensing, legislative or regulatory requirements before undertaking this unit.

Application of the Unit

Application of the unit	All enterprise or workplace procedures and activities are carried out according to *relevant government regulations*, *licensing and other compliance requirements*, including *occupational health and safety* (*OHS*) *guidelines*, *food safety and hygiene procedures* and *ecologically sustainable development* (*ESD*) *principles*.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Prerequisite units		

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.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Gather evidence to determine advisability of *product recall*	1.1. Information and/or inputs from production, regulators or customers are monitored to ensure *conformance with specifications*.
	1.2. Non-conformance is analysed and a risk assessment conducted to determine source of problem and potential outcome.
	1.3. Non-conformance of a scale to warrant recall action is reported to appropriate personnel/agencies.
	1.4. Decision to recall product is taken in a timely manner.
	1.5. Protocol for *engaging the media* during the recall is developed and agreed between the *relevant parties*.
2. Manage recall process and associated record keeping	2.1. Protocol for acceptance of recalled product is developed and agreed between the relevant parties.
	2.2. The need for, and level of, *isolation* of returned product is communicated to all personnel.
	2.3. Accurate records of current stocks and returned product are maintained throughout recall period.
	2.4. Records are stored according to third-party requirements.
3. Oversee re-introduction, disposal and/or destruction of recalled product	3.1. Returned product is isolated from current stocks, product or facilities in a manner consistent with the level of recall.
	3.2. *Disposal or destruction processes* are implemented according to third-party procedures.
4. Conduct post-recall review	4.1. A review encompassing all aspects of recall is initiated.
	4.2. A comprehensive report identifying source of problem is prepared.
	4.3. Recommendations to prevent re-occurrence are developed and forwarded to appropriate personnel/agencies.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- communicating food standards to staff
- communicating with management and other key stakeholders
- discriminating between the need to recall food product in the normal course of business and a recall based on a serious public health risk
- implementing recall measures in a timely manner
- maintaining relationships with clients and customers during the course of a product recall
- maintaining safe working practices in an emergency setting
- managing media contact
- managing own work and that of work teams while under close scrutiny
- sorting, collecting, treating, disposing and/or recycling of returned product or wastes.

Literacy skills used for:

- analysing reports to determine improvements
- preparing reports
- recording and reporting information
- reading and interpreting food standards and recall protocols
- writing media releases
- using records for traceability.

Numeracy skills used for:

- calculating volumes
- estimating time including use-by-dates and product shelf life
- reading and analysing production data.

Required knowledge

- causes and effects of contamination and cross-contamination and corrective actions required
- procedures for recall and/or return of product in the normal course of business
- quality assurance principles and practices
- procedures to handle food recalls required by Australian Food Standard 3.2.2 *Food Safety Practices and General Requirements*, or its successor standard
- roles and responsibilities of stakeholders in a product (emergency) recall
- state, territory or national health agency requirements for notification in the event of a food recall

REQUIRED SKILLS AND KNOWLEDGE

- work instructions relating to relevant processing tasks
- workplace hygiene and sanitisation policies and procedures
- work team dynamics and leadership.

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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	
Critical aspects for assessment evidence required to demonstrate competence in this unit	Assessment must confirm the ability to: • design and manage a product recall which addresses both the day-to-day needs of the food business, and an emergency recall situation which will involve cooperation and communication with numerous external agencies. Assessment must confirm knowledge of: • establishment and handling of media relationships during the course of a product recall • legal and financial issues relevant to the recall of food product • media involvement in emergency situations • procedures to handle food recalls required by Australian Food Standard 3.2.2 *Food Safety Practices and General Requirements*, or its successor standard • product recall documentation, recording and reporting requirements • requirements of the enterprise food safety plan • sampling and test schedules • the Food Business Priority Classification System.
Context of and specific resources for assessment	Procedures and documentation used in an assessment should be typical of those used in the workplace for recalls/returns undertaken in the normal course of business. In the case of emergency recalls a set of documents, which may be untested but which satisfy the relevant requirements, may be used. Resources may include: • access to supervisors and or peers • documentation relating to past (recall) events • enterprise food safety plan

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EVIDENCE GUIDE	
	• enterprise policy and procedures for the return and/or recall of product • food recall protocols • relevant standards.
Method of assessment	The following assessment methods are suggested: • project (work or scenario based) • workplace documentation • written or oral questions.
Guidance information for assessment	This unit may be assessed holistically with other units within a qualification.

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.	

Relevant government regulations, ***licensing and other compliance requirements*** may include:	• ESD principles, environmental hazard identification, risk assessment and control
	• food safety, Hazard Analysis Critical Control Point (HACCP), hygiene and temperature control along chain of custody
	• imports quarantine and inspection, and importing approved arrangements for Australian Quarantine Inspection Service (AQIS), Australian Customs Service (ACS) and Biosecurity Australia (BA)
	• land, buildings and vehicles:
	  • road laws for use of motor vehicles, bikes, trucks and other transport equipment
	  • use of utilities, including water, natural gas, electricity and sewage
	• business or workplace operations, policies and practices:
	  • commercial law, including fair trading and

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RANGE STATEMENT	

	trade practices
	• consumer law
	• corporate law, including registration, licensing and financial reporting
	• disability policies and practices
	• equal opportunity, anti-discrimination and sexual harassment
	• industrial relations and awards, individual employment contracts and share of catch agreements
	• jurisdictional variations
	• superannuation
	• taxation
	• trade practices
	• warnings and dismissals
	• worker's compensation
	• OHS hazard identification, risk assessment and control
	• product quality assurance:
	   • correct naming and labelling (e.g. country of origin, Australian Fish Names Standard and eco-labelling)
	   • correct quantities, sizes and other customer requirements
	   • third-party certification (e.g. Australian Grown and ISO 14001:2004 Environmental management systems).

OHS guidelines may include:	• appropriate workplace provision of first aid kits and fire extinguishers • clean, uncluttered, hygienic workplace • codes of practice, regulations and/or guidance notes which may apply in a jurisdiction or industry sector • enterprise-specific OHS procedures, policies or standards • hazard and risk assessment of workplace and maintenance activities and control measures • induction or training of staff, contractors and visitors in relevant OHS procedures and/or requirements to allow them to carry out their duties in a safe manner

RANGE STATEMENT

	• OHS training register • safe lifting, carrying and handling technique, including manual handling, and the handling and storage of hazardous substances • safe systems and procedures for outdoor work, including protection from solar radiation, fall protection, confined space entry and the protection of people in the workplace • systems and procedures for the safe maintenance of property, machinery and equipment, including hydraulics and exposed moving parts • the appropriate use, maintenance and storage of PPE.
Food safety and hygiene regulations and procedures may include:	• Australian Shellfish Sanitation program • display, packaging and sale of food, including seafood and aquatic products • equipment design, use, cleaning and maintenance • exporting requirements, including AQIS Export Control (Fish) orders • handling and disposal of condemned or recalled seafood products • HACCP, food safety program, and other risk minimisation and quality assurance systems • location, construction and servicing of seafood premises • people, product and place hygiene and sanitation requirements • Primary Products Standard and the Australian Seafood Standard (voluntary) • processing, further processing and preparation of food, including seafood and aquatic products • product labelling, tracing and recall • receipt, storage and transportation of food, including seafood and aquatic products • requirements set out in Australian and New Zealand Food Authority (ANZFA) Food Standards Code and state and territory food regulations • temperature and contamination control along chain of custody.

RANGE STATEMENT

ESD principles may include:	• controlling the use and recycling of water, and managing water quality and quantity • increasing use of renewable, recyclable and recoverable resources • managing environmental hazard identification, risk assessment and control • managing imported products quarantine and inspection, facility biosecurity, translocation of livestock and genetic material, and health certification • managing, controlling and treating effluents, chemical residues, contaminants, wastes and pollution • minimising noise, dust, light or odour emissions • planning environmental and resource efficiency improvements • preventing genetically modified organisms and live cultured or held organisms from escaping into environment • reducing emissions of greenhouse gases • reducing use of non-renewable resources • reducing energy use and introducing alternative energy sources.
Product recall may:	• be from wholesalers retailers and/or consumers • impose special transport and/or storage requirements • include withdrawal due to product defect, pending further investigation • need to conform to the food standards code or be in response to the seafood emergency plan • include recall of product due to hazard to consumers.
Conformance with specifications may include:	• food product life cycles • food recall protocols • food standards code.
Engaging the media may include:	• authority for initiating contact or responding to approach by media • liability considerations to the enterprise • nature of recall (i.e. voluntary or compulsory).
Relevant parties may include:	• importer of raw materials used in the recalled product

RANGE STATEMENT	
	• insurers • legal advisers (own and others) • manufacturer of raw materials or end-product • police in the event of an extortion or an attempted extortion • recall sponsor which may include state or territory health authorities • suppliers relevant to the recall.
Isolation may:	• be undertaken with supervision by health authority • require a central collection site • include risk of contamination of manufacturing or storage facility.
Disposal or destruction processes may include:	• environmental requirements or obligations • food industry recall protocol.

Unit Sector(s)

Unit sector	Seafood processing

Co-requisite units

Co-requisite units		

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Competency field

Competency field	

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