



Australian Government

AMPQUA414 Coordinate a product recall

Release: 1

AMPQUA414 Coordinate a product recall

Modification History

Release	Comments
Release 1	This version released with AMP Australian Meat Processing Training Package Version 8.0.

Application

This unit describes the skills and knowledge required to initiate and participate in a product recall.

This unit applies to individuals who manage production and processing operations or who work in quality assurance roles, who manage the processes involved in identification and traceability of product, including accepting and disposing of recalled food products found to be an unacceptable food safety risk.

This unit applies to individuals who take responsibility for their own work and for the quality of others' work within known parameters. They provide and communicate solutions to a range of predictable and sometimes unpredictable problems.

All work must be carried out to comply with workplace procedures, according to state/territory health and safety, food and meat safety regulations, legislation and standards that apply to the workplace.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Unit Sector

Quality Assurance (QUA)

Elements and Performance Criteria

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Gather evidence to	1.1 Analyse non-conformance and conduct risk assessment to

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determine advisability of product recall	determine source of problem and potential outcome 1.2 Report non-conformance of a scale to warrant recall action to appropriate personnel or agencies 1.3 Make decision to recall product in a timely manner 1.4 Develop protocol for engaging the media during the recall, and seek agreement between the relevant parties
2. Manage recall process and associated record-keeping	2.1 Develop protocol for acceptance of recalled product, and seek agreement between the relevant parties 2.2 Communicate to all personnel the need and level of isolation of returned product 2.3 Maintain accurate records of current stocks and returned product throughout recall period 2.4 Store records according to workplace requirements
3. Oversee re-introduction, disposal and/or destruction of recalled product	3.1 Isolate returned product from current stocks, product or facilities in a manner consistent with the level of recall 3.2 Implement disposal or destruction processes according to workplace and controlling authority procedures
4. Conduct post-recall review	4.1 Initiate review encompassing all aspects of recall 4.2 Prepare comprehensive report identifying source of problem 4.3 Develop recommendations to prevent re-occurrence, and forward to appropriate personnel or agencies

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.

Skill	Description
Reading	Access and interpret records for traceability
Writing	Write media releases for print and electronic media sources and communications to personnel

Skill	Description
Numeracy	- Estimate time, including use-by dates and product shelf life - Analyse production data

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
AMPQUA414 Coordinate a product recall	AMPX419 Participate in product recall	Unit title and sector updated Elements and Performance Criteria added Foundation Skills added Performance Evidence, Knowledge Evidence and Assessment Conditions revised	Not equivalent

Links

Companion Volumes, including Implementation Guides, are available at VETNet: -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPQUA414 Coordinate a product recall

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Performance Evidence

An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.

There must be evidence that the individual has planned for and managed a mock product recall on at least one occasion, including:

- gathered information to establish the need to recall product
- developed rules for engaging with media
- developed procedures for the product recall
- communicated with personnel on the recall
- maintained and stored records during recall period
- managed the disposal or destruction of recalled products
- evaluated the recall process and prepared a report to determine improvements.

Knowledge Evidence

An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- causes and effects of contamination and cross-contamination in food products, and when a product recall is required
- procedures for recall and/or return of product in the normal course of business
- quality assurance principles and practices for product recall
- procedures to handle food recalls required by food and meat safety standards
- 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
- communication protocols in managing the product recall process
- record-keeping for the product recall process
- disposal and destruction procedures for recalled product
- procedures for evaluating the product recall process.

Assessment Conditions

Assessment of the skills in this unit of competency must take place under the following conditions:

- physical conditions:
 - skills must be demonstrated in a food processing workplace or an environment that accurately represents workplace conditions
- specifications:
 - production records
 - workplace food safety plan
 - workplace policy and procedures for the return and/or recall of product, including advice on communication protocols
 - relevant food safety standards
 - workplace food recall protocols
- relationships:
 - interactions with work team and supervisor.

Assessment for this unit must include at least three forms of evidence.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

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