



Australian Government

Assessment Requirements for FBPAUD4002 Communicate and negotiate to conduct food safety audits

Release: 1

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Modification History

Release	Comments
Release 1	This version released with the FBP Food, Beverage and Pharmaceutical Training Package Version 2.0.

Performance Evidence

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

There must be evidence that the individual has used and applied appropriate communication methods in a food safety audit situation, with a minimum of two different clients or auditees, including:

- a situation where a number of workers have limited English language and literacy skills
- a conflict-based situation where the outcomes are contested by the auditee.

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:

- legislation that impacts on acceptable communication methods and conduct, including anti-discrimination, anti-harassment and privacy legislation
- language relevant to audit process, including terms and jargon to describe food safety legislation, technical processes and industry standards
- effective communication strategies to communicate at different stages of the audit, including to collect audit evidence, provide and present information, facilitate meeting processes, facilitate issue management and conflict resolution, and communicate audit findings
- confidentiality needs and expectations of food businesses
- strategies to communicate in culturally diverse environments
- dynamics of conflict and strategies to manage resolution
- the structure, authority levels and lines of reporting within a food business
- communication methods relevant to different groups and audiences
- reporting formats and requirements to meet client and legislative needs.

Assessment Conditions

Assessment of skills must take place under the following conditions:

- physical conditions:
 - skills must be demonstrated in a workplace setting or an environment that accurately represents a real workplace
- resources, equipment and materials:
 - case studies of audit findings, including those that involve workers with limited English language and literacy skills, and those that are disputed by the auditee
- relationships:
 - interactions with food production clients and workers.

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

Links

Companion Volume Implementation Guides are found in VETNet: -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=78b15323-cd38-483e-aad7-1159b570a5c4>