



Australian Government

FBPAUD4002 Communicate and negotiate to conduct food safety audits

Release: 1

FBPAUD4002 Communicate and negotiate to conduct food safety audits

Modification History

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

Application

This unit of competency describes the skills and knowledge required to select and use appropriate methods of communication and negotiation to support audit processes.

This unit applies to individuals who undertake regulatory, commercial or internal audits. This includes taking responsibility for their own work and providing and communicating solutions to a range of predictable and sometimes unpredictable problems.

This unit supports relevant legislation, including food standards included in the Australia New Zealand Food Standards Code, industry codes of practice relating to validation and verification of a food safety program, and the audit requirements detailed in the National Regulatory Food Safety Auditor Guideline and Policy, and should be read in conjunction with these documents.

Regulatory food safety audits in Australia are covered by state/territory legislative frameworks that support the requirements of the National Food Safety Audit Policy 2009.

Pre-requisite Unit

Nil

Unit Sector

Food safety auditing (AUD)

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. Develop a communication plan to	1.1 Define and agree on scope of audit with client 1.2 Define, communicate and agree on roles and responsibilities of all

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
support audit processes	personnel involved in the audit process, including those for whom English is a second language 1.3 Determine and agree on appropriate communication methods and protocols and specific arrangements, including reporting requirements 1.4 Document the communication plan
2. Select and use appropriate communication methods to conduct an audit	2.1 Select communication methods to take account of system owner and food business requirements, workplace culture and individual differences 2.2 Use appropriate communication methods to establish and maintain effective client relationships 2.3 Interpret information provided by the auditee in the context of the industry sector, language and culture of the business 2.4 Apply communication techniques to encourage all relevant parties to participate and express views throughout audit
3. Negotiate to achieve agreement on audit outcomes	3.1 Identify and clarify areas of disagreement over audit outcomes with the auditee 3.2 Seek understanding on actions to be followed to resolve outstanding issues 3.3 Treat auditee's views with respect 3.4 Explore options for resolving differences to reach agreement and meet audit timeline and resource parameters 3.5 Explore appropriate issue resolution strategies to increase the likelihood of agreement on steps required to conclude the audit 3.6 Manage the negotiation process to maintain constructive client relationships 3.7 Report any areas of continuing non-compliance that result from unresolved differences to system owners and appropriate authorities as required

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
Writing	Document communication plan and audit outcomes in an appropriate format to support the food safety audit process
Get the work done	Use problem-solving skills to identify and analyse non-conformance

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FBPAUD4002 Communicate and negotiate to conduct food safety audits	FDFAU4002A Communicate and negotiate to conduct food safety audits	Updated to meet Standards for Training Packages Minor changes to Application and Performance Criteria to clarify intent	Equivalent unit

Links

Companion Volume Implementation Guides are found in VETNet: -

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

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

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>