



Australian Government

Department of Education, Employment and Workplace Relations

FDFCORQFS3A Monitor the implementation of quality and food safety programs

Release: 1

FDFCORQFS3A Monitor the implementation of quality and food safety programs

Modification History

Not applicable.

Unit Descriptor

This is a Core competency. It covers the skills and knowledge required to provide a leadership role in supporting day-to-day implementation of the food safety/quality programs in a work area. It also involves supporting others to implement the requirements of the food safety/quality procedures. This unit applies to those with formal responsibility for others and to those required to model workplace policies and procedures but who have no formal management role. This unit is based on and equivalent to the guideline food safety unit **GFSAOFS3A Oversee the day-to-day implementation of food safety in the workplace**. Note that this unit does not apply to the pharmaceutical industry. Refer to **FDFPHGMP3A Monitor the implementation of Good Manufacturing Practice procedures**.

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Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Ensure others in the work area are able to meet quality and food safety requirements	1.1 Hazard control and clothing and equipment appropriate to work requirements are available, functional and correctly fitted
	1.2 Information on food safety/quality responsibilities and procedures is current, accessible and communicated to others in the work area
	1.3 Information about identified hazards and the outcomes of risk assessment and risk control procedures is accessible and communicated to others in the work area
	1.4 Food safety/quality hazards and control measures used in the work area can be identified by those in the work area
	1.5 Mentoring and coaching support is available to support individuals/groups to implement quality and safe food handling procedures
	1.6 Training needs are identified and addressed within level of responsibility
2 Monitor observance of quality standards and food safety programs in the work area	2.1 Work procedures in the work area are clearly defined, documented and followed
	2.2 Deviation from identified procedures is identified, reported and addressed within level of responsibility
	2.3 Personal behaviour is consistent with workplace policies and procedures that support food safety and quality
	2.4 Food safety and/or quality hazards are identified and reported according to workplace procedure
	2.5 Food safety and quality information is recorded to

- meet workplace reporting requirements
- 2.6 Housekeeping standards in the work area are maintained
- 3 Take corrective action in response to quality and food safety non-compliance
 - 3.1 Workplace procedures for responding to quality and food safety non-compliance are promptly implemented
 - 3.2 Hazardous events are investigated to identify cause
 - 3.3 Control measures to prevent recurrence and minimise risks of hazardous events are implemented
- 4 Maintain and improve quality and food safety in the work area
 - 4.1 Processes or conditions which could result in a breach of food safety procedures or quality specifications are identified, assessed, removed or and/reported within level of responsibility and according to workplace procedure
 - 4.2 Risk assessments are conducted and appropriate control measures are identified and implemented in the work area
 - 4.3 Recommendations arising from risk assessments are implemented within level of responsibility
 - 4.4 Inadequacies in control measures are identified and reported according to company reporting requirements
 - 4.5 Matters raised relating to quality/food safety are promptly resolved and/or referred to appropriate personnel
 - 4.6 The work group is consulted and advised of quality/food safety matters relevant to work role
 - 4.7 Opportunities for improving food safety and quality are identified and raised with relevant personnel
 - 4.8 Procedures are developed or revised to support effective control of quality and food safety hazards
 - 4.9 Quality/food safety records are reviewed to ensure they are complete and meet the quality system, food safety program and legal requirements

Required Skills and Knowledge

Not applicable.

Evidence Guide

The assessment process must address all of the following items of evidence.

Ability to:

1. Access, interpret and communicate information about the food safety program, quality requirements and related procedures to others in the work area. This requires demonstration of two-way communication including active listening and constructive response to feedback
 2. Provide access to and maintain current food safety/quality documentation
 3. Model safe food handling and quality practices and procedures to achieve required outcomes. This includes demonstrating:
 - work procedures that meet the requirements of quality and food safety
 - cleaning and sanitising equipment
 - sampling and testing as appropriate according to quality and food safety requirements
 - maintaining personal hygiene
 - wearing appropriate clothing and footwear as required by the work task
 - following procedure when moving within and between work areas
 - reporting health conditions and illnesses according to workplace procedures
 - handling, cleaning and storing equipment, utensils and packaging materials as appropriate
 - 4. Identify control points in work area and demonstrate monitoring techniques used. Control points include critical, quality and regulatory control points
 5. Support others to meet quality standards and follow food safety procedures. This involves ensuring that all personnel in the work area receive the information required and have the necessary skills and equipment to carry out their responsibilities
 6. Identify, report and/or address food safety/quality non-compliance in an appropriate and timely manner within level of responsibility
 7. Determine when and how to make adjustments to maintain output within level of responsibility
 8. Identify, report and/or address food safety/quality training and development needs of others in the work area
 9. Ensure that appropriate and timely action is taken in response to non-compliance
 10. Handle and dispose of out-of-specification or contaminated food, waste and recyclable material according to food safety program as this requirement relates to own work responsibility
 11. Participate in investigations of non-compliance and risk assessment processes
 12. Participate in consultation processes to improve quality and food safety outcomes in the workplace
 13. Review practice and procedures to implement recommendations arising from risk assessments and/or improvement proposals within level of responsibility. This may include collection and analysis of food safety/quality records, reviewing operating procedures and communicating changes to others in the work area
 14. Ensure that housekeeping standards are maintained and that equipment is in operational order. This may include participating in the management of equipment calibration
 15. Monitor the recording of quality and food safety information to confirm that records accurately reflect performance and meet the requirements of the food safety and quality programs
- May include ability to:
16. Participate in food recall procedures as required, within level of responsibility
 17. Facilitate consultation processes

18. Lead investigations of quality and food safety incidents

Knowledge of:

19. Sources of information and expertise on procedures and responsibilities for food safety relevant to the workplace

20. Principles of a HACCP-based approach to managing food safety. This includes identification of hazards that are likely to occur, establishing appropriate methods of control and confirming that controls are met

21. Basic concepts of quality assurance including hazards, risk assessment and control methods

22. Company programs and systems in place to manage and support quality and food safety in the workplace. This may involve separate or integrated programs. This includes system for maintaining and updating documents such as operating procedures and specifications. It also includes knowledge of:

clothing and footwear requirements for working in and/or moving between food handling areas

personal clothing maintenance, laundering and storage requirements

appropriate bandages and dressings to be used when undertaking food handling

housekeeping requirements and responsibilities relating to own work. Where relevant this includes use and storage of housekeeping/cleaning equipment

procedures to follow in the event of pest sighting or discovery of infestation

purpose and importance of cleaning and sanitation procedures

- 23. Legal obligations for food safety and quality. At a minimum, this includes an awareness of government legislation and customer requirements

24. Food safety and quality responsibilities and requirements relating to the work area

25. Awareness of common micro-biological, physical and chemical hazards related to the foods handled in the work area. This includes the types of hazards likely to occur, the conditions under which they occur, possible consequences and control methods to prevent occurrence

26. Suitable standard for materials, measuring devices, equipment and utensils used in the work area

27. Properties of food and ingredients used that affect food safety. This includes an understanding of related storage, processing and handling requirements

28. Current technical and process knowledge required to participate in investigations of food safety/quality hazards, risks and incidents within level of responsibility. This includes an understanding of common micro-biological, physical and chemical hazards, related control methods and the way changes in equipment and/or processing methods can affect food safety and quality outcomes

29. Procedures for identifying unsafe and/or non-conforming product. This includes a knowledge of control points, evidence of out-of-specification product or materials and may include knowledge of sampling procedures, test methods and inspections.

30. Options for responding to non-compliance. This includes an understanding of legal responsibility, risk management and cost/implications of different responses and level of responsibility for decision making

31. Methods used in the workplace to isolate or quarantine food which may be unsafe

32. Waste collection, recycling, handling and disposal. This may include handling/disposal requirements for different types of waste such as hazardous waste where relevant

33. Traceability and recall procedures within level of responsibility

34. Documentation system and procedures. This includes record keeping to meet both company and legal requirements, procedures for developing and/or reviewing workplace procedures and document control systems used in the workplace

35. Auditing arrangements, roles and responsibilities as they relate to own work responsibilities. This may include an understanding of internal and external audit processes

36. Appropriate communication skills and techniques to convey information on quality and food safety requirements to others in the workplace

May include knowledge of:

37. Cleaning and sanitation procedures

38. Impact of rework handling/addition on food safety

39. Sampling and test methods

40. Facilitation and consultation techniques

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Range Statement

The range statement indicates the context for demonstrating competence. This statement is a guide and unless otherwise indicated, items may or may not apply as required by the work context.

- Work responsibilities may include formal or informal responsibility for modelling appropriate quality/food safety policies and procedures and providing a support role to others in the work area
- A food safety program is a written document that specifies how a business will control all food safety hazards that may be reasonably expected to occur in all food handling operations of the food business. The food safety program and related procedures must comply with legal requirements of the Food Safety Standards and must be communicated to all food handlers. Where no food safety program is in place, food safety requirements may be specified in general operating procedures
- Quality systems may be externally accredited, such as an ISO system, or internally designed and managed
- Workplace information may be provided in food safety and quality policies and programs, Standard Operating Procedures (SOPs), specifications, log sheets and written or verbal instruction incorporating food safety and quality requirements
- A food safety incident is a situation where the safe limits or parameters identified by the food safety program are not met
- A quality incident is a situation where the quality limits or parameters identified in specifications or processing instructions are not met
- Monitoring describes the methods used to confirm that a food safety or quality hazard is in control. Examples of monitoring procedures include taking temperatures, collecting samples, conducting visual inspections and testing as required
- Responsibility for identifying breaches of food safety procedures and taking corrective action occurs in the context of the food safety program and within scope of responsibility
- Responsibility for identifying non-compliance against quality standards occurs within the context of defined standards or specifications and relates to work area
- Minimum personal hygiene requirements are specified by the food safety program. At a minimum this must meet legal requirements as set out in the Food Safety Standard 3.2.2, Division 4:14 and/or state legislation/regulations
- Reporting of health conditions and illnesses requirements are specified by the food safety program. At a minimum this must meet legal requirements as set out in Food Safety Standard 3.2.2, Division 4:13 and/or state legislation/regulations
- The operator at this level may not have direct responsibility for overseeing the training/development of team members. At a minimum they must be able to identify development needs of others in the work area and refer this information to the relevant personnel
- The operator at this level may not have responsibility for independently assessing risks and determining the effectiveness of control measures. However they would be expected to observe day-to-day effectiveness and participate in assessment and review processes
- Responsibilities at this level may include facilitating consultation processes within level of responsibility
- Record keeping complies with customer, legal and food safety program requirements

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Unit Sector(s)

Not applicable.