



Australian Government

Department of Education, Employment and Workplace Relations

FDFFS4002A Supervise and verify supporting programs for food safety

Release: 2

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Modification History

April 2012: Minor typographical corrections.

Unit Descriptor

This unit of competency involves the skills and knowledge required to control hazards that are common across processes in a hazard analysis critical control point (HACCP)-based food safety plan by supervising and verifying support programs. It includes the ability to identify food safety hazards and the need for support programs, supervise the implementation of support programs, and verify that support programs are being complied with.

Application of the Unit

Food safety is critical to public health and safety and the successful operation of food processing businesses. This unit is suitable for managers, supervisors and team leaders in food processing establishments who are responsible for maintaining the food safety plan, including support programs, in a designated work area.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

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. Establish the role of food safety support programs in the food safety plan	1.1 A full description of the product is drawn up 1.2 The intended use and client group for the product is identified 1.3 All steps in the operation are included from primary production, processing, manufacture and distribution to the consumer 1.4 Hazards are identified that can reasonably be expected to occur at each step 1.5 Hazard areas that are common to multiple steps in the operation are identified 1.6 The need for support programs to control identified hazard areas is defined
2. Support programs are developed or sourced and procedures developed	2.1 The scope of the health and hygiene program is defined 2.2 Microbiological, physical and chemical hazards associated with supplied unprocessed foods and packaging materials are identified and risk controls and work procedures developed 2.3 Microbiological, physical and chemical hazards associated with staff handling unpackaged food are identified and risk controls and work procedures developed 2.4 Microbiological and physical hazards arising from pest infestations are identified and risk controls and work procedures developed 2.5 Microbiological, physical and chemical hazards associated with using the premises and the equipment in them are identified and risk controls and work procedures developed 2.6 Chemical hazards associated with the use of cleaning chemicals are identified and risk controls and work procedures developed
3. Document and communicate the requirements of support programs as part of the food safety plan	3.1 Work performance is defined and critical limits established, where appropriate, for support programs 3.2 Food safety support program requirements, including regulatory requirements, are explained to the team 3.3 Team commitment to, and responsibility for, food safety support programs is developed 3.4 Induction, training and mentoring is provided to the team to assist implementation of food safety support programs 3.5 Support program requirements and procedures are communicated to management and staff through documented procedures, directions and signage
4. Monitor the implementation of support programs within the food safety	4.1 Personal behaviour, including hygiene, housekeeping and use of clothing and equipment, is monitored and corrected, where necessary

ELEMENT	PERFORMANCE CRITERIA
plan	4.2 Critical control points are monitored to confirm performance 4.3 Records are checked for completion and accuracy 4.4 Problem areas are analysed using appropriate quality improvement tools and techniques 4.5 Processes or conditions which could result in breaches of food safety procedures are identified and preventive or corrective action is taken
5. Verify compliance with support programs in a food safety plan and address non-compliances	5.1 Compliance of the food processing operation for support programs is verified by workplace observation and analysis of records, supported by product testing, if required 5.2 Causes of non-conformance are identified and analysed 5.3 Non-conformance is reported according to enterprise requirements 5.4 Corrective action and control procedures are updated to improve food safety 5.5 Required amendments to the HACCP plan are documented

Required Skills and Knowledge

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

Required skills include:

Ability to:

- collect, monitor and interpret data to identify trends and non-conformance
- communicate with a range of stakeholders, including customers, to convey food safety requirements and programs
- demonstrate current technical and process knowledge for the control of hazards and improvement of the food safety system
- demonstrate enterprise monitoring procedures (including sampling, testing and required records and documents) and explain their purpose
- determine and take corrective action where food safety is potentially compromised
- communicate food safety and support program requirements to the team
- lead the food safety risk assessment process
- apply HACCP principles to the process of developing a food safety plan
- communicate the regulatory requirements that apply to the enterprise's food safety plan to the work team
- integrate support programs into the enterprise's food safety plan
- review operations and practices for food safety improvement
- develop enterprise standard operating procedures (SOPs) and communicate their role in the food safety system
- lead personnel/team in investigation of food safety incidents and potential incidents
- maintain currency of knowledge through independent research or professional development
- monitor records and documentation for accuracy and conformance
- respond to food safety incidents and implement food recall procedures, as required
- review communication systems (spoken and written) to minimise the potential for misreporting and misunderstanding of food safety requirements, procedures and plans
- take action to improve own work practice as a result of self-evaluation, feedback from others or in response to changed work practices or technology
- use a range of communication and team building strategies to gain team commitment to food safety
- implement and monitor procedures from approved supplier, staff health and hygiene, pest control, cleaning and sanitation and chemical use programs
- utilise problem-solving strategies required in investigating non-conformance and reviewing the food safety system, including support programs
- model safe food handling and quality practices and procedures to demonstrate required work practices and provide leadership, including 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.

Required knowledge includes:

Knowledge of:

- current technical and process knowledge required to participate in investigations of food safety/quality hazards, risks and incidents
- common microbiological, physical and chemical hazards to food safety, and related control methods
- the way changes in equipment and/or processing methods can affect food safety hazards and level of risk
- regulatory requirements relating to approved supplier, staff health and hygiene, pest control, cleaning and sanitation and chemical use programs
- objectives of a HACCP-based food safety system
- steps in the development of a HACCP-based food safety system
- steps in the systematic introduction of a HACCP-based food safety system
- enterprise recall and traceability procedures
- purpose of the HACCP development and review process
- purpose, scope and development of procedures for approved supplier support programs
- purpose, scope and development of procedures for staff health and hygiene support programs
- purpose, scope and development of procedures for pest control support programs
- purpose, scope and development of procedures for cleaning and sanitation support programs
- purpose, scope and development of procedures for chemical use and storage support programs
- document controls associated with a procedure change
- purpose of SOPs and work instructions
- process of auditing and verifying support programs in a HACCP-based food safety system
- occupational health and safety (OHS), regulatory and workplace requirements.

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	A person who demonstrates competency in this unit must be able to maintain and implement a HACCP-based food safety plan.
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Critical aspects of assessment must include the following: • implement procedures for food safety support programs • communicate the requirements of food safety support programs to workers • demonstrate and provide leadership in safe food handling and hygienic work practices • monitor compliance with food safety support program requirements • complete records and reports related to the implementation of food safety support programs • respond to non-compliances in support programs and take corrective action.
Context of and specific resources for assessment	Assessment of performance requirements in this unit should be undertaken within the context of food technology. Competency is demonstrated by performance of all stated criteria, including the critical aspects and knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range Statements applicable to the workplace environment. Assessment must occur in a real or simulated workplace where the assessee has access to: • production process and related equipment, manufacturers' advice and operating procedures • a HACCP-based food safety plan for the food processing enterprise • methods and related software systems, as required, for collecting data, analysing data and compiling into a report.
Method of assessment	The following assessment methods are suggested: • written and/or oral questioning to assess knowledge and understanding • a report on the review of support programs for a HACCP-based food safety system

	• workplace evidence and third-party verification of participation in the maintenance and implementation of support programs for a HACCP-based food safety system • observation of candidate demonstrating work practices and workplace standards to maintain food safety • case studies • field reports.
Guidance information for assessment	Evidence should be gathered over a period of time in a range of actual or simulated environments.

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.

Food safety program	A food safety program is a written document that specifies ‘...the systematic identification of hazard points, in the production, processing and sale of food and the implementation of risk avoidance, risk minimisation and risk management strategies in respect of these identified hazards.’ (National Food Authority 1994, p17). 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
Control Points	Control points include: critical, quality and regulatory control points
Food safety support programs	These programs are designed to control hazards that are common across food handling steps and include: - approved supplier - staff health and hygiene - pest control - cleaning and sanitation - storage and use of chemicals
Workplace information	Workplace information may be provided in: - food safety and quality policies and programs - SOPs - Specifications - log sheets - written or verbal instruction incorporating food safety and quality requirements
Incidents	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	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 • testing, as required
Responsibility for identifying breaches of food safety procedures	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	Responsibility for identifying non-compliance against quality standards: • occurs within the context of defined standards or specifications and relates to work area
Personal hygiene requirements	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/territory legislation/regulations
Reporting of health conditions and illnesses	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/territory legislation/regulations
Operator responsibilities	The operator at this level may have direct responsibility for overseeing the training/development of team members. The operator at this level may have some responsibility for independently assessing risks and determining the effectiveness of control measures. They would be expected to observe day-to-day effectiveness of the food safety plan and participate in assessment and review processes. Responsibilities at this level may include facilitating consultation processes
Record keeping	Record keeping complies with customer, legal and food safety program requirements
Verification	Verification refers to reviewing all aspects of the food safety program and related records to determine compliance with and adequacy of the food safety program. At a minimum, food safety programs must be verified annually

Unit Sector(s)

Food safety.