



Australian Government

Department of Education, Employment and Workplace Relations

MTMPS417A Manage/oversee an external audit of the establishment's quality system

Release: 1

MTMPS417A Manage/oversee an external audit of the establishment's quality system

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit covers the skills and knowledge required to prepare for and respond to an audit of a quality system conducted by an external party.
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Application of the Unit

Application of the unit	This unit is applicable to managers and Quality Assurance (QA) personnel who facilitate an external audit by regulators, accrediting agencies, customers or overseas reviewers.
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Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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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.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Identify audit dates	1.1. Known or expected dates of external audits are documented on a schedule according to workplace procedures and practice. 1.2. Dates are confirmed and all company personnel affected by the external audit are notified.
2. Identify audit scope	2.1. Audit scope is described and conveyed to people affected by the external audit process.
3. Identify audit team size and length/duration of the external audit	3.1. Audit team size and audit duration are identified and necessary notifications are made throughout the workplace.
4. Review internal audit reports to check areas expected to be covered in the external audit	4.1. Internal audits are conducted, where necessary, and reported in accordance with workplace policy and procedures. 4.2. Previous internal audit reports and production reports are reviewed to identify past problem areas. 4.3. Past problem areas are monitored and reviewed.
5. Make arrangements for the external audit process	5.1. Arrangements for the days of the external audit are made and confirmed with the auditors. 5.2. Arrangements for greeting the external auditors and provision of workplace guide are made in accordance with workplace requirements. 5.3. Internal departments subject to the external audit are notified of the arrangements. 5.4. Roles and responsibilities of enterprise personnel in the process are determined.
6. Accompany the external auditors	6.1. Entry and exit interviews are facilitated. 6.2. External auditors are escorted throughout the duration of the audit in accordance with arrangements and workplace procedures.
7. Report on the external audit	7.1. Findings of the external audit are reported in accordance with workplace requirements. 7.2. Findings of the external audit are communicated to everyone affected or involved in the external audit procedure. 7.3. Findings of the external audit are followed up and corrective action is taken, where appropriate.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

Ability to:

- apply relevant *communication* and *problem-solving skills*
- work effectively as an individual and as part of a team
- demonstrate clear communication and interpersonal skills related to preparing for and participating in an external audit
- demonstrate methods of scheduling, recording the scheduling and managing the planning for external audits
- ensure the quality systems covering the area to be audited are in place and effective as shown by internal audit reports
- identify and apply relevant *Occupational Health and Safety (OH&S)* and *regulatory requirements*
- use available technology to prepare for and follow up external audits
- identify reports of internal and external audits and demonstrate the ability to take corrective action
- maintain currency of knowledge through independent research and professional development
- take action to improve work performance as a result of self-evaluation, feedback from others, or in response to changed work practices or technology.

Required knowledge

Knowledge of:

- regulatory and other requirements for external audits
- technical and regulatory aspects covered by each external audit.

Evidence Guide

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

The meat industry has specific and clear requirements for evidence. A minimum of three forms of evidence is required to demonstrate competency in the meat industry. This is specifically designed to provide evidence that covers the demonstration in the workplace of all aspects of competency over time.

These requirements are in addition to the requirements for valid, current, authentic and sufficient evidence.

Three forms of evidence means three different kinds of evidence - not three pieces of the same kind. In practice it will mean that most of the unit is covered twice. This increases the legitimacy of the evidence.

All assessment must be conducted against Australian meat industry standards and regulations.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Competency must be demonstrated when complying with the actual requirements of a regulator or a customer.

Context of and specific resources for assessment

Assessment can involve actual or simulated audits.

Method of assessment

Recommended methods of assessment include:

- assignments
- quiz of underpinning knowledge
- simulation
- verified work log or diary
- workplace project
- workplace referee or third-party report of performance over time.

Assessment practices should take into account any relevant language or cultural issues related to Aboriginality or Torres Strait Islander, gender, or language backgrounds other than English. Language and literacy demands of the assessment task should not be

EVIDENCE GUIDE	
	higher than those of the work role.

EVIDENCE GUIDE**Guidance information for assessment**

A current list of resources for this unit of competency is available from MINTRAC www.mintrac.com.au or telephone 1800 817 462.

Range Statement**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.

Workplace requirements may include:

- enterprise-specific requirements
- hygiene and sanitation requirements
- OH&S requirements
- QA requirements
- Standard Operating Procedures (SOPs)
- the ability to perform the task to production requirements
- work instructions.

Communication skills may include:

- applying numeracy skills to workplace requirements
- being appropriately assertive
- interpreting the needs of internal or external customers
- listening and understanding
- reading and interpreting workplace documentation
- sharing information
- speaking clearly and directly
- using negotiation and persuasion techniques
- working with diverse individuals and groups
- writing to audience needs.

Problem-solving skills may include:

- applying a range of strategies in solving problems
- being creative in response to workplace challenges

RANGE STATEMENT	
	• developing innovative solutions • developing practical and creative solutions to workplace problems • generating a range of options in response to workplace matters • identifying opportunities that might not be obvious to others • listening to and resolving concerns in relation to workplace issues • resolving customer concerns relative to workplace responsibilities • showing independence and initiative in identifying problems • solving problems individually or in teams • using numeracy skills to solve problems.
OHS requirements may include:	• enterprise OH&S policies, procedures and programs • OH&S legal requirements • Personal Protective Equipment (PPE) which may include: • coats and aprons • ear plugs or muffs • eye and facial protection • head-wear • lifting assistance • mesh aprons • protective boot covers • protective hand and arm covering • protective head and hair covering • uniforms • waterproof clothing • work, safety or waterproof footwear • requirements set out in standards and codes of practice.
Regulatory requirements may include:	• Export Control Act • hygiene and sanitation requirements • relevant Australian standards • relevant regulations • requirements set out in AS 4696:2007 Australian Standard for Hygienic Production and Transportation of Meat and Meat Products

RANGE STATEMENT	
	for Human Consumption • requirements set out in AS 5008:2001/Amdt 1-2003 Hygienic rendering of animal products • state and territory regulations regarding meat processing.

Unit Sector(s)

Unit sector	
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Co-requisite units

Co-requisite units		

Competency field

Competency field	
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