



Australian Government

Department of Education, Employment and Workplace Relations

SIRXPRO002A Implement product recalls

Revision Number: 2

SIRXPRO002A Implement product recalls

Modification History

The version details of this endorsed unit are in the table below. The latest information is at the top.

Release	Comments
Second Release	Editorial updates

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to initiate and implement product recalls for a retail or wholesale business in compliance with legislative obligations and according to risk management principles.

Application of the Unit

This unit involves applies to personnel who are responsible for receiving and interpreting customer complaints, assessing and communicating risk-related information to supervisors, staff, external stakeholders and business customers, and managing the recall process for a worksite or recall activity according to company policy and relevant legislation.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-Requisites

Nil

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

Element

Performance Criteria

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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| <p>1. Respond to customer problems that may require product recall.</p> | <p>1.1. Record details of complaint using <i>appropriate communication techniques</i>.</p> <p>1.2. Determine preliminary assessment of risk to public health and safety.</p> <p>1.3. Inform senior management of potential risk to public health and safety according to company <i>recall procedures</i>.</p> <p>1.4. Immediately inform manufacturer or vendor of complaint as required by organisational policy.</p> <p>1.5. Withdraw any products determined to pose immediate risk to public health and safety from sale according to company recall procedures.</p> <p>1.6. Inform relevant public and industry <i>product recall bodies</i>, on confirmation of risk.</p> |
| <p>2. Respond to initial enquiries to clarify nature of product risk.</p> | <p>2.1. Detail process for determining risk and role of relevant public and industry product recall bodies.</p> <p>2.2. Investigate and ascertain nature of risk and <i>report</i> to relevant public and industry product recall bodies.</p> |
| <p>3. Respond to initial enquiries to clarify nature of product risk.</p> | <p>3.1. Administer <i>product recall activities</i>, according to company and legislative procedures.</p> <p>3.2. Complete recalls effectively within set time constraints.</p> <p>3.3. Establish instructions for recall procedures and contingencies in a timely and efficient manner.</p> |

Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Required skills

- literacy and numeracy skills to record and report all actions
- analytical and decision-making skills to determine response to customer complaint
- planning and organisational skills to administer product recall activities
- interpersonal skills to:
 - communicate with internal and external parties, including consumer groups, media, government bodies, business customers and supplier and individual consumers, including thorough, clear and direct communication
 - ask questions to identify and confirm requirements
 - share information
 - give instructions
 - use language and concepts appropriate to cultural differences
 - use and interpret non-verbal communication

Required knowledge

- Australian Standards and Food Standards Australia New Zealand requirements for product recall procedures
- correct reporting procedures
- recall process
- public liability obligations
- implications of differing contract types and contexts
- consumer groups and representative bodies
- relevant government agencies
- relevant commercial law and legislation
- rights and responsibilities of all parties
- transport, storage and disposal of recalled products
- Australian Competition and Consumer Commission (ACCC) provisions
- information sources on product and supply arrangements for customers
- business policy and procedures affecting job role or function
- Work Health and Safety (WHS) aspects of job

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit Evidence of the following is essential:

- responds to customer complaints in a positive and timely fashion in line with confidentiality requirements, company policy and relevant legislation
- interprets and communicates information to customers, supervisors, staff, external stakeholders and business customers
- identifies and accesses relevant and accurate information to evaluate potential risks
- responsibly and effectively manages recall process for a worksite or recall activity according to company policy
- organises, plans or completes recall and withdrawal procedures to recall notices initiated by business, manufacturer or government.

Context of and specific resources for assessment

Assessment must ensure access to:

- a sales-oriented work environment
- relevant sources of product information
- relevant documentation, such as:
 - policy and procedures manuals
 - relevant legislation and guidelines.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- observation of performance in the workplace
- third-party reports from a supervisor
- written or verbal questioning to assess knowledge and understanding
- review of portfolios of evidence and third-party workplace reports of on-the-job performance.

Guidance information for assessment

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

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 in the performance criteria is detailed below.

Appropriate communication techniques may include:

- using appropriate, open and inclusive language
- using languages other than English including local community languages, Indigenous languages and visual languages such as sign language
- speaking clearly and concisely
- non-verbal communication.

Recall procedures and standards include:

- those outlined by Food Standards Australia New Zealand, trade practices legislation and procedure manuals
- business operating procedures
- relevant Australian Standards for product manufacturer, maintenance, storage, transportation, handling or sale.

Product recall bodies may include:

- recall coordinating committee
- manufacturer or industry recall committee
- Australian Competition and Consumer Commission
- Food Standards Australia New Zealand
- Australian Food Council
- Grocery Manufacturers of Australia
- retail, wholesale and distribution bodies
- federal and state or territory bodies, including those responsible for health, consumer affairs, industry, science and tourism.

Reports may include:

- risk assessment report
- customer complaint
- nature of contamination
- nature of complaint
- characteristics of product: fresh food, long-life, grocery, general merchandise, chilled, packaged, unpackaged
- police report.

Product recall activities may include:

- timing
- warnings
- insurance issues
- consultation with key stakeholders

- organising logistics
- reporting compliance
- claim procedures on recalled products
- legal requirements
- approvals obtained
- impact on business relationships and contractual arrangements.

Unit Sector(s)

Cross-Sector

Competency field

Product Management