

## MTMCOR402B Facilitate Quality Assurance process

Unit descriptor	This unit covers the skills and knowledge required to oversee a HACCP-based Quality Assurance (QA) program. This unit is suitable for meat retail, smallgoods, meat processing and food service establishments producing meat and meat products for domestic and export markets.
Employability Skills	The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged will assist in identifying Employability Skill requirements.
Pre-requisite unit	MTMMP3C Apply Quality Assurance practices
Application of the unit	This unit is applicable to supervisors or those with responsibility for all or part of a <i>meat establishment</i> HACCP/QA program.

### ELEMENT

Elements describe the essential outcomes of a Unit of Competency.

### PERFORMANCE CRITERIA

Performance Criteria describe the required performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the Range Statement. Assessment of performance is to be consistent with the Evidence Guide.

1 Facilitate the ongoing implementation of the QA program in the workplace	1.1	Regulatory basis for compliance with the company's HACCP-based QA program is identified.
	1.2	Nature and importance of work instructions and <b><i>Standard Operating Procedures</i></b> (SOPs) is identified and workers are coached in their implications.
	1.3	Work instructions and SOPs are written so that they comprehensively document the details required for competent performance.
	1.4	Work instructions and SOPs are reviewed for accuracy.
	1.5	Implementation of work instructions and operating procedures is monitored.
2 Monitor inspection and test records	2.1	Control and Critical Control Points in the HACCP program are identified.

	2.2	Procedures for monitoring products and processes are identified and implemented (where appropriate).
	2.3	Critical limits and the causes for product or process not conforming are identified.
	2.4	Inspection and test records are monitored to verify product quality and to identify performance trends.
	2.5	Descriptions of proposals to introduce improved processes or procedures are contained in status <i>reports</i> .
3	Respond to non-conforming product or processes	<p>3.1 Procedures for taking corrective action are identified.</p> <p>3.2 Corrective and preventative measures are implemented to prevent recurrence.</p> <p>3.3 Procedures are devised or revised to support control measures.</p> <p>3.4 Processes or conditions which could result in a breach of meat safety procedures are identified and corrective action is taken.</p> <p>3.5 Process changes are introduced and controlled so that quality assurance requirements are accomplished.</p>
4	Review product samples and test results	<p>4.1 Product <i>sampling</i> procedures are identified.</p> <p>4.2 Post collection procedures are identified according to standard operating procedures.</p> <p>4.3 Test results are reviewed and responded to in accordance with workplace requirements.</p>
5	<i>Calculate</i> yield, wastage and productivity indicators	<p>5.1 Yield, wastage and productivity measures are calculated to determine performance outcomes.</p> <p>5.2 Yield, wastage and productivity measures are compared with targets to determine variation of actual from planned performance.</p>
6	Calculate <i>calibration</i> adjustments	<p>6.1 Mathematical concepts associated with equipment calibration are used to determine adjustment to settings.</p> <p>6.2 Calibration calculation is verified by checking the accuracy of the adjustment in the actual work performance.</p>

## REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge required for this unit. Where bold italicised text is used, further information is detailed in the Range Statement.

- Apply appropriate ***mathematical concepts and measures***.
- Assemble product and process inspection, test and other quality data in prescribed format.
- Calibrate equipment accurately and verify calibrations.
- Communicate quality system and/or food safety system requirements clearly and precisely to workers.
- Determine and take corrective and preventative action.
- Establish and manage relevant project teams to develop and implement or update the necessary elements of the quality system and food safety system.
- Explain actual and potential problems evident from trend analysis.
- Explain and apply the HACCP principles and the process for developing a quality assurance or food safety program.
- Explain and apply ***workplace, regulatory*** and customer ***requirements*** critical to the workplace's operation and success.
- Explain enterprise recall and traceability procedures.
- Explain post collection procedures for handling samples.
- Explain purpose of the HACCP development and review process.
- Explain risks associated with samples and how they may be minimised.
- Explain the actual/potential problems if SOPs or work instructions or their equivalent are non-existent or not accurate.
- Explain the data the enterprise uses to record performance.
- Explain the document controls associated with a procedure change.
- Explain the necessary scope of the quality system and food safety system to ensure the above requirements are met.
- Explain the purpose of calibrating equipment.
- Explain the purpose of SOPs and work instructions.
- Explain the sampling procedure.
- Identify and apply relevant ***OH&S requirements***.
- Identify and describe implementation of a change in the process.
- Identify causes of variation and non-conformance and explain appropriate course(s) of action to rectify problems.
- Identify critical limits for enterprise product or processes.
- Identify the actual and potential risks associated with uncontrolled changes in procedures.
- Interpret the resulting trends of product monitoring and testing.
- Interpret the results and trends of process monitoring.
- Monitor records and documentation for accuracy and compliance.
- Monitor the accurate and timely recording of quality data.
- Outline legal obligations of the enterprise and individuals for maintenance of the ***Quality Assurance system***.
- Outline team requirements and team management processes or strategies.

- Prepare process and product status reports recommending changes to improve processes and procedures.
- Prepare reports using primary and summary data, and appropriate language.
- Review communication systems (spoken and written) to minimise the potential for misreporting and misunderstanding of food safety requirements, procedures and plans.
- Use relevant *communication skills*.
- Utilise available technology to record, manipulate, analyse and present or report data.
- Verify calibrating calculations.

## RANGE STATEMENT

The Range Statement relates to the Unit of Competency as a whole. It allows for different work environments within the meat industry and situations that may affect performance. This includes any 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. Bold italics wording in the Elements and Performance Criteria, and Required Skills and Knowledge, is detailed below.

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<i>Meat establishments</i> may include:	<ul style="list-style-type: none"> <li>• abattoirs</li> <li>• boning rooms</li> <li>• food services establishments</li> <li>• meat processing plants</li> <li>• meat wholesalers</li> <li>• retail meat outlets</li> <li>• slaughter floors</li> <li>• smallgoods establishments</li> <li>• supermarkets.</li> </ul>
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*Standard Operating Procedures* may relate to personal hygiene, food preparation and processing, pest control, waste disposal, cleaning, maintenance of premises, product recall, customer complaints, and calibration.

*Reports* may be complex, contain technical, mathematical and graphic information and be presented in standard formats according to enterprise and legal requirements.

Reporting may be according to statutory and workplace requirements and may involve a manual and/or electronic system. Reports and presentations may be spoken, written and supported by graphs, pictures, charts and tables of primary or summary data. Data will be presented in standard formats. Spread sheets may be used to record and manipulate data.

*Sampling* and testing may be conducted by external agencies.

*Calculation* should be related to typical workplace circumstances and be used in primary recording and summary documentation. Estimating techniques should be used to confirm the general accuracy of calculations. Calculations may be undertaken manually and/or with the aid of a calculator.

*Calibrations* will typically relate to measurements associated with weight, volume, temperature and length.

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**Mathematical concepts and measures** may include trends, norms, variation from norms, percentages, decimal fractions, time series. Quality data including time series and trends may be presented in tables and graphs.

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**Workplace requirements** may include:

- enterprise QA policy, practices and procedures
- enterprise-specific procedures
- OH&S requirements
- QA requirements
- SOPs
- the ability to perform the task to production requirements
- work instructions.

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**Regulatory requirements** may include:

- Export Control Orders
- hygiene and sanitation requirements
- relevant Australian Standards
- relevant regulations
- requirements set out in AS 4696:2002 Australian Standard for Hygienic Production and Transportation of Meat and Meat Products for Human Consumption
- state regulations regarding meat processing.

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**OH&S requirements** may include:

- enterprise OH&S policies, procedures and programs
- OH&S legal requirements
- Personal Protective Equipment (PPE) which may include:
  - coat and apron
  - ear plugs or muffs
  - eye and facial protection
  - head-wear
  - lifting assistance
  - mesh apron
  - 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, codes of practice etc.

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**Quality Assurance systems** may incorporate food safety plans and programs. A food safety program systematically identifies the food safety hazards that may be reasonably expected to occur in all food handling operations of the food business. It identifies where and how each

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hazard can be controlled, describes how these controls are to be monitored, the corrective action required if control conditions are not met and information to be recorded. The food safety program must comply with relevant national, state and industry legislation and regulations. Regulators may require the development of discrete food safety plans, rather than food safety plans embedded in the Quality Assurance system.

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*Communication skills* may include:

- applying numeracy skills to workplace requirements
  - being appropriately assertive
  - empathising
  - establishing/using networks
  - interpreting the needs of internal/external customers
  - listening and understanding
  - negotiating responsively
  - persuading effectively
  - reading and interpreting workplace-related documentation
  - sharing information
  - speaking clearly and directly
  - working with diverse individuals and groups
  - writing to audience needs
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## 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.

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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.

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Critical aspects for assessment and evidence required to demonstrate

Competency must be demonstrated in terms of current regulatory requirements.

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competency in this unit

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Context of and specific resources for assessment

Assessment must involve a demonstration of skills in the workplace.

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Method of assessment

Recommended methods of assessment are:

- assignment
- quiz of underpinning knowledge
- simulation
- verified work log or diary
- workplace demonstration of competency for the assessor
- 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, gender, or language backgrounds other than English. Language and literacy demands of the assessment task should not be higher than those of the work role.

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Guidance information for assessment

Resource materials available from MINTRAC, telephone 1800 817 462.

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