Modification history

Release	Comments
Release 1	This version released with SFI Seafood Industry Training Package Version 1.0.

SFIPRO504	Manage a product recall
Application	This unit of competency describes the skills and knowledge required to design and manage a seafood product recall. It includes the ability to determine sources of problems, report non-conformance, take decisions to implement a recall, communicate to stakeholders and conduct post recall reviews. The unit applies to individuals who manage the processes involved in accepting and disposing of recalled seafood product that are found to be an unacceptable risk. No occupational licensing, legislative or certification requirements apply to this unit at the time of publication.
Prerequisite Unit	Nil
Unit Sector	Seafood Processing (PRO)

Elements	Performance Criteria
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Gather evidence to determine advisability of product recall	1.1 Monitor information and inputs from production, regulators or customers to ensure conformance with specifications 1.2 Analyse non-conformance and conduct risk assessment to determine source of problem and potential outcome 1.3 Report non-conformance of a scale to warrant recall action to appropriate personnel or agencies 1.4 Make decision to recall product in a timely manner 1.5 Develop protocol for engaging the media during the recall and seek agreement between the relevant parties
2. Manage recall process and associated record keeping	2.1 Develop protocol for acceptance of recalled product and seek agreement between the relevant parties 2.2 Communicate to all personnel on the need and level of isolation of returned product 2.3 Maintain accurate records of current stocks and returned product throughout recall period 2.4 Store records according to third-party requirements
3. Oversee re-introduction, disposal and/or destruction of recalled product	3.1 Isolate returned product from current stocks, product or facilities in a manner consistent with the level of recall 3.2 Implement disposal or destruction processes according to third-party procedures
4. Conduct post-recall review	4.1 Initiate review encompassing all aspects of recall 4.2 Prepare comprehensive report identifying source of problem 4.3 Develop recommendations to prevent re-occurrence and forward to appropriate personnel or agencies

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.

Skill	Description
Reading	• Use records for traceability
Writing	• Write media releases for print and electronic media sources •
Numeracy	• Estimate time including use-by-dates and product shelf life • Analyse production data
Navigate the world of work	• Monitor adherence to legal and regulatory standards and responsibilities for self and others
Interact with others	• Use appropriate language and communication skills to facilitate discussions regarding actions to be undertaken for product recalls
Get the work done	• Use a computer, keyboard and software to prepare policies, protocols and plans for a product recall

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
SFIPRO504 Manage a product recall	SFIPROC504C Design and manage a product recall	Updated to meet Standards for Training Packages. Revised unit title to better reflect outcomes	Equivalent unit

Links	Companion Volumes, including Implementation Guides, are available at VETNet: https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=e31d8c6b-1608-4d77-9f71-9ee749456273

TITLE	Assessment requirements for SFIPRO504 Manage a product recall

Performance Evidence

An individual demonstrating competency must satisfy all the elements and performance criteria of this unit. There must be evidence that the individual has designed and managed a product recall on at least one occasion including:
- gathering information to establish the need to recall product
- developing rules for engaging with media
- developing procedures for the product recall
- communicating with personnel on the recall
- maintaining and storing records during recall period
- managing the disposal or destructions of recalled products
- evaluating the recall process and preparing a report to determine improvements.

Knowledge Evidence

An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:
- causes and effects of contamination and cross-contamination in seafood products and when a product recall is required
- procedures for recall and or return of product in the normal course of business
- quality assurance principles and practices for product recall
- procedures to handle food recalls required by Australian food standards
- roles and responsibilities of stakeholders in a product (emergency) recall
- state, territory or national health agency requirements for notification in the event of a food recall
- communication protocols in managing the product recall process
- record keeping for the product recall process
- disposal and destruction procedures for recalled product
- procedures for evaluating the product recall process.

Assessment Conditions

Assessment of this unit of competency must take place under the following conditions:
- physical conditions:
  - skills must be demonstrated in seafood processing, wholesale or retail workplace or an environment that accurately represents workplace conditions
- specifications:
  - production records
  - workplace food safety plan
  - workplace policy and procedures for the return and/or recall of product, including advice on communication protocols
  - relevant food safety standards
  - food recall protocols
- relationships
  - interactions with relevant personnel.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

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