

# High Volume Production Baking

## Stakeholder Feedback Report - Drafts Available



January 2021

A draft qualification and units of competency for the High Volume Production Baking project were made available on the Skills Impact website for stakeholder review from 12 November to 23 December 2020. This period was extended to allow more time for stakeholder affected by fires, floods and/or COVID-19. Please visit the website to view a full list of the documents that were submitted for consultation during these phases.

Feedback was received from a variety of stakeholders around the country via email, the Skills Impact Feedback Hub, webinars, via phone and email, as follows:

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	National
Industry (employer / employee)									
Industry Association									
Union									
Registered Training Organisation (RTO)									
Government Department									
Other									

*General note:*

Stakeholders were contacted in ACT, NSW, NT and TAS, there were multiple opportunities provided for them to engage with the project. While there was no direct participation during this first draft feedback phase, their interests were represented by national associations and subject matter experts (SMEs). Feedback received for the revised qualification and units of competency developed for High Volume Production Baking project has been positive, with improvements made to terminology and other minor changes and updates as suggested by stakeholders.

Below is a summary of the feedback raised for the draft qualification and units of competency developed and reviewed for the High Volume Production Baking project, and how these have been dealt with. This involves a consideration of the information provided, views of industry stakeholders and from people who are part of the Subject Matter Expert Working Group (SMEWG) process. Resolutions are constructed to consider the needs and views of stakeholders to the extent possible, and to comply with the Standards for Training Packages 2012. The resolutions may represent a compromise on one or more stakeholder views with the aim of a workable outcome for industry, State and Territory Training Authorities (STAs) and training providers.

**Acronyms - PC – Performance Criteria, PE – Performance Evidence, KE – Knowledge Evidence, AC – Assessment Conditions, SMEWG – Subject Matter Expert Working Group, CVIG – Companion Volume Implementation Guide, FBP – Food, Beverage and Pharmaceutical, AQF - Australian Qualifications Framework**

# 1. Qualification - revised

## FBP3XX21 Certificate III in High Volume Baking

Certificate III in Plant Baking has been renamed the Certificate III in High Volume Baking. This updated qualification has been designed to incorporate the skills standards for all four sub-sectors (pastry, cakes, biscuits and bread) and to reflect current industry practices and terminology.

**Organisation Type:** Industry Association, Registered Training Organisation

**Coverage:** QLD, National

**Stakeholder Comments:**

Could be a good idea to include some 'artisanal ferment' units as electives. Bakers should really be called 'fermenters'; they are constantly work to control, monitor and feed ferments.

**Consideration and Proposed Resolution:** Noted

Thank you for your feedback. The 'ferment' aspect has been included in the new core TEC unit that covers leavening agents. There are also artisanal units available at an indicative AQF level 4 which can be imported into this qualification if required.

**Organisation Type:** Industry Association, Registered Training Organisation

**Coverage:** QLD, National

**Stakeholder Comments:**

The more common modules we have, the easier it should be to sell to the stakeholders, as we will be able to demonstrate where each of their "separate" industries have been addressed (Which will also demonstrate the commonality between them, that they currently don't see).

**Consideration and Proposed Resolution:** Noted

Thank you for your feedback. The SMEWG agree that the updated Certificate III in High Volume Baking should address this.

**Organisation Type:** Industry, Industry Association

**Coverage:** WA

**Stakeholder Comments:**

The basic idea of the Cert III in High Volume Baking is good. However, the current packaging rules are limiting for true bread only plant bakers. There are not 5 appropriate true bread units of competency for a bread plant baker to choose from Group A. I suggest to decrease the number of units required from Group A to 'at least 4' and also suggest moving at least two of three suggested Group B units of competency into Group A to provide 'choice'.

Should be in Group A:

FSKDIG03 Use digital technology for routine workplace tasks

Could be in Group A:

FBPOPR3004 Set up a production or packaging line for operation

FBPTEC3001 Apply raw materials, ingredient and process knowledge to production problems

**Consideration and Proposed Resolution:** Noted

Thank you for your feedback, the packaging rules have been updated to include 'at least 4 Group A units'. FBPOPR3004 and FBPTEC3001 have been moved to Group A. FSKDIG03 was not moved because it has been updated and is now called FSKDIG003 Use digital technology for non-routine workplace tasks (routine changed to non-routine) and is no longer appropriate to be placed in Group A.

**Organisation Type:** Industry

**Coverage:** QLD

**Stakeholder Comments:**

Basically good, I feel moving some of the simpler units such as; FBPOPR2069 Use numerical applications in the workplace and FSKOCM004 Use oral communication skills to participate in workplace meetings, to a pre-requisite system would allow for more training in actual baking practices instead of the general training which should be already carried out in schools.

**Consideration and Proposed Resolution:** Noted

Thank you for your feedback, where possible, the SMEWG have avoided prerequisite units as they can become artificial barriers to learning. It should be noted that prerequisite units can only be used if they are essential to achieving the subsequent competency. They must not be used for the purpose of driving delivery order or sequencing. If the units you have identified are useful to your learners, they can be imported into the qualification using the Packaging Rules.

**Organisation Type:** Industry

**Coverage:** SA

**Stakeholder Comments:**

I have had a good look through the material and it all makes sense and I can see why you have consolidated the way you have. We are currently enrolling a 100+ trainees nationally in Cert III Plant Baking which is very relevant to our production of bread on a large scale.

**Consideration and Proposed Resolution:** Noted

Thank you for your feedback and this wonderful news. We hope the updated Certificate III in High Volume Baking will suit the needs of your company even better than the existing Certificate III in Plant Baking.

**Organisation Type:** Industry

**Coverage:** SA

**Stakeholder Comments:**

I have done a quick comparison of the attached with Cert III Plant Baking units and there were only a couple of existing elective units in Plant Baking that I cannot account for in the Cert III High Volume electives. The following are not essential but would be nice to still have available because I know we find them of real value at [company name];

Cert III Plant Baking (Bakers)

Electives

- Identify equipment faults

Cert III Plant Baking (Packers)

Electives

- Set up a production or packaging line for operation
- Participate in improvement processes
- Participate in an audit process

Apologies if the above are already included in the attached elective breakdown somewhere, but I thought I would highlight just in case it's not as I know we find these elective units of value.

**Consideration and Proposed Resolution:** Noted

Thank you. The aspects covered in 'Identify equipment faults' have been added as an element to all key units, including the bread units. The other three units you refer to are all in either Group A or Group B electives. All are available to be placed on scope and used by your trainers.

**Organisation Type:** Registered Training Organisation

**Coverage:** VIC

**Stakeholder Comments:**

I feel that Group A should be 3 units, not 5. Selecting 5 with 2 baking specific already in core makes the training plan difficult. Suggest 3 units from group A or B would provide flexibility for different areas of the plant. Finally 3 units from any training package.

**Consideration and Proposed Resolution:** Noted

Thank you. Much discussion took place within the SMEWG over this issue and it was decided that the Packaging Rules should be updated as follows;

- at least 4 units from the Group A electives
- up to 4 units from the Group B electives
- up to 3 units from any currently endorsed Training Package or accredited course.

**Organisation Type:** Industry Association

**Coverage:** WA

**Stakeholder Comments:**

Thank you I fully understand that the decision is to retain Cert 111 Plant Baking, the concern I have is that the trend I see in WA is opposite in so far that persons are avoiding /moving away from Cert 111 Plant Baking and is very much increasing their focus on Cert 111 Bread Baking.

**Consideration and Proposed Resolution:** Noted

Thank you for the feedback regarding trends in WA. We are aware of companies in other states that are enrolling students in this qualification, with the SMEWG believing they will see an increase its use. Also please note that the update of this qualification has broadened its coverage so that it now has options to focus on pastries, cakes or biscuits, as well as bread, which may also help with increasing uptake.

**Organisation Type:** Industry

**Coverage:** VIC

**Stakeholder Comments:**

I have thoroughly reviewed all the documents and am impressed with the detail and relevance to certificate 3 in high volume baking. The units included in the CORE are definitely relevant to the Biscuit sub sector. The units in groups A and B do cover biscuit production and there are more than 5 that are at least relevant.

**Consideration and Proposed Resolution:** Noted

Thank you for your feedback which has been noted.

## 2. Units of Competency - New

In response to stakeholder feedback nine units of competency have been created. The development of these units of competency has allowed for greater coverage within the revised qualification; Certificate III in High Volume Baking.

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### FBPHVB2XX2 Freeze and thaw dough

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**Organisation Type:** Industry Association, Registered Training Organisation

**Coverage:** QLD, National

**Stakeholder Comments:**

Not enough content to justify a whole module. Module would only be used by the “dough” makers, bread and pastry (This could lead to so many specific modules, for so many specific products/processes, that no RTO would be able to offer them all, which defeats our purpose of portability and commonality throughout the industry).

**Additional Stakeholder Support:** RTO - ACT x 1, Govt Dept - ACT x 1, RTO - TAS x , Govt Dept - TAS x 1, RTO - National x 1, Govt Dept - National x 1

**Consideration and Proposed Resolution:** Noted

Thank you for your feedback this is an indicative AQF2 unit with 105 enrolments, the SMEWG believe that this indicates a need for these skills and knowledge to be retained. An RTO does not have to put on scope all elective units within a qualification and can choose the units it wishes to deliver within its 'training and assessment strategy' to meet the industries served, These can be added to, as required, by going through the change scope of registration process with the Australian Skills Quality Authority. Please note that this unit has now been updated to include an element on thawing and knowledge about temperature controls. The revised unit is now called FBPHVB2001 Freeze and thaw dough.

**Organisation Type:** Industry Association, Registered Training Organisation

**Coverage:** QLD, National

**Stakeholder Comments:**

Could be titled: “Freezing of Batters, Doughs and Finished Products”. Could then be a core module, that can be used across all streams (Bread, Cake, Pastry, Biscuits) (Most plant bakeries freeze either their dough/batter, or their finished product. This would address all the different stages that “products” are/can be frozen at).

**Consideration and Proposed Resolution:** Noted

Thank you. The SMEWG considered this feedback, though due to there being existing cross sector units relevant to freezing products and working in freezer areas. They decided their preference was for a dough specific unit.

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### FBPHVB3001X Operate a bread dough mixing and development process

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**Organisation Type:** Industry Association, Registered Training Organisation

**Coverage:** QLD, National

**Stakeholder Comments:**

Agree to add 'bread' to make this unit specific.

**Consideration and Proposed Resolution:** Adopted

Thank you for your feedback.

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## FBPHVB3002X Operate a final prove and bread baking process

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**Organisation Type:** Industry Association, Registered Training Organisation

**Coverage:** QLD, National

**Stakeholder Comments:**

Agree to add 'bread' to make this unit specific.

**Consideration and Proposed Resolution:** Adopted

Thank you for your feedback.

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## FBPHVB3003X Operate a bread dough make up process

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**Organisation Type:** Industry Association, Registered Training Organisation

**Coverage:** QLD, National

**Stakeholder Comments:**

Agree to add 'bread' to make this unit specific.

**Consideration and Proposed Resolution:** Adopted

Thank you for your feedback.

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## FBPHVB3X10 Operate and monitor a pastry baking process

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**Organisation Type:** Industry

**Coverage:** QLD

**Stakeholder Comments:**

This looks good.

**Consideration and Proposed Resolution:** Noted

Thank you for your feedback which has been noted.

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## FBPHVB3X13 Operate and monitor a baking process

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**Organisation Type:** Industry

**Coverage:** QLD

**Stakeholder Comments:**

This has everything I would expect to see in the unit. In the past we have required a minimum of two assessments to be carried out with evidence such as photos of products made for each assessment. This allows for a wider range of products to be made during assessment.

**Consideration and Proposed Resolution:** Noted

Thank you for your feedback which has been noted.

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## FBPHVB3XX4 Manufacture wafer products

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**Organisation Type:** Industry Association, Registered Training Organisation

**Coverage:** QLD, National

**Stakeholder Comments:**

Used mainly in chocolate manufacture.

**Consideration and Proposed Resolution:** Noted

Thank you. We will contact our confectionary expert for advice on the feedback received on this unit.

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## FBPHVB3XX6 Operate and monitor a forming or shaping process

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**Organisation Type:** Industry Association, Registered Training Organisation

**Coverage:** QLD

**Stakeholder Comments:**

This can be used for cakes, pastry and biscuits. Extrusion is in all three of these sub-sectors

**Consideration and Proposed Resolution:** Noted

Thank you for your feedback which has been noted.

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## FBPHVB3XX7 Manufacture crisp breads

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**Organisation Type:** Industry Association, Registered Training Organisation

**Coverage:** WA

**Stakeholder Comments:**

Suggest to remove 'rye' from the title. Make it Manufacture crisp breads.

**Consideration and Proposed Resolution:** Adopted

Thank you this unit is now titled Manufacture crisp breads.

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## FBPTEC3XX1 Work with bakery ingredients, their functions and interactions

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**Organisation Type:** Industry, Industry Association

**Coverage:** WA

**Stakeholder Comments:**

I really like this unit of competency. It is great. I would like to see all plant bakers complete this unit.

**Consideration and Proposed Resolution:** Noted

Thank you for your feedback. This unit of competency has been placed in the core of the updated Certificate III in High Volume Baking.

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**Organisation Type:** Industry

**Coverage:** QLD

**Stakeholder Comments:**

Well laid out and it covers the aspects I would expect to see in the unit standard. Section 5, Herbs and Spices needs reviewing as it talks about nuts.

**Consideration and Proposed Resolution:** Noted

Thank you for your pick up. Section 5 has now been corrected, with reference to nuts removed.

**Organisation Type:** Industry, Industry Association

**Coverage:** WA

**Stakeholder Comments:**

This is a great unit of competency. I really like it. I would like to see all plant bakers complete this unit.

**Consideration and Proposed Resolution:** Noted

Thank you for your support which has been noted. We are pleased that you feel this unit is appropriate.

**Organisation Type:** Industry, Industry Association

**Coverage:** WA

**Stakeholder Comments:**

This is a great unit of competency. I really like it. I would like to see all plant bakers complete this unit. Just great.

**Consideration and Proposed Resolution:** Noted

Thank you for your support which has been noted. We are pleased that you feel this unit is appropriate.

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FBPTEC3XX2 Work with flours and baking additives

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**Organisation Type:** Industry, Industry Association

**Coverage:** WA

**Stakeholder Comments:**

This is a great unit of competency. I really like it. I would like to see all plant bakers complete this unit. Just great.

**Consideration and Proposed Resolution:** Noted

Thank you. This unit of competency has been placed in the core of the updated Certificate III in High Volume Baking.

**Organisation Type:** Industry

**Coverage:** QLD

**Stakeholder Comments:**

Looks good.

**Consideration and Proposed Resolution:** Noted

Thank you for your feedback which has been noted.

**Organisation Type:** Registered Training Organisation

**Coverage:** VIC

**Stakeholder Comments:**

I feel the unit is an appropriate core unit and skills/knowledge are reflective of competence.

**Consideration and Proposed Resolution:** Noted

Thank you for your feedback which has been noted.



## 4. General Feedback

**Organisation Type:** Industry Association, Registered Training Organisation

**Coverage:** QLD, National

**Stakeholder Comments:**

The proposed new unit titles look good. Excellent separation of units; the way you have divided into bread, pastry, cakes and biscuits. Could possibly add a few more biscuit specific units? Could write a 'bake products' units. Could be tailored.

**Consideration and Proposed Resolution:** Noted

Thank you for your feedback, the units of competency specific to biscuits were further revised by biscuit making specialists, again, thank you for highlighting this.

**Organisation Type:** Industry Association, Registered Training Organisation

**Coverage:** QLD, National

**Stakeholder Comments:**

Agree that laminated and non-laminated units already exist. Refer to FBPPBK3008 and FBPPBK3009. Perhaps review these?

**Consideration and Proposed Resolution:** Noted

Thank you for your feedback.

**Organisation Type:** Industry Association, Registered Training Organisation

**Coverage:** QLD, National

**Stakeholder Comments:**

Suggest to create a 'Make biscuit dough and batter' unit and suggest to create a 'finishing' unit.

**Consideration and Proposed Resolution:** Adopted

Thank you for your feedback, a new unit on batter was created. This new unit is called, FBPHVB3008 Operate and monitor a batter production process.