

22339VIC Certificate II in Greengrocery

22340VIC Certificate III in Greengrocery

This course has been accredited under Parts 4.4 of the Education and Training Reform Act 2006

Accredited for the period: 01/08/2017 – 31/07/2022





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Section A: Copyright and course classification information

1. Copyright owner of the course	Department of Education and Training, Victoria © State of Victoria 2017
2. Address	Executive Director Industry Engagement and VET Systems Higher Education and Skills Group Department of Education and Training (DET) GPO Box 4367 Melbourne Vic 3001 Organisational Contact: Manager Training Products Higher Education and Skills Group Telephone: (03) 9637 3092 Email: course.enquiry@edumail.vic.gov.au Day to Day Contact Primary Industries Curriculum Maintenance Manager (PICMM) Melbourne Polytechnic Yarra Bend Rd Fairfield, Victoria 3078 Email katebryce@melbournepolytechnic.edu.au Telephone: (03) 9269 1391
3. Type of submission	This course is submitted for accreditation.



4. Copyright acknowledgement

Copyright of the following units of competency from nationally endorsed training packages is administered by the Commonwealth of Australia and can be accessed from Training.gov at www.training.gov.au

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- AMP Australian Meat Processing Training Package
AMPR106 Process sales transactions

- BSB Business Services Training Package:
BSBSUS201 Participate in environmentally sustainable work practices
BSBWHS201 Contribute to health and safety of self and others
BSBITU305 Conduct online transactions
BSBWHS301 Maintain workplace safety

- FDF10 Food Processing Training Package
FDFOP1003A Carry out manual handling tasks
FDFOP1005A Operate basic equipment
FDFOP2005A Work in a socially diverse environment
FDFOP2061A Use numerical applications in the workplace

- HLT Health Training Package
HLTAID003 Provide first aid

- SFL Floristry Training Package
SFLSOP004 Receive and store floristry stock
SFLSOP006 Display and merchandise floristry stock

- SIR Retail Services Training Package
SIRRFSA001 Handle food safely in a retail environment
SIRRFSA002 Supervise a food safety program
SIRRINV001 Receive and handle retail stock
SIRRINV002 Control stock
SIRRMER002 Merchandise food products
SIRRRTF001 Balance and secure point-of-sale terminal
SIRXCEG001 Engage the customer
SIRXCEG003 Build customer relationships and loyalty
SIRXCOM001 Communicate in the workplace to support team and customer outcomes
SIRXCOM002 Work effectively in a team
SIRXCOM003 Promote team cohesion
SIRXRSK001 Identify and respond to security risks
SIRXRSK002 Maintain store security
SIRXSLS001 Sell to the retail customer
SIRXSLS002 Follow point-of-sale procedures

	<p>SIRXCEG002 Assist with customer difficulties SIRXDLV001 Deliver food products SIRXPDK002 Advise on food products and services</p> <ul style="list-style-type: none"> • SIT Tourism, Travel and Hospitality Training Package SITXCCS006 Provide service to customers • TLI Transport and Logistics Training Package TLIA2009 Complete and check import/export despatch documentation TLIA3015 Complete receipt/despatch documentation TLIA3016 Use inventory systems to organise stock control TLIA3026 Monitor storage facilities TLIA3038 Control and order stock TLIA4025 Regulate temperature controlled stock TLIE1005 Carry out basic workplace calculations TLID1001 Shift materials safely using manual handling methods TLID2004 Load and unload goods/cargo TLILIC2001 Licence to operate a forklift truck
<p>5. Licensing and franchise</p>	<p>Copyright of this material is reserved to the Crown in the right of the State of Victoria. © State of Victoria (Department of Education and Training) 2017.</p> <p>This work is licensed under a Creative Commons Attribution-NoDerivs 3.0 Australia licence (http://creativecommons.org/licenses/by-nd/3.0/au/). You are free to use, copy and distribute to anyone in its original form as long as you attribute Department of Education and Training as the author and you license any derivative work you make available under the same licence.</p> <p>Request for other use should be addressed to :</p> <p>Executive Director Industry Engagement and VET Systems Higher Education and Skills Group Department of Education and Training (DET)</p> <p>Email: course.enquiry@edumail.vic.gov.au</p> <p>Copies of this publication can be downloaded free of charge from the DET website at www.education.vic.gov.au/training/providers/rto/Pages/courses.aspx</p>
<p>6. Course accrediting body</p>	<p>Victorian Registration and Qualifications Authority</p>

7. AVETMISS information	ANZSCO Code: 621999 Sales assistants and sales persons ASCED Code : 0503 Horticulture and Viticulture National course code 22339VIC Certificate II in Greengrocery 22340VIC Certificate III in Greengrocery
8. Period of accreditation	1 August 2017 – 31 July 2022

Section B: Course information

1. Nomenclature		Standard 1 AQTF Standards for Accredited Courses
1.1 Name of the qualification	Certificate II in Greengrocery Certificate III in Greengrocery	
1.2 Nominal duration of the course	Certificate II 398-460 hrs Certificate III 558-660 hrs	
2. Vocational or educational outcomes		Standard 1 AQTF Standards for Accredited Courses
2.1 Purpose of the course	<p>The Certificate II and the Certificate III in Greengrocery supports the development of the skills and knowledge to work as a Greengrocer.</p> <p>The Certificate II in Greengrocery is an introductory level qualification, aimed at young people who may have just left school and those who are still at school.</p> <p>The Certificate III in Greengrocery targets workers who can work under limited supervision with some degree of autonomy.</p>	
3. Development of the course		Standards 1 and 2 AQTF Standards for Accredited Courses
3.1 Industry / enterprise/ community needs	<p>Melbourne Market (The Market) is Victoria's wholesale fruit, vegetable and cut flower trading Centre, one of six central fresh produce markets in Australia. The Market opened on 31 August 2015, operating from a new purpose built facility on a 60-hectare site at Epping.</p> <p>The Market provides the critical link between growers, wholesalers, retailers and the fresh produce supply chain. More than 4,000 businesses use The Market as a base, buying and selling fresh produce for the distribution across Victoria and Australia. Over 1,800 individual fruit and vegetable buyers, representing independent greengrocers, supermarkets, restaurants and food processors, source their produce direct from the Market.</p> <p>The Market is an integral part of a productive and profitable Victorian fresh produce industry. The Market has the opportunity to be a major gateway to international markets, and to achieve this the Market through stakeholder consultation has identified workforce development and training as essential to growth and productivity. The Market consulted with its stakeholders (wholesale and retail Greengrocers) via two surveys, targeting industry skills and knowledge requirements and training needs.</p> <ul style="list-style-type: none"> • Greengrocery Survey 1 16/11/2016 • Greengrocery Survey 2 28/02/2017 <p>Through the surveys, industry identified the following skills and knowledge training outcomes as vital parts of their workforce development and training needs:</p>	

- Fresh produce handling and quality assessment
- Food safety
- Fresh produce identification, provenance and origin
- Working within the fresh produce industry
- Customer service

Based on the survey results priority has been given to developing skills and knowledge within the retail Greengrocery sector. Industry have signalled that there is a local, regional and national demand for qualified staff within this sector and if it is to grow and meet customer expectations, staff must now have excellent knowledge of the fresh produce industry, the supply chain and fresh produce categories and varieties. Industry have identified greater customer awareness of how fresh produce is grown, its availability and origin and global food markets as major drivers for this change. If these needs are met, the potential for business growth will be optimized. This links directly into the Victorian Food and Fibre Strategy and the State's aspiration to be Asia-Pacific's food and fibre capital.

To meet their training needs and optimise growth, industry have indicated they support a dedicated qualification in Certificate II and III in Greengrocery. Current training is not meeting the specific needs of this sector as it draws from a range of training packages, with no units specifically aimed at fresh produce and the supply chain. Units of Competency have been selected from a range of Training Packages, these include - FDF10 Food Processing, SIR Retail and TLI Transport and Logistics. Certificate II and III qualifications within these Training Packages do not provide for vertical integration of the industry's supply chain - post-harvest to retail. Industry believe this has led to inefficiencies within the sector, as vertical integration of the supply chain has been limited. Industry have indicated development of these new qualifications will ultimately improve supply chain efficiency by providing graduates with sustainable career paths, transferable skills and knowledge and employment opportunities across the sector. The target audience and employment opportunities include:

- Greengrocer and fresh produce secondary wholesale and retail sectors ie small and large operators selling to the public and other food service and hospitality businesses
- General food and grocery industry retail sector ie Supermarkets
- Food industry product management for processing sector

It is important to highlight that graduate employment opportunities are not limited to the targeted industries. These qualifications aim to link the fresh produce supply chain to the retail market, so graduates gain transferrable skills across the retail and supply chain management sectors.

A Project Steering Committee (PSC) consisting of industry and educators has developed this course and throughout the development process, the PSC provided advice and validation of the skills and knowledge content and profiles, identified within the surveys. The PSC moderation process and two industry surveys have demonstrated the need for qualifications and training in retail Greengrocery. It is



	<p>anticipated that there may be up to 50-60 enrolments in the first year of delivery of the Certificate II in Greengrocery. The PSC consisted of the following members:</p> <table border="0"> <tr> <td>Leon Mugavin (Chair)</td> <td>The Leaf Store</td> </tr> <tr> <td>Nicholas Gangemi</td> <td>Gangemi Fruit Market</td> </tr> <tr> <td>Matthew Elliot</td> <td>Melbourne Market</td> </tr> <tr> <td>Tony Mecca</td> <td>Mecca Brothers</td> </tr> <tr> <td>Brad Vincent</td> <td>A&S Wholesale</td> </tr> <tr> <td>James Farmer</td> <td>Melbourne Polytechnic</td> </tr> </table> <p>In Attendance</p> <table border="0"> <tr> <td>Fotina Babalis</td> <td>Melbourne Polytechnic</td> </tr> <tr> <td>Kate Bryce</td> <td>Primary Industries Curriculum Maintenance Manager</td> </tr> <tr> <td>Belinda Watson</td> <td>Course Developer</td> </tr> </table> <p>The 22339VIC Certificate II in Greengrocery and the 22340VIC Certificate III in Greengrocery do not duplicate by title or coverage the outcomes of an endorsed training package qualification or skill set.</p>	Leon Mugavin (Chair)	The Leaf Store	Nicholas Gangemi	Gangemi Fruit Market	Matthew Elliot	Melbourne Market	Tony Mecca	Mecca Brothers	Brad Vincent	A&S Wholesale	James Farmer	Melbourne Polytechnic	Fotina Babalis	Melbourne Polytechnic	Kate Bryce	Primary Industries Curriculum Maintenance Manager	Belinda Watson	Course Developer
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Belinda Watson	Course Developer																		
<p>3.2 Review for re-accreditation</p>	<p>Not applicable</p>																		
<p>4. Course outcomes Standards 1, 2, 3 and 4 AQTF Standards for Accredited Courses</p>																			
<p>4.1 Qualification level</p>	<p><i>Standards 1, 2 and 3 AQTF Standards for Accredited Courses</i></p> <p>The Certificate II In Greengrocery and Certificate III in Greengrocery are consistent with AQF level 2 and 3 as defined in the AQF Implementation Handbook (AQF Second Edition 2013).</p> <p>Certificate II</p> <p>Knowledge</p> <p>Graduates of a Certificate II will have basic, factual, technical and procedural knowledge of a defined area of work and learning, such as identifying fresh produce and fresh produce handling, storage and display procedures.</p> <p>Skills</p> <p>Graduates of a Certificate II will have:</p> <ul style="list-style-type: none"> • cognitive skills to access, record and act on a defined range of information from a range of sources such as product information • cognitive and communication skills to apply and communicate known solutions to a limited range of predictable problems such as correct handling and storage of fresh produce • technical skills to use a limited range of equipment to complete routine tasks such as weighing and packaging fresh produce. 																		



Application of knowledge and skills

Graduates of a Certificate II will demonstrate the application of knowledge and skills:

- with some accountability for the quality of own outcomes and some responsibility for own inputs in work such as handling and displaying fresh produce
- with limited autonomy and judgement in completing routine but variable tasks in collaboration with others in a team environment such as providing information to customers
- to calculate and record routine workplace measurements and information such as recording the temperature of the cold storage facilities.
- to assist in co-ordinating daily tasks, product labelling, pricing, packaging display and placement and safely shifting and loading fresh produce
- to identify fresh fruit and vegetable categories and varieties

Volume of Learning

The volume of learning for this qualification is typically between 0.5 and 1 year and incorporates structured training delivery and learning activities such as:

- structured training activities to safely handle and display fresh produce to maintain its quality and integrity
- operating workplace technology and equipment safely and accurately
- sourcing information to identify fresh fruit and vegetable categories and varieties, such as providing advice to customers and assessing the quality of fresh produce and grocery products.

Certificate III

Knowledge

Graduates of a Certificate III will have factual, technical and procedural and some theoretical knowledge of a specific area of work and learning.

Skills

Graduates of a Certificate III will have:

- cognitive skills to access, identify and act on a defined range of information from a range of sources such as legislation and Codes of Practice, National Trade Measurement Standards, workplace health and safety (WHS), food labelling and supplier information
- communication and problem solving skills to assess customer needs and provide advice on fresh produce and grocery products
- technical skills to complete routine and non-routine tasks and functions such as placing purchase orders and undertaking stock control procedures

	<p>Application of knowledge and skills</p> <p>Graduates of a Certificate III will demonstrate the application of knowledge and skills:</p> <ul style="list-style-type: none"> • to complete tasks or functions in known or changing contexts such as calculating and reconciling inventory and stock lists • to calculate and record routine non-conformance of produce and take corrective action • to assist in co-ordinating daily tasks, product labelling, pricing, packaging display and placement and inspecting and assessing quality standards for fresh produce <p>Volume of Learning</p> <p>The volume of learning for this qualification is typically between 1-2 years and incorporates structured training delivery and learning activities such as:</p> <ul style="list-style-type: none"> • structured training activities to demonstrate how to determine quality and conformity using a range of fresh fruit and vegetables, grocery products, technology, instruments and equipment. • operating workplace technology and equipment safely and accurately to package and label fresh produce and grocery products. • sourcing information to identify fresh fruit and vegetable categories and varieties and other Greengrocery products.
<p>4.2 Employability skills</p>	<p><i>Standard 4 AQTF Standards for Accredited Courses</i></p> <p>Certificate II</p> <p>Communication skills to:</p> <ul style="list-style-type: none"> • share information on fresh produce • record routine workplace measurements and information • read and interpret forms relevant to employment, general work practices, workplace health and safety • confirm work instructions as required • listen to and interpret verbal information <p>Problem-solving skills to:</p> <ul style="list-style-type: none"> • assess customer needs and provide advice • report difficulties in completing tasks • seek advice from other work colleagues, including workplace supervisor <p>Teamwork skills to:</p> <ul style="list-style-type: none"> • work with others to achieve workplace goals • contribute to workplace health and safety • work with diverse individuals • cooperate with others in areas of shared responsibility



Initiative and enterprise skills to:

- identify the need for assistance
- take responsibility for own work
- amend own work practices and behaviour to reflect feedback received

Numeracy skills to:

- weigh and measure fresh produce
- record routine workplace measurements
- count, weigh and estimate based on size
- count change

Self – management skills to:

- recognise limits of self and refer to appropriate workplace staff
- take responsibility for quality of own work
- comply with workplace standards for dress and behaviour

Learning skills to:

- identify personal capabilities and interests in relation to career goals
- source information related to fresh produce

Technology Skills to:

- access digital information on fresh produce
- use equipment and instruments to take measurements and complete transactions

Certificate III

Communication skills to:

- share information on fresh produce, grocery products, work practices and customer requirements
- record scientific and technical measurements, data and information
- read and interpret forms relevant to employment, general work practices, workplace health and safety, fresh produce handling, food safety
- confirm work instructions, workplace purchase orders and stock control procedures
- listen to and interpret verbal information and customer requests

Problem-solving skills to:

- assess customer needs, provide advice and resolve complaints
- make judgements on fresh produce quality attributes, food safety and compliance
- identify and respond to security risks

Teamwork skills to:

- work with colleagues to achieve food safety and quality compliance in the workplace
- share product knowledge

	<ul style="list-style-type: none"> • cooperate with and advise others in areas of shared responsibility <p>Initiative and enterprise skills to:</p> <ul style="list-style-type: none"> • provide advice to customers on fresh produce alternatives • recognise and operate within own expertise • take corrective action <p>Numeracy skills to:</p> <ul style="list-style-type: none"> • calculate and reconcile inventory and terminals • count, weigh and estimate based on size • calculate and record scientific and technical measurements <p>Self – management skills to:</p> <ul style="list-style-type: none"> • monitor own performance and performance of others • take responsibility for quality of own work • take responsibility for corrective actions and share product knowledge <p>Learning skills to:</p> <ul style="list-style-type: none"> • apply knowledge of fruit and vegetable categories and varieties • source information related to food safety and quality • identify organoleptic properties of food <p>Technology Skills to:</p> <ul style="list-style-type: none"> • access electronic information • manage inventory equipment • use equipment and instruments to take measurements and complete transactions
<p>4.3 Recognition given to the course (if applicable)</p>	<p><i>Standard 5 AQTF Standards for Accredited Courses</i></p> <p>Not Applicable</p>
<p>4.4 Licensing/ regulatory requirements (if applicable)</p>	<p><i>Standard 5 AQTF Standards for Accredited Courses</i></p> <p><i>TLILIC2001 Licence to operate a forklift truck</i></p> <p>Information about the WorkSafe process for licencing issuance is available from https://www.worksafe.vic.gov.au/pages/safety-and-prevention/licensing/worksafe-licence-types-and-fees/licence-to-perform-high-risk-work</p>



5. Course rules

Standards 2, 6,7 and 9 AQTF Standards for Accredited Courses

5.1 Course structure

To be eligible for the award of 22339VIC Certificate II in Greengrocery learners must successfully complete a total of 15 units comprising:

- 11 core units
- 4 elective units which may be selected from:
 - elective units listed below and / or
 - a maximum of 2 units from any other endorsed training package or accredited curriculum.

Note: Units imported from endorsed training packages or other accredited curriculum must:

- reflect the needs of the learner
- support the integrity of the AQF level of this qualification
- support the intent of this qualification.

Where the qualification is not completed, a Statement of Attainment will be issued for any completed units.

Unit of competency/ module code	Field of Education code (six-digit)	Unit of competency/module title	Pre-requisite	Nominal hours
Core units				
VU22011	120505	Work effectively in the fresh produce industry	Nil	35
VU22012	050301	Identify fruits and vegetables	Nil	30
AMPR106	N/A	Process sales transactions	Nil	10
BSBWHS201	N/A	Contribute to health and safety of self and others	Nil	20
FDFOP1003A	N/A	Carry out manual handling tasks	Nil	30
FDFOP1005A	N/A	Operate basic equipment	Nil	30
SIRRFSA001	N/A	Handle food safely in a retail environment	Nil	40
SIRRINV001	N/A	Receive and handle retail stock	Nil	35
SIRXCEG001	N/A	Engage the customer	Nil	30
SIRXCOM001	N/A	Communicate in the workplace to support team and customer outcomes	Nil	40
SIRXSLS001	N/A	Sell to the retail customer	Nil	20



Total core hours				320
<i>Elective units</i>				
BSBSUS201	N/A	Participate in environmentally sustainable work practices	Nil	20
SIRXSLS002	N/A	Follow point-of-sale procedures	Nil	20
FDFOP2005A	N/A	Work in a socially diverse environment	Nil	30
SIRXCEG002	N/A	Assist with customer difficulties	Nil	40
SIRXDLV001	N/A	Deliver food products	Nil	20
SIRXPDK002	N/A	Advise on food products and services	Nil	30
SFLSOP004	N/A	Receive and store floristry stock	Nil	30
TLIA3016	N/A	Use inventory systems to organise stock control	Nil	30
TLIE1005	N/A	Carry out basic workplace calculations	Nil	20
TLID2004	N/A	Load and unload goods/cargo	Nil	30
TLILIC2001	N/A	Licence to operate a forklift truck	Nil	40
HLTAID003	N/A	Provide first aid	Nil	18
Total nominal hours				398-460

To be eligible for the award of 22340VIC Certificate III in Greengrocery learners must successfully complete a total of 20 units comprising:

- 15 core units
- 5 elective units which may be selected from:
 - elective units listed below and / or
 - a maximum of 2 units from any other endorsed training package or accredited curriculum.

Note: units imported from endorsed training packages or other accredited curriculum must:

- reflect the needs of the learner
- support the integrity of the AQF level of this qualification
- support the intent of this qualification.

Where the qualification is not completed, a Statement of Attainment will be issued for any completed units.

Unit of competency/ module code	Field of Education code (six-digit)	Unit of competency/module title	Pre-requisite	Nominal hours
Core units				
VU22011	120505	Work effectively in the fresh produce industry	Nil	35
VU22012	050301	Identify fruits and vegetables	Nil	30
VU22013	110111	Assess and maintain quality of fresh produce and grocery products	Nil	40
AMPR106	N/A	Process sales transactions	Nil	10
BSBWHS301	N/A	Maintain workplace safety	Nil	40
FDFOP2061A	N/A	Use numerical applications in the workplace	Nil	30
SIRRFSA001	N/A	Handle food safely in a retail environment	Nil	40
SIRRINV002	N/A	Control stock	Nil	35
SIRRMER002	N/A	Merchandise food products	Nil	25
SIRRRTF001	N/A	Balance and secure point-of-sale terminal	Nil	20
SIRXCEG002	N/A	Assist with customer difficulties	Nil	40
SIRXCOM002	N/A	Work effectively in a team	Nil	30
SIRXPDK002	N/A	Advise on food products and services	Nil	30
SIRXRSK001	N/A	Identify and respond to security risks	Nil	30
SITXCCS006	N/A	Provide service to customers	Nil	25
Total core hours				460
Elective Units				
BSBITU305	N/A	Conduct online transactions	Nil	40
BSBSUS201	N/A	Participate in environmentally sustainable work practices	Nil	20



FDFOP2005A	N/A	Work in a socially diverse environment	Nil	30
SIRXCEG001	N/A	Engage the customer	Nil	30
SIRXCEG003	N/A	Build customer relationships and loyalty	Nil	40
SIRXCOM003	N/A	Promote team cohesion	Nil	30
SIRXSLS001	N/A	Sell to the retail customer	Nil	20
SIRXDLV001	N/A	Deliver food products	Nil	20
SFLSOP006	N/A	Display and merchandise floristry stock	Nil	35
TLID1001	N/A	Shift materials safely using manual handling methods	Nil	30
SIRRFSA002	N/A	Supervise a food safety program	Nil	40
SIRRINV001	N/A	Receive and handle retail stock	Nil	35
TLIA2009	N/A	Complete and check import/export despatch documentation	Nil	40
TLIA3015	N/A	Complete receiptal/despatch documentation	Nil	40
TLIA3016	N/A	Use inventory systems to organise stock control	Nil	30
TLIA3026	N/A	Monitor storage facilities	Nil	30
TLIA3038	N/A	Control and order stock	Nil	40
TLIA4025	N/A	Regulate temperature controlled stock	Nil	20
TLID2004	N/A	Load and unload goods/cargo	Nil	30
TLILIC2001	N/A	Licence to operate a forklift truck	Nil	40
HLTAID003	N/A	Provide first aid	Nil	18
SIRXRSK002	N/A	Maintain store security	Nil	20
Total nominal hours			558-660	



<p>5.2 Entry requirements</p>	<p><i>Standard 9 AQTF Standards for Accredited Courses</i></p> <p>There are no entry requirements for the Certificate II and Certificate III in Greengrocery.</p> <p>The following is a general guide to entry in relation to the language, literacy and numeracy skills of learners.</p> <p>Learners are best equipped to undertake the Certificate II in Greengrocery if they have minimum language, literacy and numeracy skills that align to Level 2 of the Australian Core Skills Framework, and for Certificate III in Greengrocery literacy and numeracy skills that align to Level 3 of the Australian Core Skills Framework details of which can be accessed from https://www.education.gov.au/download-acsf</p> <p>Learners with language, literacy and numeracy skills at lower levels than those suggested may require additional support to successfully undertake the qualification.</p>
<p>6. Assessment Standards 10 and 12 AQTF Standards for Accredited Courses</p>	
<p>6.1 Assessment strategy</p>	<p><i>Standard 10 AQTF Standards for Accredited Courses</i></p> <p>All assessment will be consistent with the AQTF Essential Conditions and Standards for Initial/Continuing Registration Standards 1.2/1.5.</p> <p>or</p> <p>Standard 1: Clauses 1.1 and 1.8 of the Standards for Registered Training Organisations (SRTOs) 2015.</p> <p>See http://www.asqa.gov.au/about/australias-vet-sector/standards-for-registered-training-organisations-(rtos)-2015.html</p> <p>Consistent with Standard 1, Element 5 of the Australian Quality Training Framework Essential Conditions and Standards for Continuing (or Initial) Registration, RTOs must ensure that Recognition of Prior Learning (RPL) is offered to all applicants in determining competency for Credit.</p> <p>Assessment strategies for the courses should:</p> <ul style="list-style-type: none"> • incorporate feedback of individual progress toward, and achievement of competencies • address skill and knowledge which underpin performance • gather sufficient evidence to judge achievement of progress towards determining competence • utilise a variety of different processes/sources, such as written, oral, observation, projects appropriate to assess knowledge and performance • recognise achievement of elements/competencies regardless of where the enabling learning took place

	<ul style="list-style-type: none"> • foster a collaborative and co-operative relationship between the learner and assessor • be flexible in regard to the range and type of evidence provided by the learner • provide opportunity for the learner to challenge assessment provisions and participate in reassessment • be equitable and fair to all learners • not unnecessarily restrict the progress of a learner through the course • comprise a clear statement of both the criteria and assessment process • use assessment tools to suit the needs of learners. <p>A variety of assessment methods and evidence gathering techniques may be used with the overriding consideration being that the combined assessment must stress demonstrable performance by the student. Assessment tools must take into account the requirements of the unit in terms of skills, knowledge and performance. The Evidence Guide of each unit provides information specific to the outcomes of each unit.</p> <p>Assessment of units of competency from accredited courses and nationally endorsed training packages must comply with the assessment requirements detailed in the relevant Training Package or Accredited Course Documentation.</p>
<p>6.2 Assessor competencies</p>	<p><i>Standard 12 AQTF Standards for Accredited Courses</i></p> <p>Assessor competencies are consistent with the Australian Quality Training Framework Essential Conditions and Standards for Continuing (or Initial) Registration, Standard 1.4 states the requirements for the competence of persons assessing the course. See AQTF User guides to the Essential Conditions and Standards for Continuing (or Initial) Registration: http://www.vrqa.vic.gov.au/registration/Pages/vetqualitydef.aspx</p> <p>or</p> <p>Standard 1: Clauses 1.13, 1.14, 1.15, 1.16 and 1.17 of the Standards for Registered Training Organisations (SRTOs) 2015.</p> <p>Assessors of the imported units of competency must meet the guidelines of the relevant Training Package or accredited Course Documentation.</p>



7. Delivery Standards 11 and 12 AQTF Standards for Accredited Courses	
7.1 Delivery modes	<p><i>Standard 11 AQTF Standards for Accredited Courses</i></p> <p>All units of competency in the course may be delivered in a variety of modes.</p> <p>Some areas of content may be common to more than one unit and therefore integrated delivery may be appropriate. Delivery strategies should actively involve the learner and learning should be experiential, relevant and contextualised to reflect the Greengrocery Retail industry.</p>
7.2 Resources	<p><i>Standard 12 AQTF Standards for Accredited Courses</i></p> <p>Resources include teachers/trainers who meet the Australian Quality Training Framework Essential Conditions and Standards for Continuing (or Initial) Registration Standard 1.4. See AQTF User guides to the Essential Conditions and Standards for Continuing (or Initial) Registration: http://www.vrqa.vic.gov.au/registration/Pages/vetqualitydef.aspx</p> <p>or</p> <p>Standard 1: Clauses 1.13,1.14,1.15,1.16 and 1.17 of the Standards for Registered Training Organisations (SRTOs) 2015</p> <p>Delivery of units of competency from accredited courses and nationally endorsed training packages must comply with any requirements for teacher/trainers detailed in the relevant training package or accredited course.</p>
8. Pathways and articulation Standard 8 AQTF Standards for Accredited Courses	
	<p>There are no formal articulation arrangements in place at the time of accreditation.</p> <p>Completion of imported units of competency provides credit into a range of vocational qualifications from nationally endorsed training packages.</p>
9. Ongoing monitoring and evaluation Standard 13 AQTF Standards for Accredited Courses	
	<p>The Primary Industries Curriculum Maintenance Manager has responsibility for the ongoing monitoring and maintenance of the qualification.</p> <p>A formal review will take place once during the period of accreditation and will be informed by feedback from users of the curriculum and will consider at a minimum:</p> <ul style="list-style-type: none"> • any changes required to meet emerging or developing needs • changes to any units of competency from nationally endorsed training packages or accredited curricula. <p>Any significant changes to the courses will be notified to the VRQA.</p>



Section C: Units of Competency

Certificate II

VU22011	Work effectively in the fresh produce industry
VU22012	Identify fruits and vegetables

Certificate III

VU22011	Work effectively in the fresh produce industry
VU22012	Identify fruits and vegetables
VU22013	Assess and maintain quality of fresh produce and grocery products

Unit Code	VU22011
Unit Title	Work effectively in the retail fresh produce industry
Unit Descriptor	<p>This unit describes the skills and knowledge required to work effectively in a retail fresh produce environment. It covers the fresh produce supply chain system and the handling, storage and display of fresh produce from store receipt, to providing/secondary wholesaling and retail sale.</p> <p>No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.</p>
Employability Skills	This unit contains employability skills.
Application of the Unit	This unit applies to the retail and providing/secondary wholesaling of fresh produce. Individuals may work in a frontline customer service role and/or the wholesaling of greengroceries in a retail environment. They operate with some independence under general supervision and guidance from others, and within established workplace policies and procedures.
Element	Performance Criteria
Elements describe the essential outcomes of a unit of competency. Elements describe actions or outcomes that are demonstrable and assessable.	Performance criteria describe the required performance needed to demonstrate achievement of the element – they identify the standard for the element. Where bold/italicised text is used, further information or explanation is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.
1 Obtain information on the fresh produce industry.	<p>1.1 Access and interpret information relevant to the fresh produce industry.</p> <p>1.2 Identify fresh produce supply chain.</p> <p>1.3 Identify workplace fresh produce handling procedures.</p>
2 Apply fresh produce handling procedures.	<p>2.1 Handle fresh produce to maintain food safety.</p> <p>2.3 Display fresh produce for sale, according to workplace requirements.</p>

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| | 2.4 | Report non-conformity and complete workplace forms and documents relevant to safety, quality and integrity. |
| | 2.5 | Use Personal Protective Equipment (PPE) according to workplace requirements. |
| 3 Use workplace technology, equipment and instruments. | 3.1 | Operate technology, equipment and instruments , according to manufacturer's specifications and safety requirements. |
| | 3.2 | Enter and edit information accurately, to label, price and package fresh produce. |
| | 3.3 | Open and close point-of-sale terminal. |
| | 3.4 | Handle cash and non-cash transactions according to workplace procedures. |
| | 3.5 | Provide correct change and receipts for cash and non-cash transactions. |
| 4 Contribute to a productive workplace | 4.1 | Follow workplace procedures to complete duties as part of a team and independently. |
| | 4.2 | Maintain workplace personal grooming standards and dress code. |
| | 4.3 | Complete workplace forms and documents relevant to work practices and rosters. |
| | 4.4 | Discuss and review work practices with Supervisor to improve own performance. |
| | 4.5 | Respond to changes to work practices appropriately and promptly. |

Required Knowledge and Skills

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

Required Knowledge:

- industry structure and supply chain
- general workplace policies and procedures relevant to employment, role boundaries and responsibilities, workplace dress code and presentation, rosters, leave, uniforms and PPE, work health and safety (WHS), customer service and cash and non-cash handling including electronic payment systems at point of sale (EFTPOS)
- workplace policies and procedures relevant to fresh produce handling, storage and display, food safety, quality, origin and tracking of fresh produce, shelf life, product loss, product receipt, loading, unloading and shifting and waste disposal

- principles of food display, stock placement, rotation and replenishment and display cleanliness
- Food Safety Program and food safety hazards - biological, chemical, physical and allergens
- manuals and procedures for operating workplace technology, equipment and instruments
- relevant legislation and Codes of Practice such as weights and measures, workplace health and safety (WHS), food safety and food labelling/origin
- commercial impact of performance and behaviours on a business
- principles of workplace communication such as active listening, verbal and non-verbal cues, body language, oral language and written/electronic mediums

Required Skills:

- communication skills to:
 - ask questions to clarify work instructions
 - read, interpret and complete familiar and unfamiliar written English documents, procedures and forms relevant to employment, general work practices and own role, including purchase orders and requests, rosters, checklists, logs and charts and product labels and promotional information
- numeracy skills to handle cash and non-cash transactions, price product, count, weigh and estimate, calculate and record routine workplace measurements and information such as temperature, humidity, quantities (grams, kilograms, counts), dates and times
- team work skills to work with colleagues
- problem solving skills to make improvements to work performance
- planning and organising skills to make decisions on work practices and co-ordinating daily tasks, product labelling, pricing, packaging display and placement and safely shifting and loading fresh produce
- self-management skills to review own performance, maintain uniform and personal grooming standards and safely use personal protective equipment (PPE)
- learning skills to identify personal capabilities and interests in relation to career goals
- technology skills to access information and to use equipment and instruments such as pallet jacks/trucks, trolleys, food wrapping/packaging machines, registers, mobile devices, pricing guns/checkers, scales, thermometers and other relevant workplace equipment and instruments

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.

Information may include:

- written (hardcopy or electronic) workplace documents, policies, procedures, specifications and standards
- stock purchasing and control, receipt/despatch invoices, purchase orders/requests
- workplace health and safety and environmental (WHS&E) forms
- Food Safety Program
- terms and conditions of employment
- minimum workplace entitlements provided by the National Employment Standards (NES)
- relevant provisions of Commonwealth, state or territory anti-discrimination and equal employment opportunity (EEO) law.

Fresh produce may include:

- fruit
- vegetables
- herbs
- nuts/seeds/grains
- flowers

Supply chain may include:

- cultivation/growing and harvesting/picking
- pack-house, primary processing and packaging
- suppliers such as central market and food service wholesalers
- transport and logistics
- retail handling, storage and refrigeration
- secondary wholesaling/providoring
- sales to consumers, in-store, online and home delivery

Fresh produce handling procedures may include:

- personal hygiene and hand washing
- equipment and instrument cleaning
- personal protective equipment and clothing
- storing ambient/cold
- temperature and humidity controls
- packaging/labelling
- pest control

- waste handling and disposal
- product integrity and physical damage
- shelf-life and stock rotation - first-in- first-out,
- quality sensory assessment (visual, aroma &/or taste) for:
 - spoilage from fungi, yeast, moulds and bacteria
 - residues
 - disease, pests & animal damage
 - physical damage
 - defects, blemishes, pitting & spots
 - temperature and humidity abuse
- freshness such as colour and appearance, taste, aroma, texture, size/shape, dehydration

Food safety may include:

- protection from hazards - biological, physical, chemical and allergens
- protection from adverse environmental conditions
 - temperature and relative humidity during transport, storage and display

Integrity may include:

- protection from physical damage resulting from handling, packing/stacking configurations and point of sale bag filling
 - impact, compression and abrasion injuries

Display may include:

- cleanliness of surrounds and displays
- product placement, accurate promotional information and props
- packaging, labels and pricing
- weights and measures
- stock rotation and replenishment
- assessment for damage and food safety

Non-conformity may include:

- does not meet/ deviates from the quality/safety standard or procedure
- classified as either critical, major or minor

Personal protective equipment (PPE) may include:

- clothing such as aprons and uniforms
- high visibility vests/jackets and shirts
- footwear
- eye protection
- hand protection/gloves
- hair nets/caps

Technology, equipment and instruments may include:

- registers/terminals
- alarms
- electronic payment systems for fund transfers at point of sale (EFTPOS)
- thermometers
- calculators
- analogue and digital scales
- pricing guns and checkers
- mobile devices
- humidity and temperature data loggers
- pallet jacks/trucks and walkie stackers
- trolleys
- food wrappers/packaging machines such as cling wrap dispensers and shrink wrappers

Non-cash transactions may include:

- credit cards
- EFTPOS (electronic funds transfer point of sale)
- vouchers/store credits

Work practices may include:

- personal grooming, presentation and dress code
- showing respect for others
- team work
- punctuality

- professional use of mobile phone
- use of language, to reflect courtesy and professionalism
- behaviour and commercial impact for business, loss of sales, customers, income and reputation

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the Elements, Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment section in Section B of the Accreditation Submission.

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

Assessment must confirm the ability to:

- safely handle and display fresh produce to maintain its quality and integrity
- meet personal presentation and communication requirements
- operate workplace technology and equipment safely and accurately
- follow procedures and complete workplace forms

Context of and specific resources for assessment

Assessment must ensure access to:

- relevant business technology, equipment and instruments
- a range of fresh produce
- relevant workplace policies, procedures, operating manuals and documentation

Food Safety Program

Method of assessment

For valid and reliable assessments of this unit, evidence should be gathered through a range of methods to indicate consistent performance.

The following suggested assessments methods are suitable for this unit:

- workplace demonstration, simulation exercise, scenario or role play.
- written and/or oral questioning to assess knowledge of procedures and work practices, food safety hazards, fresh produce quality requirements, industry structure and supply chain
- indirect evidence such as third party reports and workplace documentation from workplace supervisor

Unit Code	VU22012
Unit Title	Identify fruits and vegetables
Unit Descriptor	<p>This unit covers the skills and knowledge required to identify greengrocery fruit and vegetable categories and varieties and provide advice to customers. It covers the basic characteristics of fruit and vegetable categories, naming varieties within categories and accessing information to identify the availability and origin of the fruits and vegetables.</p> <p>No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.</p>
Employability Skills	This unit contains employability skills.
Application of the Unit	This unit applies to those who work in a frontline customer service role and/or the providoring/secondary wholesaling of fruits and vegetables in a retail environment. They operate with some independence under general supervision and guidance from others, and within established workplace policies and procedures.
Element	Performance Criteria
<p>Elements describe the essential outcomes of a unit of competency. Elements describe actions or outcomes that are demonstrable and assessable.</p>	<p>Performance criteria describe the required performance needed to demonstrate achievement of the element – they identify the standard for the element. Where bold/italicised text is used, further information or explanation is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.</p>
<p>1 Obtain information for fruit and vegetable identification.</p>	<p>1.1 Access and interpret scientific information on edible plants.</p> <p>1.2 Identify culinary definition for fruit and vegetable.</p> <p>1.3 Identify botanical definition for fruit and vegetable.</p> <p>1.4 Access and interpret industry and workplace information to identify fruit and vegetable categories and varieties.</p> <p>1.5 Access and interpret industry and workplace information to determine the availability and origin of fruits and vegetables.</p>

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| 2 Identify fruit and vegetable categories and varieties. | 2.1 Identify the common characteristics of the fruit and vegetable categories and varieties. |
| | 2.2 Identify readiness for use based on ripeness and eating quality. |
| | 2.3 Identify the major nutrients found within fruit and vegetable categories. |
| 3 Assist customers to select fruit and vegetable varieties. | 3.1 Identify and act on opportunities to assist customers and provide advice on fruit and vegetable selection. |
| | 3.2 Provide clear and accurate advice to customers based on availability, origin, variety, price preferences, recipe requirements and other specific needs. |
| | 3.3 Seek assistance from relevant personnel when customer's needs are beyond scope of own responsibility and/or knowledge. |

Required Knowledge and Skills

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

Required Knowledge:

- physical form and external structures of edible plants
- basic plant chemistry relating to colour and ripening
- botanical definition of fruit and vegetable based on plant physical form and external structures
- workplace and industry information to identify fruit and vegetable varieties, availability and origin
- basic difference between fresh produce growing systems such as field, greenhouse, orchard, hydroponic, organic, biodynamic and genetically modified fresh produce
- culinary definitions of fruit, vegetable, herbs and spices
- characteristics of fruit and vegetable categories and varieties based on appearance, colour, gloss, ripeness, size, shape, aroma, flavour, texture and taste
- major nutrients found within fruit and vegetable categories
- workplace communication such as active listening, verbal and non-verbal cues, body language, oral language and written/electronic mediums

Required Skills:

- communication skills to:
 - provide advice to customers on fresh produce

- ask questions to clarify customer requests
- read and interpret familiar and unfamiliar written English documents and procedures such as those relating to availability, origin and characteristics of fruit and vegetable categories and varieties
- read and interpret basic scientific information relating to edible plant structure and chemistry
- numeracy skills to count, weigh, estimate and calculate
- problem solving skills to assess customer needs and provide advice on the selection of fruit and vegetable based on availability, origin, variety, price and recipe requirements
- self-management skills to make decisions to seek assistance
- learning skills to source and interpret information on fruit and vegetable categories and varieties
- technology skills to access digital information on fruit and vegetables

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.

Scientific information may include:

- plant morphology relating to physical form and external structure.
- plant physiology relating to internal activities of plants such as nutrient transport system.

Culinary may include:

- *fruit and vegetable* - edible plant parts excluding cereal grains, nuts, seeds, tea leaves, coffee beans, cacao beans, herbs and spices
 - *fruit* – edible part of a plant, tree, bush or vine that contains the seeds and flesh and has a sweet or tart taste
 - *vegetable* – plant material that is neither fruit nor seed, all other parts, such as roots, stems and leaves.
- botanically all produce that contain seeds are fruits, but for culinary purposes peppers, eggplant, tomatoes, peas, beans, zucchini, sweet corn, pumpkin, cucumber and other seed bearing produce
- commonly understood cultural uses of fruit and vegetables may vary from group to group

Botanical may include:

- scientific/technical approach based on the physiological characteristics of plant development, organisation and structure
- *vegetable* – edible plant parts such as stem, leaf, root, bulb, tuber, fruit, nut or seed; fruits can be considered a subset of vegetables.
- fruit - mature ovary of a flowering plant including its seeds, covering and any closely connected tissue.

Categories may include:

Fruit grouped according to edible fruits:

- *Berries* - includes blackberries, cranberries, blueberries, red and black raspberries, strawberries, and grapes.
- *Stone/Pits* - include cherries, apricots, nectarines, peaches, and plums.
- *Core* - includes apples and pears.
- *Citrus* - includes oranges, tangerines, grapefruits, kumquats, lemons, and limes.
- *Melons* - includes cantaloupe, casaba honeydew, and watermelon and seedless varieties.
- *Tropical/exotics* - include avocados, coconut, bananas, figs, dates, guavas, mangoes, papayas, pineapples.
- *Dried fruit* – apricots, apples, pears, dates, muscatels, figs, peaches.
- *Nuts/seeds* – almonds, pistachio, cashew, walnuts, hazelnuts.
- *Grain/cereal* – wheat, oats, rice, rye, barley, millet, quinoa and maize

Vegetables grouped according to edible part used in food:

- *Flower vegetables* –includes asparagus, broccoli, Chinese broccoli; cauliflower; globe/French artichoke.
- *Leafy vegetables*– includes celery, spinach, watercress, cabbage, kale, lettuce.
- *Stalk vegetables* –includes rhubarb, fennel and chard.
- *Bulb vegetables*– includes leeks, onions, chives, garlic, shallots.



- *Root vegetables*—includes, parsnips, turnips, radish, carrots and beetroots.
- *Tuber vegetables* - include potatoes, yams, Jerusalem artichokes and sweet potatoes.
- *Fruit vegetables* - includes pumpkin, squash, avocados, cucumber, olives and zucchini.
- *Legumes/pulses* – includes fresh peas, snow peas, beans, lentils

Herbs and spices grouped according to edible part used to flavour food:

- *Herbs* - parsley, coriander, thyme, dill, basil
- *Spice* – cinnamon, pimento, curry, cloves, cumin, mustard, saffron.

Varieties may include:

- common name within category such as Fuji Apple, Navel Orange
- availability
- appearance based on colour, gloss, shape, size, skin and ripeness.
- aroma (fruity), texture (smooth, crisp) and taste (sweet, salty, bitter, sour, unami).
- flavour (aroma, texture and taste)

Availability may include:

- growing period
- seasonality and relationship to eating quality

Origin may include:

- producers name
- local, interstate or imported
- field, greenhouse, orchard and hydroponic, organic, biodynamic and genetically modified.

Characteristics may include:

Vegetables:

- stems/stalks, roots, tubers, bulbs, flowers, and leaves
- dry tight skins with consistent colour
- have a firm texture
- may have either mild or pungent aromas and flavours

- consumed raw or cooked
- generally savoury in flavour

Fruit:

- sweet or tart taste with pronounced complex aromas and flavours
- consistent colour
- generally, a moist tender fleshy consistency
- consumed raw or cooked

Nutrients may include:

- convert food into energy and promote good health.
- dietary fibre, amino acids, fats/oils, vitamins and minerals
- vitamins – folate, A (beta-carotene), B Group, C and E
- minerals - calcium, magnesium, zinc, iron, phosphorous and folic acid

Advice may include:

- written (electronic or hardcopy), face to face or over the telephone
 - electronic includes email, fax, SMS, apps or other mobile device
- professional and courteous tone considering voice pitch, speed and volume
- non-verbal includes gestures, pictures and images
- information on:
 - price
 - variety
 - seasonality/availability based on local, interstate or imported
 - producer's name, country & area of origin
 - recipes and substitution within recipes
 - storage and handling
 - major nutrients within fresh produce category

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the Elements, Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment section in Section B of the Accreditation Submission.

Critical aspects for assessment and evidence required to

Assessment must confirm the ability to:

- identify fruit and vegetable categories and varieties



demonstrate competency in this unit

- provide basic advice on fruit and vegetable categories and varieties, major nutrients, availability and origin

Context of and specific resources for assessment

Assessment must ensure access to:

- a range of fresh fruit and vegetable categories and varieties and/or if unavailable pictorial/images of fruits and vegetables vegetable categories and varieties
- customers and workplace customer service standards
- relevant workplace and industry procedures and information used to identify fruit and vegetable characteristics, major nutrients, availability and origin of produce

Method of assessment

For valid and reliable assessments of this unit, evidence should be gathered through a range of methods to indicate consistent performance.

The following suggested assessments methods are suitable for this unit:

- workplace demonstration, simulation exercise, scenario or role play
- written and/or oral questioning to assess knowledge of procedures and work practices, food safety hazards, fresh produce quality requirements, industry structure and supply chain
- indirect evidence such as third party reports and workplace documentation from workplace supervisor

Unit Code	VU22013
Unit Title	Assess and maintain quality of fresh produce and grocery products
Unit Descriptor	<p>This unit covers the skills and knowledge required to inspect, assess and maintain the quality attributes of fresh produce at the point of delivery, storage and display. It also covers how to store grocery products, assess date codes, product integrity and delivery accuracy.</p> <p>No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.</p>
Employability Skills	This unit contains employability skills.
Application of the Unit	This unit applies to individuals who may work in a frontline customer service role and/or the providing/secondary wholesaling of fresh produce and grocery products in a retail environment. They operate with limited supervision and provide guidance and advice to others, within established organisational policies and procedures.
Element	Performance Criteria
<p>Elements describe the essential outcomes of a unit of competency. Elements describe actions or outcomes that are demonstrable and assessable.</p>	<p>Performance criteria describe the required performance needed to demonstrate achievement of the element – they identify the standard for the element. Where bold/italicised text is used, further information or explanation is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.</p>
<p>1. Prepare work area and/or shop front.</p>	<p>1.1 Access and interpret industry and workplace information and quality standards for fresh produce and grocery products.</p> <p>1.2 Carry out environmental checks of storage/display equipment and shop surrounds to minimise contamination.</p> <p>1.3 Use Personal Protective Equipment (PPE) as per workplace requirements.</p>
<p>2. Inspect and assess quality</p>	<p>2.1 Use sensory methods to determine fresh produce meets the quality standards at point of delivery, storage and display.</p>

- of fresh produce.
- 2.2 Use **instrumental methods** to determine the fresh produce meets the quality standards at point of delivery, storage and display.
- 2.3 Take corrective **action** within level of responsibility, to maintain quality standards.
3. Maintain the quality of fresh produce and grocery products.
- 3.1 Carry out regular temperature checks, record temperatures and adjust temperatures as per workplace requirements for **cold and frozen storage/display equipment**.
- 3.2 Carry out regular environmental checks of storage/display equipment and shop surrounds to minimise contamination and maintain hygiene standards.
- 3.3 Carry out regular checks of **date codes** and rotate fresh produce and grocery products to minimise wastage.
- 3.4 Promptly store fresh produce and grocery products in appropriate storage/display area to **preserve shelf life**, minimise wastage and avoid **contamination**.
- 3.5 **Package** fresh produce and grocery products as per workplace procedures, relevant **food laws** and Australian Trade Measurement requirements.
- 3.6 Report and safely store or dispose of nonconforming fresh produce and grocery foods to minimise food safety risks and wastage.

Required Knowledge and Skills

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

Required Knowledge:

- basic principles of quality control, inspections, reporting and preparation of non-conformance reports
- basic organoleptic properties of food (how food stimulates the senses) via touch, smell, taste, sight and hearing
- difference between objective and subjective methods for assessing quality attributes in fresh produce
- industry and workplace requirements for assessing quality attributes in fresh produce, such as information on grade based on appearance, colour, ripeness, wholeness, gloss, size, shape, aroma, flavour, texture and taste to determine saleability and price point – premium/discount/clearance
- workplace policies and procedures relevant to work health and safety (WHS) and fresh produce and grocery products quality, date codes, stock rotation, handling, storage, display, food safety and waste handling and disposal

- Australian Trade Measurement System - tare, gross and net weights, labelling for pre-packaged goods and calibration
- effects of packaging, temperature and humidity on the quality and shelf life of fresh produce and grocery products
- relevant legislation and Codes of Practice such as weights and measures, workplace health and safety (WHS), food safety and food labelling/origin

Required Skills:

- communication skills to:
 - record and report non-compliance
 - read and interpret a range of familiar and unfamiliar written English workplace documents, procedures and forms such as workplace health and safety (WHS), food safety, fresh produce quality standards, food labelling and origin, packaging requirements, instrument and equipment operation manuals
 - read and interpret basic scientific and technical information and data on fresh produce quality
 - numeracy skills to count, estimate and calculate based on size, temperature/humidity, time and weight
- problem solving skills to:
 - assess cleanliness of work areas, temperature and humidity controls, date codes and stock rotation for fresh produce and grocery products
 - make judgements on fresh produce quality, grade and saleability using sensory and instrumental methods
 - take corrective actions
- planning and organising skills to collect, analyse and organise information on fresh produce quality standards and compliance
- self-management skills to safely use instruments, equipment and personal protective equipment (PPE) and taking responsibility for corrective actions
- learning skills to apply scientific and technical information to address issues and make judgements
- technology skills to access digital information and use instruments and equipment such mobile devices, scales, thermometers and data loggers for temperature/humidity

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.

Information may include:

- written (hardcopy or electronic) or verbal policies, procedures, specifications and standards on quality and grade of fresh produce

- scientific and technical data
- workplace fresh produce handling, display and storage procedures
- grower and industry quality guidelines/checksheet for assessing quality in fresh produce, based on availability, appearance, aroma, texture and taste/flavour
- temperature/humidity procedures/forms
- weights and measures and labelling procedures/forms
- stock control and receiptal/despatch procedures/ invoices
- Food Safety Program

Quality standards may include:

- written and/or verbal information on the essential attributes that need to be met to determine saleability and price point
 - colour/ripeness
 - freshness
 - shape/size
 - wholeness
 - gloss
 - consistency
 - aroma
 - texture
 - taste
 - flavour (aroma, texture and taste)
- temperature
- moisture
- weight and trade measurement
- packaging/labelling
- contamination
- spoilage
- damage
- defects/purity

Fresh produce may include:

- fruit
- vegetables
- herbs
- flowers

Grocery products may include:

- pre-packaged, fresh and unpackaged
- shelf, refrigerated, frozen and special dietary requirements
- condiments, oils, vinegars, dressings and sauces
- biscuits sweet and savoury
- milk, dairy, cheese and eggs
- pasta and noodles
- pulses, cereals, grains, rice and muesli
- drinks and juices
- baked goods
- delicatessen foods

Environmental checks may include:

- cleanliness inspections to discourage pests, minimise contamination and prevent the accumulation of food waste, dirt, grease or other visible matter

Personal protective equipment (PPE) may include:

- clothing such as aprons
- high visibility vests/jackets and shirts
- footwear
- eye protection
- hand protection/gloves
- hair nets/caps

Sensory methods may include:

- senses - sight, smell, taste, hearing and touch
- judgements and/or assessment made on the desirable and undesirable aspects of fresh produce using the human senses

Instrumental methods may include:

- measurement of amounts/quantities to determine acceptance/tolerances/rejection
- calibrated instruments and scoring systems provide objective measurements with less variation in results
- thermometer, scales, refractometer and photographs

- Action** may include:
- eliminate the causes of the identified nonconformity to prevent recurrence.
 - eliminate the cause of a potential nonconformity to prevent recurrence
 - return, discount/clearance/move to promotion
 - repackage

- Cold and frozen storage/display equipment** may include:
- walk-in, upright and benchtop refrigerators
 - walk-in, upright and benchtop freezers
 - ice displays/baths

- Date codes** may include:
- “use by” or “best before”
 - Julien Date Codes

- Preserve shelf life** may include:
- date codes
 - visible appearance
 - smell
 - cold storage, ambient, dry, out of direct sunlight and/or frozen
 - packaging

- Contamination** may include:
- biological, chemical, physical or allergens
 - cross contamination from person, vermin, packaging, waste and poor environmental conditions

- Package** may include:
- food grade trays, containers and wrappers
 - food grade film
 - food grade bag sealers
 - labels, labellers and pricing guns

- Food laws** may include:
- local/state/territory and national Food Acts and regulations
 - Australian and New Zealand Food Standards Code
 - National Trade Measurement System

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the Elements, Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment section in Section B of the Accreditation Submission.

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

Assessment must confirm the ability to:

- record workplace information and data.
- inspect and assess fresh produce quality standards
- report non-conformance and take corrective actions
- maintain the quality of fresh produce and grocery products
- package and label fresh produce and grocery products as per food safety, quality and Trade Measurement standards

Context of and specific resources for assessment

Assessment must ensure access to:

- a range of fresh produce
- a range of grocery products
- relevant workplace and industry information, procedures and standards used to assess quality of fresh produce and grocery products
- relevant workplace technology, equipment and instruments used to assess and maintain quality of fresh produce and grocery products
- Food Safety Program

Method of assessment

For valid and reliable assessments of this unit, evidence should be from a range of methods to indicate consistent performance.

The following suggested assessments methods are suitable for this unit:

- workplace demonstration to determine quality and conformity using a range of fresh produce, grocery products, technology, instruments and equipment.
- written and/or oral questioning to assess knowledge of fresh produce and grocery products quality standards
- in-direct evidence such as third party reports and workplace documentation from workplace supervisor supporting ability to assess and maintain quality of fresh produce and grocery products.