

Competency	Performance Criteria	Evidence Guide
<p>1: Develop a communication plan to support audit processes</p>	<p>1.1: Roles and responsibilities of the auditor are defined and agreed by both parties to address the audit scope</p> <p>1.2: Roles and responsibility of all personnel involved in the audit process are defined, communicated and agreed</p> <p>1.3: Appropriate communication methods and protocols are determined and specific arrangements including reporting requirements are agreed</p> <p>1.4: A communication plan is developed to identify the communication requirements and responsibilities of personnel involved in the audit process</p>	<p>Roles and responsibilities of auditors and other personnel involved in audits are described.</p> <p>Strategies to communicate in culturally diverse environments are described.</p> <p>Communication methods relevant to different groups and audiences are described.</p> <p>Reporting formats and requirements to meet client and legislative needs are described.</p> <p>Legislation that impacts on acceptable communication methods and conduct, including anti-discrimination, anti-harassment and privacy legislation, is defined.</p>
<p>2. Select and use appropriate communication methods to conduct an audit</p>	<p>2.1: Appropriate communication methods are used to:</p> <ul style="list-style-type: none"> <li>• Establish and maintain effective client relationships</li> <li>• Collect and audit evidence</li> <li>• Provide and present information</li> <li>• Facilitate meeting processes</li> <li>• Facilitate issue management and conflict resolution</li> </ul>	<p>Appropriate communication methods and techniques to support the audit process and the needs of the audience are described. These should include consideration of people at different levels of food business with different English language, literacy and technical skills</p> <p>Vocabulary and terms relevant to audit process are described. This includes terms and jargon to describe food safety legislation, technical processes and industry standards</p> <p>The structure, authority levels and lines of reporting within a food</p>

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	<ul style="list-style-type: none"> <li>• Communicate audit findings</li> </ul> <p>2.2: Communication methods are selected to take account of system owner and food business requirements, workplace culture and individual differences</p> <p>2.3: Information provided by the auditee is interpreted in the context of the industry sector, language and culture of the business</p>	<p>business are described.</p> <p>Information systems, technologies and software to manage security, authorization and distribution of audit report and records are defined.</p> <p>Confidentiality needs and expectations of food businesses are identified.</p> <p>The structure, authority levels and lines of reporting within a food business are described.</p> <p>Communication methods relevant to different groups and audiences are described.</p>
<p>3: Negotiate to achieve agreement on audit outcomes</p>	<p>3.1: Areas of disagreement over audit outcomes are identified and clarified with the auditee</p> <p>3.2: Understanding is sought on actions to be followed to resolve outstanding issues</p> <p>3.3: Communication techniques are applied to encourage all relevant parties to participate and express their views</p> <p>3.4: Auditee views are treated with respect</p> <p>3.5: Options for resolving differences are explored to reach agreement and meet audit timeline and resource parameters</p> <p>3.6: appropriate issue resolution strategies are</p>	<p>Methods to effectively communicate information in environments where recipients may be hostile to the information presented are described.</p> <p>Dynamics of conflict and strategies to manage conflict resolution are described.</p> <p>Techniques to resolve sensitive and/or conflict-based issues are described.</p> <p>Techniques to ensure all parties have opportunities to fully express their position are described.</p>



Competency Unit: **RABQSA-NFS 2 –Communicate and negotiate to conduct food safety audits**

Effective date: February 2006

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	explored to increase the likelihood of agreement on steps required to conclude the audit  3.7: The negotiation process is managed to maintain constructive client relationships  3.8: Any areas of continuing non-compliance that result from unresolved differences are reported to system owners and appropriate authorities as required	The need to validate evidence used to support audit findings and methods of validation are described.