

Title	Interact with internal customers in a primary industry operation		
Level	3	Credits	2

Purpose	<p>This entry-level unit standard is for people working in a primary industry operation.</p> <p>People credited with this unit standard are able to demonstrate knowledge of: personnel and responsibilities; identify and describe information requirements and are able to interact with internal customers, in a primary industry operation.</p>
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Classification	Primary Sector > Primary Sector Core Skills
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Available grade	Achieved
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Guidance Information

- 1 All evidence presented in this unit standard must be in accordance with:
 - Organisational requirements
 - Industry requirements
 - Animal Products Act 1999
 - Food Act 2016
 - Health and Safety at Work Act 2015; and any subsequent amendments.
- 2 Definition

Organisational requirements – instructions to staff on policies and procedures which are documented in memo, electronic or manual format and are available in the workplace.
- 3 Evidence for the practical components of this unit standard must be supplied from the workplace.

Outcomes and performance criteria

Outcome 1

Demonstrate knowledge of key personnel and their responsibilities in a primary industry operation.

Performance criteria

1.1 Identify key personnel in a primary industry environment and describe their responsibilities.

Range personnel may include but are not limited to – supervisor, leading hand, health and safety representative, union representative, human resources representative, engineer, tutor, quality assurance personnel, site nurse; evidence is required of three personnel and their responsibilities from the candidate's work area.

1.2 Identify and describe personal job responsibilities in the workplace.

Range job responsibilities may include but are not limited to – task rotation, hygiene and sanitation requirements, reporting machinery malfunctions, reporting product contamination; evidence is required of three personal job responsibilities.

Outcome 2

Identify and describe information requirements for a primary industry operation.

Performance criteria

2.1 Identify and describe information requirements in terms of work responsibilities.

Range information may include but is not limited to – task instructions, daily processing requirements and schedules, manning; evidence is required of two types of information used in the candidate's work area.

2.2 Identify and describe information requirements in terms of quality assurance and compliance.

Range evidence is required of three examples of information from the candidate's work area. Candidates working in a food processing operation must provide an example of food safety information.

2.3 Identify and describe common industry terms used in a primary industry operation in terms of own work area.

Range terms may include but are not limited to – customer specifications, company specifications, critical control point, Hazard Analysis Critical Control Point, Risk Management Programme, Standard Operating Procedures, tally; evidence is required of three terms used in the candidate's work area.

2.4 Identify and describe signs and symbols used to provide visual information in own work area.

Range evidence is required of three signs and symbols used in the candidate's work area.

Outcome 3

Demonstrate knowledge of and interact with internal customers in a primary industry operation.

Performance criteria

3.1 Identify and communicate problems to relevant personnel.

Range issues may include but are not limited to – machinery malfunctions, product contamination, products not within specification;
evidence is required of three issues that typically arise in the candidate's work area.

3.2 Collect and evaluate workplace information and communicate to others in the workplace.

3.3 Describe procedures for unscheduled absences.

Range unscheduled absences may include but are not limited to – meetings, toilet breaks, injury, emotional issues;
evidence is required of two examples that apply in the candidate's work area.

3.4 Use recommended verbal and body language in interactions.

3.5 Select and use appropriate methods for communicating with people from diverse cultural backgrounds.

Replacement information	This unit standard replaced unit standard 20174.
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Planned review date	31 December 2023
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	18 June 2015	31 December 2021
Review	2	27 September 2018	N/A

Consent and Moderation Requirements (CMR) reference	0033
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact the Primary Industry Training Organisation standards@primaryito.ac.nz if you wish to suggest changes to the content of this unit standard.