

QUALITY ASSURANCE OFFICER



Do you want to work in an exciting and ecofriendly industry that actively encourages women to participate and provides the following opportunities?

- **develop transferrable skills & knowledge**
- **support your peers**
- **advance your career**
- **improve workplace conditions**
- **protect the integrity of the food industry**
- **undertake further study**
- **implement change**



OVERVIEW OF INDUSTRY

The Australian food processing industry is diverse and internationally recognised for producing high-quality processed foods, the Australian food processing industry is export-focused and has considerable experience tailoring products to meet consumer preferences. Food processors can source quality produce at competitive prices from a large and diverse local agricultural sector and transform it into innovative retail, food service and ingredient items for sale in Australia and across the world. Australian food processors excel in applying the latest food technologies and manufacturing processes to create innovative products tailored to regional markets, functional requirements, and emerging consumer preferences.

WHAT DOES A QUALITY CONTROL OFFICER DO

A Quality Assurance officer is required to monitor food production to ensure compliance with legislation and to identify legal requirements that apply to the packing and production of processed food. They also review existing work practices against procedures to ensure compliance, identify any legal requirements for facilities and equipment used and review production procedures to support ongoing compliance with legal requirements. These include auditing current processes and policies against the Food Standards Code, WHS legislation, HACCP & ISO 22000. Quality Assurance officers consult with process workers to evaluate, offer suggestions, and review changes to work methods to provide continuous improvement in the production process.

“I love working as a Quality Assurance Officer because I can implement positive change and help to protect my work mates as well as the food industry”.

For further information or advise contact

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Selection Criteria:

- *Great team player, communicator, and negotiator
- *Enjoys problem solving and looking for innovative solutions
- *Ability to read and write reports
- *Willing to progress through from the production floor team
- *Ability to work in a high-pressure environment
- *Eye for detail and prepared to set a high benchmark for quality
- *Confident to adhere to workplace policies and procedures and to work with a team to continuously improve practices.

TASKS YOU MAY BE REQUIRED TO DO

- *Taking samples and conducting audits of products
- *Keeping accurate records and writing reports
- *Trouble shooting problems and finding solutions
- *Dealing with customer complaints and finding solutions
- *Testing raw materials for quality and consistency
- *Conducting team meetings and consulting with production crews
- *Adhering to compliance – WHS, industry standards, company standards, shelf life tests, and meeting customer specifications.
- *Improving processes to increase productivity and staff safety
- *Collecting and analysing data

Training Requirements and Pathways

Ideally new entries to the food production industry that wished to become a Quality Assurance Officer would commence employment on the production room floor so that they had a first-hand knowledge of the product and the processing that was required to achieve a quality product. This would also assist them to better understand feedback provided by production line workers when trouble shooting or problem-solving issues.

Entry level/traineeship qualification:

FBP20121 - Certificate II in Food Processing

Traineeships at Certificate II level generally take between six to twelve months to complete and training usually takes place on the job.

Trade qualification:

FBP30121 - Certificate III in Food Processing

Certificate III level Traineeships generally take between twelve to twenty-four twelve months to complete and training takes place on the job.

Higher trade qualification:

FBP40321 - Certificate IV in Food Processing

This qualification is aligned with being a supervisor or team leader in a specified area of the production system.

Income/opportunities/outlook

Food processing is the largest manufacturing industry in Australia with over 240,000 people employed across the country. Being such a diverse industry the opportunity to work your way into a high paying responsible role or to become an industry leading specialist are very real. Australia's food processing sector is a particularly important part of Australia's overall food production. It has been growing at a very healthy rate over the last decade. Industry players are diverse in size – from multinationals producing large volume fast-moving consumer goods, through to smaller players with the flexibility to meet the demand for niche gourmet items.

Current wages:

The average quality assurance officer salary in Australia is \$82,500 per year or \$42.31 per hour. Entry-level positions start at \$55,000 per year, while most experienced workers make up to \$104,748 per year.

The rate of pay would depend on which industry you were working in and how much responsibility you had regarding the generation of reputation and company profit.

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