

Defining and completing corrective and preventive actions

Training Specification

Course structure

The content of the training course is structured so that your learning develops using a simple step-by-step process.

Introduction

What is defining and completing corrective and preventive actions.

The standards

Where the requirements for defining and completing corrective and preventive actions can be found in the standards.

The requirements

What you have to do for compliance and the essential elements that need to be included.

Interpreting the requirements

What the standard expects for defining and completing corrective and preventive actions explained further.

Understanding how

How to define and complete actions using a 7-step process for those who are accountable and responsible.

Monitoring

How to check that your system is working.

Summary

Key points to remember for defining and completing corrective and preventive actions using the process provided in this training.

Technical information

Created & certified by Techni-K

Version control: Version 1.0

Date of release: Mar 2022

Course run time: 45 minutes*

CPD equivalent learning hours: 1

Stop/start function: Yes

Level: Management

Compliance: BRCGS - Food Issue 8, Storage & Distribution Issue 4, Agents & Brokers Issue 3, FSSC 22000 V5.1, IFS Food V7 & SQF Food Manufacturing Edition 9

Language: English

Other languages available: No

Suitable for hearing impaired: Yes

Suitable for the visually impaired: No

Format: Cloud-based eLearning

Internet connection required: Yes

Supported browsers: Google Chrome & Mozilla Firefox (latest version)

Exam type: Open book

Test format: 25 multiple choice questions

Assessment grading: Pass or fail

Timed test: No

Pass rate: 70%

Immediate free retraining: Yes

Instant certificate: Yes, online PDF

Training dashboard: Yes, online

Help function: Yes

Chat function: Yes

FAQ: Yes

Glossary: Yes, online

Course materials: PDF lesson guide

*Estimated - run time will depend on each learner. The time stated is as per the course testing by us here at Techni-K.

Assessment

Throughout the course, formative assessment is used to check learning and at the end of the course, summative assessment is used to test that learning outcomes have been met, using multiple choice questions.

Course content

Introduction

The course introduction explains what defining and completing corrective and preventive actions is, who must carry out the activities required, what the key aspects of defining the action involves and what elements are needed for completion.

Learning outcomes: What must be clearly documented, what enables the person completing actions to understand what's needed, who can complete and delegate actions, what the roles of the accountable manager and responsible person are.

The standards

This covers which specific clauses and sections for where the requirements for defining and completing corrective and preventive actions can be found across seven different food-related standards.

Learning outcomes: No learning outcomes have been set for this section as it contains reference information only.

The requirements

This provides an overview of what you need to do, in line with the requirements for compliance. The scope of the action, appropriate action, due dates, responsibility and accountability are listed for defining and completing actions.

Learning outcomes: What does the scope of the action consider, what is appropriate action and why due dates must also be appropriate.

Interpretation

In order to interpret the requirements, they're discussed in more detail in this section to develop your understanding for later development. It includes what you need to consider for the scope of action in the business, why defining actions is a critical part of the process and why actions need due dates. Responsibility and accountability are also explained with examples of assigning this by topic and area.

Learning outcomes: Why the scope of action is widened, the result of appropriate action not being taken, why some actions are more thorough, why actions must be clearly defined, what enables actions to be completed, why it must be clear who's accountable, how actions can be assigned by area or topic and who would be accountable.

Understanding how

This section provides the level of detail needed for you to learn how to carry out defining and completing corrective and preventive action using a 7-step process. The steps covered include: Considering the scope, defining the action, setting due dates, assigning and communicating responsibility, carrying out defined actions, collating evidence and notification with practical examples throughout.

Learning outcomes: Who will collate evidence, notify the verifier and consider the scope of actions. What needs to be considered when receiving non-conformance actions, what needs to be included in instructions, why sufficient information is still needed if accountable and responsible for actions. What detail is needed for a range of different types of actions that need to be defined. What must due dates consider, why actions are assigned to only one person, what enables verification to close actions. How evidence is reviewed and returned if needed for closure of actions.

Monitoring

This section explains the cycle of monitoring for completing and closing corrective and preventive actions, it includes examples of typical key performance indicators (KPIs) that would be part of the monitoring process by management to ensure actions get the focus that's needed.

Learning outcomes: What the monitoring cycle activities are for completing and closing actions, what the purpose of monitoring is and what key performance indicators are used to check the results of.

Summary

In the last section, you'll be given an overview of the key points to remember from the course content.

Learning outcomes: No learning outcomes have been set for this section as it reviews previous content.

Activities

To aid your learning in this training course, we've included activities throughout the course to confirm your understanding of key subject information before you progress forward.

- **Quiz questions:** These are straightforward multiple choice questions. You'll simply be asked to select the correct answer and try again until you get it right.
- **Creative exercises:** These activities involve selecting and arranging items to achieve the correct outcome.

Learning materials

Your training has a downloadable PDF you can download and print. This includes notes pages, checklists and content from the course.