

Corrective and preventive action

Training Specification

Course overview

This super-course will teach you everything you need to know about corrective and preventive action. It specifically focuses on the requirements of BRCGS. Compliance to the requirements uses specific roles, so each unit has been designed to meet the needs of each of these.

Introduction

This provides an outline of the subject. You'll be given background information about corrective and preventive action, why it's important and how to manage the types of action needed - providing a much more practical solution.

The standards

References to the standards and clauses are provided in the overview so you can see how non-conformance actions and improvement actions are included in both the corrective and preventive action sections as well as senior management commitment sections of the BRCGS standards. IFS, FSSC 22000 and SQF sections are also covered for compliance.

Course structure

The structure provides information on how all the elements are put together in this course to provide a complete eLearning experience - so you'll understand what resources you have and how to access them. It includes a brief outline of each unit that you'll complete for assessment.

Gaining your certificate

The final part of the course overview provides information about how you'll be assessed during the eLearning course. It includes: What you'll need to pass, what resources you can use and what happens if you pass or fail and how to access your certificate following successful completion.

Conclusion

At the end of the course, you'll be given a review of what you've been taught in each unit and how each topic in the course fits together. It includes: What the future could look like for your business, how you can get further help, the resources provided and how to provide feedback.

Technical information

Created & certified by Techni-K
Version control: Version 1.0
Date of release: Mar 2022
Course run time: 5 hours
CPD equivalent days: 1
Stop/start function: Yes
Level: Management
Credit value: 5

Compliance: GFSI recognised schemes; BRCGS, FSSC 22000, IFS and SQF
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: 6 x 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 and PDF download
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

Within each unit, formative assessment is used to check learning is taking place. Summative assessment is then used to test that learning outcomes have been met, using multiple choice questions at the end of each unit.

Course content

Each unit below is structured similarly, they all begin with an introduction to the topic and each contains the standards where the requirements and specific clauses can be referred to. The units all have the requirements listed with an interpretation of these. When you need to create a system or complete an element of it, the understanding how, system development and implementation sections provide the level of detail you need. Finally, monitoring where needed is included and a unit summary to recap on the key elements of the topic.

Unit 1: Understanding improvement and non-conformance actions

The first unit teaches you the foundation of the subject in this super course. It includes: what a non-conformance is, the different types of action, terminology, the purpose of actions, culture, what you need to do for compliance, who identifies non-conformance, consequence assessment, grading, handling non-conformance actions, training and improvement action steps.

Learning outcomes: [See specification](#)

Unit 2: Managing the non-conformance action system

The second unit is designed for staff who are going to manage the system. It includes what a non-conformance action system is and how to develop a procedure using a defined step-by-step process. The implementation section includes: identifying non-compliance areas, gathering the team, agreeing the procedure and records, defining roles and responsibilities, organising training and testing the system. Finally, monitoring of the system is covered with specific subjects that need to be considered for this.

Learning outcomes: [See specification](#)

Unit 3: Identifying conformance and non-conformance

The third unit is perfect for those who will be identifying conformance and non-conformance such as internal auditors, GMP inspectors, staff carrying out monitoring activities or handling non-conforming materials. It includes: objective and subjective monitoring, the rules for detailing conformances and non-conformances, how consequence assessment is carried out, contamination and documenting results.

Learning outcomes: [See specification](#)

Unit 4: Completing root cause analysis

The fourth unit, completing root cause analysis is for those who will be part of the team investigating non-conformances. This unit teaches a method of root cause analysis developed by Techni-K, that takes the best elements from some well-known methods; refines, combines and then expands them into one system that can be used step-by-step. To comply with the requirements, this unit also teaches when application is required and how to create your procedure, how results are recorded and how staff are authorised to conduct the analysis. As its a system-based unit, you'll also learn how to test it.

Learning outcomes: [See specification](#)

Course content

Unit 5: Defining and completing corrective and preventive actions

This is the fifth unit, which teaches you how to define and complete corrective and preventive actions. This is particularly suited to those in the roles of accountable manager and responsible person. It provides a 7-step process that teaches you how to consider the scope and define the action to be taken with guidelines on different types of actions. Also included is: considering and setting due dates, assigning and communicating responsibility, carrying out actions, collating evidence and notifying the actions are complete. Finally, monitoring your process and key performance indicators (KPIs) are covered.

Learning outcomes: [See specification](#)

Unit 6: Verifying corrective and preventive actions

The sixth and final unit for assessment, teaches the verification process for those in the role of verifier of corrective and preventive actions. This unit includes a 4-step process of: notification, verification, close, reject and communicate - which clearly defines what you need to do. It also provides specific guidelines when verifying updated documents, completed records, training records, practical actions and supporting evidence.

Learning outcomes: [See specification](#)

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 downloadable PDF's you can print within each unit. These include notes pages, checklists and content from the course.

Glossary

To accompany this course, there's a downloadable PDF Glossary of all food industry-related terms that are used within the training to aid your understanding, where needed. The glossary can also be accessed within the menu of each unit online.



Knowledgebase and online chat

Our training dashboard has an online [knowledgebase](#) you can access which contains FAQ's and 'how to' guides on using the training interface. There's also a chat widget on our website that you can use to get in touch with us directly if you need help straightaway during working hours.