

PREPARING FOR YOUR AUDIT

Advanced preparation is important to ensure an efficient audit. The duration of a Freshcare audit will vary according to the business size, scope and complexity, however, all Freshcare Programs will entail a minimum of 4 hours of onsite audit time. Auditor time is charged at an hourly rate as indicated in the NCO Freshcare fee Schedule. The more prepared you are the less time the auditor will take to complete your audit.

You can prepare for a smooth and efficient audit by:

- *completing your internal audit and management review in the month leading up to your scheduled audit,*
- *listing in the comments section of your internal report, the records and supporting documents that were used to demonstrate your compliance with each requirement,*
- *actioning any internal audit and/or management review identified non-compliances,*
- *conducting a product traceability/mock recall to ensure that all documents, records and supporting systems are effective.*

Documents and Records the Auditor will need to see

A. Farm Map or Site Plan and

- **For Food Safety Programs, the Food Safety Management/Handling Plan**
- **For Environmental/Sustainability Programs, the Environmental/Sustainability Action Plan**

The auditor will use these documents as a reference as they check to see that what you have written in the Plan is what you are doing in practice. It is also very useful to have a summary document of any changes that have been made to the Plan or to the Farm Map/Site plan since your last audit.

B. Outstanding Contract Conditions

If the audit is other than an initial audit, the auditor will also review any requirements set by NCO that may have been issued as a result of your previous audit and review. To do this the auditor will check that any corrective actions you said you would do have been adequately implemented.

C. Records

All of the Freshcare programs have training elements attached as a condition of Freshcare certification: [Freshcare – Training](#)
At least one current member of the business must have completed this training, and it is highly recommended that this person is present during the onsite audit process. If this is not possible for the whole period of the audit, then the Freshcare trained person should be present for at least the opening and closing audit meetings.

Freshcare Standards and Training reinforce the need to have adequate documents and records to allow the auditor to verify all activities listed under the scope of your certification, or application for certification.

During the Freshcare training you will have received forms and templates that may be used to record and document compliance with the Standard Requirements. It is not essential that you use the Freshcare templates, but your own chosen format must contain all of the relevant items outlined in the Freshcare examples.

D. Labelling

Use of the Freshcare logo, the Sustainable Winegrowing Australia Trust Mark and/or NCO logo require approval from the Mark owner prior to any use. Where you use any of these marks, please have on hand a copy of any authorization for use of the Mark and a copy of any approved labels.

Certification Process

Your onsite audit is only one of the steps involved in NCO decision to certify your business. An overview of the full certification process is available on the NCO website:

[IS_Overview-NCO-Certification-Process_20210701.pdf \(ncocertifiedorganic.com.au\)](#)

Please contact our friendly staff if you have any questions or require further information