

SVQ Food & Drink Unit Handbook (4768)

Units 301-347

February 2016 Version 1-1



Contents

1 Units	4	
Unit 301	Receive poultry in food manufacture	5
Unit 302	Remove category 1 specified risk material in meat processing	8
Unit 303	Report and record production operations in food manufacture	11
Unit 304	Retard and prove dough products	14
Unit 305	Salt and mould curds	18
Unit 306	Sculpt fresh produce by hand	21
Unit 307	Select and prepare raw materials in food manufacture	25
Unit 308	Select, weigh and measure bakery ingredients	28
Unit 309	Sell fresh produce on the wholesale market	32
Unit 310	Serve on a specialist food retail counter	36
Unit 311	Set up and maintain despatch and transport of products in a food environment	39
Unit 312	Set up and maintain operations in retail food manufacture	42
Unit 314	Sharpen and maintain cutting tools for use in food and drink operations	45
Unit 315	Shut down multi-stage operations in food manufacture	48
Unit 316	Shut down plant and equipment in food manufacture	51
Unit 317	Skin meat species	54
Unit 318	Sort and classify livestock for sale or despatch in livestock markets	57
Unit 319	Sort meat or poultry processing by-products	61
Unit 320	Split meat carcasses	64
Unit 321	Start up multi-stage operations in food manufacture	67
Unit 322	Start up plant and equipment in food manufacture	70
Unit 323	Tin and tray up dough products	73
Unit 324	Transport goods and materials	77
Unit 325	Tray up and prepare flour confectionery for baking	81
Unit 326	Use equipment to move goods in logistics operations (Skills for Logistics WS24)	85
Unit 327	Use powered tools or equipment for processing meat	88

Unit 328	Weigh or measure ingredients in food manufacture	91
Unit 329	Wrap by hand in food manufacture	95
Unit 330	Arrange transport scheduling for delivery of livestock in food manufacture	98
Unit 331	Contribute to continuous improvement for achieving excellence in a food environment	101
Unit 332	Control and monitor safe supply of raw materials and ingredients in food manufacture	105
Unit 333	Control energy efficiency in a food environment	108
Unit 334	Interpret and communicate information and data in food and drink operations	111
Unit 335	Maintain plant and equipment in food manufacture	114
Unit 336	Manage commissioning and handover of plant and equipment in food manufacture	118
Unit 337	Monitor and maintain storage systems and procedures in a food environment	122
Unit 338	Monitor effectiveness of operations in retail food manufacture	125
Unit 339	Monitor effectiveness of food service operations in food manufacture	128
Unit 340	Monitor effectiveness of picking and packing operations in a food environment	131
Unit 341	Monitor food safety at critical control points in manufacture	134
Unit 342	Organise the receipt and storage of goods in a food environment	137
Unit 343	Report on compliance with food safety requirements in manufacture	141
Unit 344	Resolve production problems in a food environment	144
Unit 345	Set up and maintain food service operations in food manufacture	147
Unit 346	Set up and maintain picking and packing orders in a food environment	150
Unit 347	Maintain product quality in food and drink operations	154



1 Units

Availability of units

Example 1

The following units can also be obtained from the centre resources section of the City & Guilds website, or are available on a CD-ROM (stock order code CD-0000-11).

They are also on The Register of Regulated Qualifications:

<http://register.ofqual.gov.uk/Unit>

Example 2

Below is a list of the learning outcomes for all the units. If you want to download a complete set of units, go to [**website address**]

Structure of units

These units each have the following:

- City & Guilds reference number
- unit accreditation number (UAN)
- title
- level
- credit value
- guided learning hours
- unit aim
- relationship to NOS, other qualifications and frameworks
- endorsement by a sector or other appropriate body
- information on assessment
- learning outcomes which are comprised of a number of assessment criteria
- notes for guidance.

Unit 301

Receive poultry in food manufacture

SCQF Level:	5
Credit value:	6
Endorsement by a SSC:	This unit is endorsed by Improve, the Food & Drink Skills Council
Aim:	Receiving poultry into a plant is a critical time for animal welfare. This movement between the poultry farm and the poultry plant is also a vital link in the essential chain of traceability.

In this unit you will need to show that you can follow animal welfare procedures and understand how to deal with animal welfare problems. You will also need to prove that you deal correctly with the documents recording the delivery.

This unit is appropriate for anybody whose job involves working in a transport yard and pre-slaughter area.

Performance objectives
The learner must be able to: 1. receive and prepare to unload poultry
This means you: 1.1 make sure that the delivery vehicle is in an appropriate position for checking of birds 1.2 assist with parking the vehicle in a position that avoids stress to birds 1.3 arrange for appropriate space to receive birds 1.4 check that handling equipment is available and safe for unloading poultry 1.5 receive documentation from the delivery driver and carry out appropriate checks.

Performance objectives
The learner must be able to: 2. unload poultry
This means you:

- 2.1 check the condition of the poultry and their suitability for acceptance
- 2.2 direct vehicles to the area for unloading of poultry
- 2.3 check that the vehicle is secured and safe to unload
- 2.4 assist with or monitor the unloading of poultry to make sure it is safe and humane
- 2.5 assist with the movement or dispatch of vehicles when unloading is completed.

Essential knowledge

The learner will need to know and understand:

1. your responsibilities under animal welfare regulations and legislation
2. your responsibilities under health and safety regulations and legislation
3. why dead, moribund, diseased, injured or dirty birds must be identified
4. how to recognise signs of ill-health in live poultry
5. how to maintain the health of live poultry during transfer and minimise the chances of stress or injury
6. effects of stress and damage on carcass meat
7. methods of securing the vehicle and preparing it for unloading and why that is important
8. how to check and prepare facilities and equipment for unloading
9. regulations relating to holding locations for vehicles containing live poultry
10. why environmental conditions for holding live poultry are important
11. company procedures for the receipt of live poultry
12. documentation and reporting procedures
13. reasons for keeping records and the importance of accuracy.

Unit 301 Receive poultry in food manufacture

Supporting information

Evidence requirements

You must provide your assessor with evidence for all the learning outcomes and assessment criteria. The evidence must be provided in the following ways taking into account any of the special considerations below.

Evidence of **receiving and preparing to unload poultry** as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.

Evidence of **unloading poultry** as part of your role in accordance with workplace procedures and within the limits of your own responsibilities

Unit 302

Remove category 1 specified risk material in meat processing

SCQF Level:	5
Credit value:	4
Endorsement by a SSC:	This unit is endorsed by Improve, the Food & Drink Skills Council
Aim:	<p>This unit is about the skills needed for you to remove specified risk material (SRM) in meat processing in food and drink manufacture and/or supply operations. SRM is the tissues of cattle, sheep or goats which cannot be passed for human consumption. SRM is the part of the animal most likely to contain transmissible spongiform encephopathy (TSE). TSE conditions affect the brain and nervous system of animals including humans. They include bovine spongiform encephopathy (BSE) in cattle and scrapie in sheep and goats. Tissue potentially carrying SRM includes the brain, spinal cord and thymus. SRM can be removed manually or using a vacuum removal system and is essential in the production of a final meat product that adheres to food safety requirements.</p>

You will need to be able to identify SRM and remove it adhering to organisational and regulatory requirements.

This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in the removal of category 1 SRM in meat processing.

Performance objectives
The learner must be able to:
1. prepare to remove specified risk material
This means you:
1.1 adhere to regulatory and organisational requirements when removing specified risk material
1.2 wear and use personal protective equipment assemble tools and equipment needed for removing specified risk material
1.3 check equipment is operating correctly

- 1.4 check availability of meat carcass
- 1.5 check availability of storage area for specified risk material and carcass with relevant people.

Performance objectives

The learner must be able to:

2. eviscerate meat or poultry

This means you:

- 2.1 identify the specified risk material you are required to remove from the carcass
- 2.2 remove specified risk material from carcass to regulatory and organisational requirements
- 2.3 store specified risk material for staining and disposal adhering to organisational requirements
- 2.4 work within the limits of your responsibility and refer problems to relevant people.

Essential knowledge

The learner will need to know and understand:

1. why it is important to follow organisational and regulatory standard operating procedures when removing specified risk material in meat processing
2. the regulatory definition of specified risk material
3. the tissues and organs of cattle or sheep classed as SRM
4. why specified risk material is removed from meat
5. why it is important to check the cleanliness of tools and equipment used when removing specified risk material
6. how to hygienically handle meat carcasses to maintain its quality
7. how to avoid contamination of the carcass when removing specified risk material and why it is important to do so
8. how to access organisational specifications relating to the removal of specified risk material
9. the work area, tools and equipment needed to remove specified risk material from meat
10. how to store specified risk material how ineffective removal of specified risk material can lead to wastage, food safety issues and lost revenue
11. why it is important to work within the limits of your responsibility
12. how to address problems outside the limits of your responsibility.

Unit 302 Remove category 1 specified risk material in meat processing

Supporting information

Evidence requirements

You must provide your assessor with evidence for all the learning outcomes and assessment criteria. The evidence must be provided in the following ways taking into account any of the special considerations below.

Evidence of **preparing to remove specified risk material** as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.

Evidence of **eviscerating meat or poultry** as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.

Unit 303

Report and record production operations in food manufacture

SCQF Level:	5
Credit value:	7
Endorsement by a SSC:	This unit is endorsed by Improve, the Food & Drink Skills Council
Aim:	Reporting and recording are important tasks for people in many jobs. In the food & drink industry legislation demands that organisations keep accurate and detailed records. These records are particularly important to protect food safety and comply with internal and external quality checks and audits.

Performance objectives
The learner must be able to: 1. record operational activities
This means you: 1.1 identify information and data that needs to be reported 1.2 identify the correct method of recording information and data 1.3 record information and data you have collected 1.4 complete records clearly and accurately within defined timescales 1.5 follow company procedures to process and store records.

Performance objectives
The learner must be able to: 2. report on operational activities
This means you: 2.1 identify information and events that need to be reported 2.2 report information and events to the appropriate person or people 2.3 make verbal reports of information and events 2.4 make written reports of information and events 2.5 check that your reporting of information and events is to the point and accurate.

Essential knowledge

The learner will need to know and understand:

1. situations, events, problems and information that needs reporting
2. why it is important to report clearly, concisely and accurately
3. why it is important to establish facts before reporting
4. why it is important to provide adequate detail when reporting
5. why it is important to report promptly
6. types of information and data that need to be recorded
7. people to whom reports should be made
8. principles of verbal and written reporting
9. reporting by electronic means
10. methods of recording information and data
11. the importance of working with others to obtain and check information
12. consequences of inaccurate reporting
13. why it is important to record information and data methodically
14. why it is important to record information and data accurately and the consequences of errors in doing so
15. the purpose of records in the maintenance of traceability
16. the importance of traceability in quality assurance
17. the concept of due diligence including legal defense.

Unit 303 Report and record production operations in food manufacture

Supporting information

Evidence requirements

You must provide your assessor with evidence for all the learning outcomes and assessment criteria. The evidence must be provided in the following ways taking into account any of the special considerations below.

Evidence of **recording operational activities** in accordance with workplace procedures.

Evidence of **reporting on operational activities** in accordance with workplace procedures.

Unit 304

Retard and prove dough products

SCQF Level:	5
Credit value:	6
Endorsement by a SSC:	This unit is endorsed by Improve, the Food & Drink Skills Council
Aim:	<p>This unit is about the temperature and humidity control of dough products, including freezing, retarding, recovering and proving methods in a non automated bakery production environment. Dough products typically include bread and roll doughs, plain and fruited bun doughs, doughnuts, Danish and Croissant, sweet and savoury pastes, puff pastry, scones and biscuits.</p> <p>You need to show that you can correctly place products in the required temperature controlled environments of a freezer, retarder and prover, and monitor their processing through different environments including a recovery phase. You will need to demonstrate that you can correctly control the proof of fermented products in preparation for baking or frying. Complying with health & safety, food safety and organisational requirements are essential features of this unit.</p>

Performance objectives
The learner must be able to:
1. retard and recover dough products
This means you:
1.1 check the operating condition of retarding equipment
1.2 correctly load retarding equipment with dough products, according to your instructions and specifications
1.3 check and monitor retarding equipment settings
1.4 work with practice which minimizes waste and you correctly deal with scrap material
1.5 correctly unload retarding equipment at the required time and position dough products in the correct location for further processing

- | |
|--|
| 1.6 comply with health, safety, food safety and organisational requirements throughout retarding operations. |
|--|

Performance objectives

The learner must be able to:

- | |
|-----------------------------|
| 2. prove fermented products |
|-----------------------------|

This means you:

- | |
|---|
| 2.1 you check the operating condition of proving equipment |
| 2.2 correctly load proving equipment with fermented products, according to your instructions and specifications |
| 2.3 check and monitor proving equipment settings |
| 2.4 work with practice which minimizes waste and you correctly deal with scrap material |
| 2.5 correctly unload proving equipment at the required time and position proved products ready for further processing |
| 2.6 comply with health, safety, food safety and organisational requirements throughout proving operations |
| 2.7 operate within the limits of your own authority and capabilities. |

Essential knowledge

The learner will need to know and understand:

- | |
|---|
| 1. to what standards of health & safety and food safety you are required to work, why it is important that you do so, and what might happen if they are not met |
| 2. requirements of bread weight regulations and the importance of accurate dividing and check weighing of fermented dough to comply with these regulations |
| 3. why it is important to follow work instructions and product specifications or recipes throughout dough processing to ensure successful dough processing |
| 4. how to seek advice and make process adjustments to dough, to take into account minor changes in ingredient performance, production timing and environmental conditions, necessary to keep a dough within specification |
| 5. common sources of dough contamination during processing |
| 6. how to avoid contamination during dough processing and what might happen if this is not done |
| 7. how to recognise and report dough that do not meet specification during processing |
| 8. the procedure for rejecting and isolating failed dough and dough portions |
| 9. what the lines and methods of effective communication during processing are and why it is important to use them correctly |
| 10. what the documentation requirements during processing are and why it is important to meet them. |
| 11. personal protective clothing/equipment and working practices which are useful in combating the potentially harmful effects of dust and allergies resulting from breathing or skin contact with ingredients or dough |
| 12. how to maintain dough condition and deal with time constraints and variations to conditions throughout processing |
| 13. the correct method for loading and unloading trays in racks. |

Unit 304 Retard and prove dough products

Supporting information

Evidence requirements

You must provide your assessor with evidence for all the learning outcomes and assessment criteria. The evidence must be provided in the following ways taking into account any of the special considerations below.

Evidence of **retarding and recovering dough products** as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.

Evidence of **proving fermented dough products** as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.

SCQF Level:	5
Credit value:	5
Endorsement by a SSC:	This unit is endorsed by Improve, the Food & Drink Skills Council
Aim:	This unit is about the skills needed for you to salt and mould curds in food and drinks manufacture and/or supply operations. Salting and moulding curds is important to the production of a variety of soft and hard cheeses.

You will need to be able to prepare equipment and ingredients needed to carry out salting or moulding of curds. You must also be able to control the salting and moulding of curds. You must also be able to adhere to product recipes and organisational standard operating procedures.

This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in salting and moulding curds.

Performance objectives
The learner must be able to:
1. prepare to salt and mould curds
This means you:
1.1 adhere to regulatory and organisational requirements when salting and moulding curds
1.2 use and wear personal protective equipment when salting and moulding curds
1.3 adhere to organisational hygiene requirements in respect to hand washing
1.4 source product recipe and organisational standard operating procedures
1.5 ensure that all necessary plant, equipment, ingredients and services are available and fit for use.

Performance objectives

The learner must be able to:
2. control, salting and moulding of curds

This means you:

- 2.1 adhere to organisational standard operating procedures when salting or moulding curds salt curds ensuring the curds are salted evenly
- 2.2 mould curds in accordance with the specific requirements of the recipe
- 2.3 make filled moulds available for storage or pressing
- 2.4 evaluate faults for impact on operations and take prompt relevant action within the limits of your own responsibility
- 2.5 complete the necessary documentation accurately and process to organisational requirements.

Essential knowledge

The learner will need to know and understand:

1. the regulatory and organisational requirements relating to the salting and moulding of curds
2. how to source and select the tools, equipment, ingredients and resources needed to salt and mould curds
3. what is the personal protective equipment needed when salting and moulding curds and why it is important to use and wear them
4. how to access organisational specifications relating to salting and moulding curds
5. the importance of adhering to quality and yield specifications when salting and moulding curds
6. when to salt curds and why this is important to the specific cheese
7. how to salt curds evenly to organisational requirements and why it is important to adhere to them
8. why it is important to adhere to product recipe when carrying out salting
9. how to mould curds to organisational requirements
10. the mould fill levels to be adhered to when moulding curds
11. the importance of maximising yield when moulding curds
12. why it is important to work within the limits of your responsibility and take action to address problems.

Unit 305 Salt and mould curds

Supporting information

Evidence requirements

You must provide your assessor with evidence for all the learning outcomes and assessment criteria. The evidence must be provided in the following ways taking into account any of the special considerations below.

Evidence of **preparing to salt and mould curds** as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.

Evidence of **controlling, salting and moulding of curds** in your role in accordance with workplace procedures and within the limits of your own responsibilities.

SCQF Level:	5
Credit value:	5
Endorsement by a SSC:	This unit is endorsed by Improve, the Food & Drink Skills Council
Aim:	<p>This unit is about the skills needed for you to hand sculpt items of fresh produce in food and drink manufacture and/or supply operations. It covers the use of knives to sculpt and shape. The accurate cutting and correct handling of produce is essential to maintaining the appearance and quality of the final product.</p> <p>You will need to be able to set-up and sculpt items of fresh produce. It is also about working to organisational product specifications and production schedules.</p> <p>This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in production operations.</p>

Performance objectives
The learner must be able to:
1. prepare to sculpt fresh produce
This means you:
1.1 prepare according to the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions
1.2 confirm process specification
1.3 prepare your work station to ensure conditions are suitable for hand sculpting
1.4 obtain tools and equipment required to support sculpting process
1.5 sharpen knives into a condition suitable for achieving required production specification
1.6 obtain produce to meet required process specification
1.7 take effective action in response to operating problems
1.8 maintain effective communication.

Performance objectives

The learner must be able to:

2. sculpt fresh produce

This means you:

- 2.1 operate to the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions
- 2.2 sculpt produce to achieve required yield and quality requirements
- 2.3 accurately achieve required appearance achieve required rate of production
- 2.4 handle and store sculpted products in a manner which maintains quality and condition
- 2.5 maintain condition of work station throughout the process
- 2.6 dispose of waste material according to organisational procedures
- 2.7 sharpen knives as required to maintain their effectiveness as a cutting tool
- 2.8 make sure the product is correctly transferred to the next stage in the process
- 2.9 take effective action in response to operating problems
- 2.10 maintain effective communication.

Performance objectives

The learner must be able to:

3. finish sculpting operations

This means you:

- 3.1 finish according to the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions
- 3.2 deal correctly with materials that can be re-cycled or re-worked
- 3.3 dispose of waste material according to organisational procedures
- 3.4 make equipment and work station ready for future use, after the completion of the process
- 3.5 maintain effective communication
- 3.6 accurately complete all records.

Essential knowledge

The learner will need to know and understand:

1. what the legal or regulatory requirements, the organisational health and safety, hygiene and Environmental standards and instructions are and what may happen if they are not followed
2. the personal protective clothing that is required to support hand sculpting
3. the tools and equipment required to support hand sculpting
4. how to sharpen, maintain and store knives
5. how to obtain and interpret the relevant process specifications
6. how to identify commonly sculpted fresh produce
7. how to form a range of sculpted products using hand tools

8. how to prepare and maintain work stations in a condition suitable for hand sculpting
9. how to cut/sculpt efficiently to achieve the required product specification
10. how to assess the quality of both whole and sculpted produce
11. how to deal with product that is not fit for use
12. common quality problems associated with hand sculpting and their likely causes
13. the importance of accurate sculpting linked to profitability
14. what action to take when the process specification is not met
15. what by-products from the process can be reworked and recycled
16. the importance of maintaining product control and traceability during sculpting
17. how ineffective sculpting can lead to wastage and potential customer complaints
18. how to dispose of waste according to organisational procedures
19. how to deal with operating problems within limits of your own authority and competence and Why it is important to work within those limits
20. what recording, reporting and communication is needed, how to carry this out correctly and the reasons why it is important to do so.

Unit 306 Sculpt fresh produce by hand

Supporting information

Evidence requirements

You must provide your assessor with evidence for all the learning outcomes and assessment criteria. The evidence must be provided in the following ways taking into account any of the special considerations below.

Evidence of **sculpting fresh produce** as part of your role in accordance with workplace procedures and within the limits of your own responsibilities

Evidence of **sculpting fresh produce** in your role in accordance with workplace procedures and within the limits of your own responsibilities.

Evidence of **finishing sculpting operations** in your role in accordance with workplace procedures and within the limits of your own responsibilities.

Unit 307

Select and prepare raw materials in food manufacture

SCQF Level:	5
Credit value:	4
Endorsement by a SSC:	This unit is endorsed by Improve, the Food & Drink Skills Council
Aim:	This unit is about identifying, selecting and preparing ingredients in a food production environment. You need to show that you can identify and select the correct ingredients, required by a product specification or recipe. You will need to check the condition of the ingredients and store, blend or modify these for use further processing. This may involve weighing and measuring ingredients using manual or automated systems. Complying with health & safety, food safety and organisational requirements are essential features of this unit.

This unit is for you if you select and prepare ingredients for processing.

Performance objectives
The learner must be able to:
1. identify ingredients
This means you:
1.1 identify the specified ingredients, check quantities according to your instructions and specifications
1.2 carry out any calculations necessary to establish quantities of ingredients required to meet production needs

Performance objectives
The learner must be able to:
2. select ingredients
This means you:
2.1 select ingredients to meet production needs and check their condition for use
2.2 isolate and report ingredients of substandard quality, condition or quantity to the relevant personnel
2.3 take action where ingredients are not available to source alternative supplies or establish whether alternative ingredients can be utilised where permitted

- | |
|---|
| 2.4 store and position ingredients correctly ready for further processing |
| 2.5 comply with health, safety, food safety and organisational requirements |

Performance objectives

The learner must be able to:

- | |
|----------------------|
| 3. prepare Materials |
|----------------------|

This means you:

- | |
|--|
| 3.1 check selected ingredients against your instructions and specifications |
| 3.2 carry out any blending, modification or treatment of ingredients according to specification requirements |
| 3.3 place the ingredients in the correct conditions and label storage containers, where required, ready for further processing |
| 3.4 comply with health, safety, food safety and organisational requirements |
| 3.5 operate within the limits of your own authority and capabilities. |

Essential knowledge

The learner will need to know and understand:

- | |
|---|
| 1. the potential food safety hazards and appropriate control procedures associated with selecting and preparing raw materials |
| 2. how to identify the required materials for processing |
| 3. the importance of selecting the most appropriate materials for processing |
| 4. how to identify and dispose of materials that are not fit for use |
| 5. the requirements for storing food that is awaiting processing |
| 6. the different methods for preparing raw materials and when they should be used |
| 7. the safety procedures related to the tools used for preparation |
| 8. how to identify and dispose of food waste.. |

Unit 307 Select and prepare raw materials in food manufacture

Supporting information

Evidence requirements

You must provide your assessor with evidence for all the learning outcomes and assessment criteria. The evidence must be provided in the following ways taking into account any of the special considerations below.

Evidence of **identifying ingredients** in accordance with workplace procedures.

Evidence of **starting and controlling canning** in accordance with workplace procedures.

Evidence of **completing canning** in accordance with workplace procedures.

Unit 308

Select, weigh and measure bakery ingredients

SCQF Level:	5
Credit value:	6
Endorsement by a SSC:	This unit is endorsed by Improve, the Food & Drink Skills Council
Aim:	This unit is about identifying, selecting, weighing and measuring by hand a variety of bakery ingredients, important in the processing of bakery mixtures, in a non-automated bakery production environment.

You need to show that you can identify and select the correct ingredients, required by a product specification or recipe. You will need to check the condition of the ingredients, weigh or measure the correct quantities and store these in preparation for the mixing process or later use in production. Complying with health & safety, food safety and organisational requirements are essential features of this standard.

Performance objectives
The learner must be able to: 1. identify ingredients
This means you: 1.1 identify the specified ingredients 1.2 check quantities according to your instructions and specifications 1.3 carry out any calculations necessary to establish quantities of ingredients required to meet production needs.

Performance objectives
The learner must be able to: 2. select ingredients
This means you: 2.1 select ingredients to meet production needs and check their condition for use 2.2 isolate and report ingredients of substandard quality, condition or quantity to the relevant personnel

- 2.3 take action where ingredients are not available to source alternative supplies or establish whether alternative ingredients can be utilised where permitted
- 2.4 store and position ingredients correctly ready for further processing
- 2.5 comply with health, safety, food safety and organisational requirements.

Performance objectives

The learner must be able to:

- 3. weigh and measure ingredients

This means you:

- 3.1 check selected ingredients against your instructions and specifications
- 3.2 select and check the accuracy of bakery weighing and measuring equipment
- 3.3 weigh and measure the required ingredients accurately, avoiding contamination
- 3.4 place the weighed and measured ingredients in the correct conditions and label storage containers or mixing bowls, where required, ready for further processing
- 3.5 comply with health, safety, food safety and organisational requirements
- 3.6 operate within the limits of your own authority and capabilities.

Essential knowledge

The learner will need to know and understand:

- 1. to what standards of health & safety and food safety you are required to work, why it is important that you do so and what might happen if they are not met
- 2. common factors affecting quality of ingredients, during handling, weighing, measuring and storage
- 3. the importance of handling and preparing ingredients at the optimum temperature and conditions for effective weighing, measuring and eventually mixing
- 4. how to avoid contamination of ingredients during handling, weighing, measuring and storage and what might happen if this is not done
- 5. how to recognise and report substandard ingredients, signs of contamination, infestation or damage to ingredients and packaging
- 6. what the lines and methods of effective communication are and why it is important to use them
- 7. what the documentation requirements are and why it is important to meet them.
- 8. personal protective clothing/equipment and working practices which are useful in combating potentially harmful effects of dust from ingredients and allergies from skin contact with ingredients
- 9. how to use work instructions and product specifications or recipes to calculate or adjust the ratio of ingredients required and ensure these meet production needs
- 10. the importance of working within time constraints required by production schedule

11. how to report non availability of ingredients and source alternative supplies of ingredients or alternative ingredients as permitted
12. the importance of using the correct type of weighing and measuring equipment according to the types and quantities of ingredients used
13. how to safely label and store ingredients ready for mixing or further processing.

Unit 308 **Select, weigh and measure bakery ingredients**

Supporting information

Evidence requirements

You must provide your assessor with evidence for all the learning outcomes and assessment criteria. The evidence must be provided in the following ways taking into account any of the special considerations below.

Evidence of **identifying ingredients** as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.

Evidence of **selecting ingredients** as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.

Evidence of **weighing and measuring ingredients** as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.

Unit 309

Sell fresh produce on the wholesale market

SCQF Level:	5
Credit value:	3
Endorsement by a SSC:	This unit is endorsed by Improve, the Food & Drink Skills Council
Aim:	This unit is about the skills needed for you to sell fresh produce according to customers' needs in a wholesale market environment.

You need to show that you can establish customer requirements, select the appropriate products and offer alternatives where original customer requirements cannot be met. You will need to demonstrate that you can negotiate and finish the sale of products.

This unit is for you if you work in food and drink manufacturing and/or supply operations and are involved in production operations.

Performance objectives
The learner must be able to: 1. establish wholesale display of produce
This means you: 1.1 comply with health, safety and hygiene requirements 1.2 obtain a representative selection of stock from storage following stock rotation procedures 1.3 merchandise stock to effectively promote produce 1.4 identify and take account of factors that may influence price.

Performance objectives
The learner must be able to: 2. establish customer needs
This means you: 2.1 comply with health, safety and hygiene requirements 2.2 greet customers politely and courteously 2.3 talk to customers to accurately determine their needs 2.4 confirm the availability of product to meet identify needs

- | |
|---|
| 2.5 offer suitable alternatives when required produce is unavailable or your customer is undecided |
| 2.6 show customers a sample of their selected products to confirm purchase and accurately describe their characteristics. |

Performance objectives

The learner must be able to:

3. process sales

This means you:

- | |
|---|
| 3.1 comply with health, safety and hygiene requirements |
| 3.2 conduct the sale courteously, and at a pace which is appropriate to the customer needs and the trading conditions |
| 3.3 negotiate and agree sale terms with customer in accordance with organisational sales targets |
| 3.4 seek advice when negotiation goes beyond own limits of authority |
| 3.5 finish the sale and transfer order to the next stage in the process according to organisational procedures |
| 3.6 organise the supply of purchased items from stock |
| 3.7 maintain effective communication throughout |
| 3.8 accurately complete all records. |

Essential knowledge

The learner will need to know and understand:

1. what the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions are and what may happen if they are not followed
2. how to identify the full range of produce on sale
3. how to identify and describe produce characteristics including quality, ripeness and condition
4. how to effectively merchandise produce on the wholesale market
5. why it is important to follow stock rotation when merchandising stock
6. communication skills including the importance of being polite and courteous
7. the implications of not communicating effectively
8. how to use different sales techniques to sell fresh produce
9. how and why it is important to establish a rapport with customers
10. how and why it is important to determine the exact needs of your customer
11. why it is essential to accurately describe the products on sale
12. why it is important to confirm needs in respect of quantities, type and quality
13. how and why suitable alternatives are offered when your customer's first choice cannot be met and what alternatives can be offered
14. how to use different negotiation skills to sell fresh produce
15. organisational sales targets
16. the organisational sales process including how to take, record and process customer orders
17. why it is important not to cause conflict during sales activities
18. the methods used to keep stock safe
19. the legal requirements that protect both the customer and the trader
20. the importance of good standards of customer service
21. what the limits of your own authority are and the consequences of operating outside these limits
22. the factors that can influence produce availability and price including weather, seasons, economic conditions etc
23. the mechanisms used to supply customers with purchased stock.

Unit 309 Sell fresh produce on the wholesale market

Supporting information

Evidence requirements

You must provide your assessor with evidence for all the learning outcomes and assessment criteria. The evidence must be provided in the following ways taking into account any of the special considerations below.

Evidence of **displaying wholesale produce** as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.

Evidence of **establishing customer needs** in your role in accordance with workplace procedures and within the limits of your own responsibilities.

Evidence of **processing sales operations** in your role in accordance with workplace procedures and within the limits of your own responsibilities.

Unit 310

Serve on a specialist food retail counter

SCQF Level:	6
Credit value:	4
Endorsement by a SSC:	This unit is endorsed by Improve, the Food & Drink Skills Council
Aim:	This unit is about serving on a delicatessen counter in a way that is safe, efficient and customer-focused. It covers the skills required to set up a counter area, assist customers with purchases and maintain the counter area.

This unit is for you if you serve on a delicatessen counter providing food products such as meat, cheese or seafood.

Performance objectives
The learner must be able to: 1. set up a counter area
This means you: 1.1 prepare and organise your work area and the tools and equipment you will need so that you can work safely, hygienically and efficiently 1.2 check that the display area is adequate and appropriate for the food products being displayed 1.3 ensure that the specified quantities of products and materials are stocked 1.4 check that stock levels are adequate, free from damage and arranged ready for sale 1.5 check that all displayed food products are clean and visually appealing 1.6 ensure that food products are clearly and accurately labelled and are in line with legal requirements 1.7 maintain food safe working conditions.

Performance objectives
The learner must be able to: 2. assist customers with purchases
This means you: 2.1 provide guidance on storage and usage of food products 2.2 provide customers with information on the origins of food products

- 2.3 provide customer with suitable alternatives when requested items are out of stock
- 2.4 advise customers on selecting food products based on dietary needs within the limits of your role
- 2.5 weigh out orders according to customer requests
- 2.6 determine the weight of products by price
- 2.7 respond to customer complaints within the limits of your authority.

Performance objectives

The learner must be able to:

- 3. maintain the counter area

This means you:

- 3.1 carry out work safely in line with health and safety requirements
- 3.2 ensure that food products are not displayed beyond their sell by date
- 3.3 carry out the appropriate procedures if expired products are found
- 3.4 follow the required procedures for stock rotation
- 3.5 take effective action when stocks have run out
- 3.6 ensure that food products are stored at the proper temperature and environment
- 3.7 check that all tools and equipment are clean and working properly
- 3.8 take effective action when equipment is not working properly
- 3.9 maintain food safe working conditions.

Essential knowledge

The learner will need to know and understand:

- 1. the potential food safety hazards and appropriate control procedures associated with serving on a delicatessen counter
- 2. how to operate and maintain the service equipment associated with your role
- 3. how to operate and maintain the tools and equipment associated with your role
- 4. how to identify products that are ready for sale
- 5. the shelf life of the products for sale and how to maximise it
- 6. the difference between sell by and use by dates and why they are important
- 7. how to prevent and eliminate cross contamination
- 8. how to weigh out and calculate customer orders
- 9. how to effectively communicate with customers
- 10. the procedures for re-stocking food display products
- 11. how to identify and dispose of waste according to company procedures.

Unit 310 **Serve on a specialist food retail counter**

Supporting information

Evidence requirements

You must provide your assessor with evidence for all the learning outcomes and assessment criteria. The evidence must be provided in the following ways taking into account any of the special considerations below.

Evidence of **setting up a counter area** as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.

Evidence of **assisting customers with purchases** as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.

Evidence of **maintaining the counter area** as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.

Unit 311

Set up and maintain despatch and transport of products in a food environment

SCQF Level:	6
Credit value:	6
Endorsement by a SSC:	This unit is endorsed by Improve, the Food & Drink Skills Council
Aim:	This unit is about co-ordinating the effective and efficient despatch and transport operations of food and drink products. It covers setting up and maining the effectiveness and efficiency of the despatch process.

This unit is for you if you work in food and drink manufacturing operations and you have responsibilities for organising the despatch and transport operations of food and drink products. You may be a team leader, line manager or supervisor.

Performance objectives
The learner must be able to: 1. set up the conditions for despatch and transport
This means you: 1.1 agree and confirm standards and targets for despatch and transport of orders to meet customer requirements 1.2 provide sufficient and relevant supervision and support to enable your team to meet specified targets and standards and minimise risk 1.3 allocate resources to ensure that standards and targets are met 1.4 allocate and instruct relevant person(s) to pack specific orders.

Performance objectives
The learner must be able to: 2. maintain the effectiveness and efficiency of the despatch process
This means you: 2.1 ensure that the correct orders are packed and ready for despatch at the right time 2.2 identify and sort out problems and discrepancies in the packing of orders

- 2.3 measure work outputs and achievements against targets in order to identify potential improvements to the despatch process
- 2.4 ensure that all records and documentation are accurate, complete and available for the next stage of the distribution process.

Essential knowledge

The learner will need to know and understand:

1. key features of legal and operational requirements
2. standard operating procedures in respect of despatch and transport
3. how to set and agree targets for transport and distribution
4. why it is important to have cost effective and efficient transport and distribution processes
5. what action to take on variances and non-compliance in maintaining conditions
6. why it is important to work to targets and standards
7. corrective action and procedures when dealing with contingencies
8. safe and correct manual handling techniques.

Unit 311 Set up and maintain despatch and transport of products in a food environment

Supporting information

Evidence requirements

You must provide your assessor with evidence for all the learning outcomes and assessment criteria. The evidence must be provided in the following ways taking into account any of the special considerations below.

Evidence of **setting up conditions for despatch and transport** in accordance with workplace procedures.

This means you must agree and confirm two standards and targets e.g. delivery timescales, transport schedules, volume of orders.

Evidence of **maintaining the effectiveness and efficiency of the despatch process** in accordance with workplace procedures.

Unit 312

Set up and maintain operations in retail food manufacture

SCQF Level:	6
Credit value:	6
Endorsement by a SSC:	This unit is endorsed by Improve, the Food & Drink Skills Council
Aim:	This unit is about the skills needed for you to set up and maintain retail food operations in food and drink manufacture and/or supply operations. Setting up and maintain food retail operations is important to the effective sale of products responsibility for organising the retail operations of food and drink products.

You will need to be able to prepare for retail operations. You also need to show you can maintain the effectiveness and efficiency of retail operations.

This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in retail operations. You may be a team leader, line manager or supervisor.

Performance objectives
The learner must be able to:
1. prepare for retail operations
This means you:
1.1 agree and confirm standards and targets for retail operations to meet business requirements
1.2 provide sufficient and relevant supervision and support to enable your team to meet specified targets and standards
1.3 allocate resources to ensure that standards and targets are met
1.4 allocate tasks and instruct relevant person(s) to ensure that standards are met.

Performance objectives

The learner must be able to: 2. maintain the effectiveness and efficiency of retail operations
This means you: 2.1 monitor that standards and targets are being met 2.2 identify and sort out problems in retail operations within the limit of your responsibilities 2.3 measure work outputs and achievements against targets in order to identify 2.4 ensure that all records and documentation are legible, accurate and complete.

Essential knowledge

The learner will need to know and understand:

<ol style="list-style-type: none">1. key features of legal and operational requirements2. standard operating procedures in respect of retail operations3. how to set and agree targets for retail operations4. why it is important to have cost effective and efficient retail operations5. what action to take on variances and non-compliance in maintaining conditions6. why it is important to work to targets and standards7. corrective action and procedures when dealing with contingencies.
--

Unit 312 **Set up and maintain operations in retail food manufacture**

Supporting information

Evidence requirements

You must provide your assessor with evidence for all the learning outcomes and assessment criteria. The evidence must be provided in the following ways taking into account any of the special considerations below.

Evidence of **preparing for retail operations** as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.

Evidence of **maintaining the effectiveness and efficiency of retail operations** as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.

Unit 314

Sharpen and maintain cutting tools for use in food and drink operations

SCQF Level:	5
Credit value:	4
Endorsement by a SSC:	This unit is endorsed by Improve, the Food & Drink Skills Council
Aim:	This standard is about sharpening and maintaining knives and cutting tools on manual or automated equipment in food and drink operations, eg the meat and poultry, fish and fresh produce industries. Knives and cutting tools are used for a variety of purposes in food and drink operations. The cutting edges must be sharp to be effective, and this includes handheld knives and the cutting blades in equipment and automated machines.

This standard is for you if you work in food and drink operations and maintain and sharpen cutting tools ready for use.

Performance objectives
The learner must be able to: 1. sharpen and maintain cutting tools for use in food and drink operations
This means you: 1.1 identify the need for the cutting edge to be sharpened and choose the appropriate method for sharpening 1.2 assemble the materials necessary to carry out sharpening 1.3 sharpen the tool safely and effectively making it suitable for the task check that the required sharpness of the cutting edge has been achieved 1.4 clean the blade and cutting edge after sharpening to avoid residual contamination and risk to food safety 1.5 check regularly that the edge of the cutting tool is sharp enough for the task 1.6 identify when the edge of the cutting tool needs further sharpening 1.7 make sure the blade and cutting edge present no risk of contamination to the products 1.8 follow the legal and regulatory requirements; health and safety, hygiene and environmental standards and instructions.

Essential knowledge

The learner will need to know and understand:

1. why sharp, effective edges on cutting tools are important
problems caused by using blunt edged cutting tools
2. what causes blunting and damage to cutting edges methods of sharpening cutting tools
3. materials used to sharpen cutting tools
4. methods of checking that the required sharpness of cutting edges has been achieved and why it is important
5. how to clean blades and cutting edges to make sure products are not contaminated and why it is important
6. how to identify when cutting edges need corrective maintenance methods of carrying out corrective maintenance on cutting edges automated sharpening methods
7. checks to make sure that cutting edges are sharp and effective methods of identifying when cutting edges are blunt
8. company procedures for dealing with worn, damaged or broken cutting tools how maintenance of cutting tools can help with productivity
9. the importance of only using tools you have been trained to use
10. relevant legal and regulatory requirements, health and safety and hygiene standards and instructions relating to sharpening and handling of cutting tools and what happen if the might not met.

Unit 314 Sharpen and maintain cutting tools for use in food and drink operations

Supporting information

Evidence requirements

You must provide your assessor with evidence for all the learning outcomes and assessment criteria. The evidence must be provided in the following ways taking into account any of the special considerations below.

Evidence of **sharpening and maintain cutting tools for use in food and drink operations** as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.

Unit 315

Shut down multi-stage operations in food manufacture

SCQF Level:	6
Credit value:	6
Endorsement by a SSC:	This unit is endorsed by Improve, the Food & Drink Skills Council
Aim:	This unit is about the important activities of starting up and shutting down multi-stage manufacturing operations in the production, processing and packaging of food and drink products. Complying with health and safety and environmental requirements and the ability to recognise potential improvements to start up and shut down procedures are essential features of this unit.

Performance objectives
The learner must be able to:
1. prepare to shut down multi-stage operations
This means you:
1.1 monitor and adhere to hygiene, health and safety and environmental procedures
1.2 maintain effective spoken and written communication with your managers and colleagues
1.3 ensure that plant shut down times and durations optimise efficiency
1.4 make sure than when plant is shut down and the time it takes support efficiency.

Performance objectives
The learner must be able to:
2. shut down multi-stage operations
This means you:
2.1 Shut down designated plant, equipment and associated services in accordance with procedures
2.2 Deal with residual materials in a manner which optimises their future use
2.3 Ensure that plant and equipment are safe, secure and fit for purpose so that operations can continue when necessary

- 2.4 Evaluate shut down procedures for effectiveness, seek areas for improvement and make any recommendations for improvements to the relevant people
- 2.5 Complete the necessary documentation accurately and legibly and process it correctly.

Essential knowledge

The learner will need to know and understand:

1. What the standards of health and safety and hygiene that you are required to work to are and why it is important that you do so
2. What the limits of your own authority and competence are and why it is important to work within them
3. What the lines and methods of effective communication are and why it is important to use them
4. What the documentation requirements and why it is important to meet them
5. What the correct procedures for dealing with residual materials are and why it is important to follow them
6. What happens after shut down and the ways in which this influences actions
7. What the correct procedures for shut down are and why it is important to follow them.

Unit 315 Shut down multi-stage operations in food manufacture

Supporting information

Evidence requirements

You must provide your assessor with evidence for all the learning outcomes and assessment criteria. The evidence must be provided in the following ways taking into account any of the special considerations below.

Evidence of **preparing to shut down multi-stage operations** in accordance with workplace procedures.

Evidence of **shutting down multi-stage operations** in accordance with workplace procedures.

Unit 316

Shut down plant and equipment in food manufacture

SCQF Level:	6
Credit value:	6
Endorsement by a SSC:	This unit is endorsed by Improve, the Food & Drink Skills Council
Aim:	This unit is about shutting down plant and equipment in the production, processing and packaging of food and drink products. Complying with health and safety and environmental requirements and the ability to recognise potential improvements to shut down procedures are essential features of this unit.

Performance objectives
The learner must be able to:
1. prepare to shut down plant and equipment
This means you:
1.1 check and follow hygiene, health and safety and environmental procedures
1.2 make sure that when plant is shut down and the time it takes support efficiency.

Performance objectives
The learner must be able to:
2. implement shut down procedures
This means you:
2.1 shut down chosen plant, equipment and associated services in line with procedures
2.2 deal with residual materials in a manner which means they can be used again
2.3 make sure that plant and equipment are safe, secure and fit for purpose so that operations can continue when necessary.

Performance objectives
The learner must be able to:
3. evaluate the shutting down of plant and equipment
This means you:

- 3.1 consider how useful the shut down procedures are and make suggestions to the relevant person
- 3.2 complete the necessary documentation accurately and clearly and process it correctly
- 3.3 keep up effective spoken and written communication with your managers and colleagues.

Essential knowledge

The learner will need to know and understand:

1. to what standards of health and safety and hygiene you are required to work and why it is important that you do so
2. what the limits of your own authority and capabilities are and why it is important to work within them
3. what the correct procedures for dealing with residual materials are and why it is important to follow them
4. what happens after shut down and how your actions effect this
5. what the correct procedures for shut down are and why it is important to follow them
6. what the documentation requirements are and why it is important to meet them.
7. what the lines and methods of effective communication are and why it is important to use them.

Unit 316 Shut down plant and equipment in food manufacture

Supporting information

Evidence requirements

You must provide your assessor with evidence for all the learning outcomes and assessment criteria. The evidence must be provided in the following ways taking into account any of the special considerations below.

Evidence of **preparing to shut down plant and equipment** in accordance with workplace procedures.

Evidence of **implementing shut down procedures** in accordance with workplace procedures.

Evidence of **evaluating the shutting down of plant and equipment** in accordance with workplace procedures.

SCQF Level:	5
Credit value:	4
Endorsement by a SSC:	This unit is endorsed by Improve, the Food & Drink Skills Council
Aim:	<p>This standard is about the skills needed for you to skin meat species including cattle, sheep, goat and venison in food and drink manufacture and/or supply operations. Skinning, often called dressing is an essential part of the processing of meat species in the production of meat that meets food safety and quality specifications.</p> <p>You will need to be able to skin meat species manually using the correct tools and equipment and adhering to regulatory and organisational standards</p> <p>This standard is for you if you work in food and drink manufacture and/or supply operations and are involved in skinning meat species.</p>

Performance objectives
The learner must be able to:
1. prepare to carry out skinning
This means you:
1.1 adhere to regulatory and organisational requirements when skinning
1.2 wear and use personal protective equipment, check availability of meat and poultry species for skinning
1.3 assemble tools and equipment needed for skinning
1.4 check availability of storage area for skins and carcass with relevant people
1.5 make sure the carcass is in the most effective position for skinning
1.6 place yourself in the most effective place and position for skinning.

Performance objectives

The learner must be able to:

2. carry out skinning

This means you:

- 2.1 carry out ripping following organisational procedures for skinning
- 2.2 use equipment to separate the hide or skin from the carcass following
- 2.3 carry out skinning at a pace to meet the speed of production
- 2.4 clean and maintain tools and equipment between tasks following organisational procedures and to meet food safety requirements
- 2.5 check that the carcass conforms to organisational specification requirements and carry out further trimming if necessary
- 2.6 inform relevant people if problems occur outside the limits of your responsibility.

Essential knowledge

The learner will need to know and understand:

1. why it is important to follow organisational and regulatory standard operating procedures while skinning meat and poultry species manually
2. why meat species are skinned before further processing can take place
3. tools and equipment used for skinning
4. why it is important to check the cleanliness of tools and equipment used in the skinning meat species
5. ripping lines for different species of animal
6. ways of ripping without damaging the hide or skin and why this is important
7. why it is important to carry out skinning speedily
8. how to access organisational quality and yield specifications relating to skinning of meat species
9. how to handle the meat species carcass to maintain its quality
10. how to avoid contamination of the carcass during skinning
11. the work area, tools and equipment needed to carry out skinning
12. how ineffective skinning can lead to wastage, potential customer complaints and lost revenue
13. why it is important to work within the limits of your responsibility
14. how to address problems outside the limits of your responsibility.

Unit 317 Skin meat species

Supporting information

Evidence requirements

You must provide your assessor with evidence for all the learning outcomes and assessment criteria. The evidence must be provided in the following ways taking into account any of the special considerations below.

Evidence of **preparing to carry out skinning** as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.

Evidence of **carrying out skinning** as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.

Unit 318

Sort and classify livestock for sale or despatch in livestock markets

SCQF Level:	6
Credit value:	4
Endorsement by a SSC:	This unit is endorsed by Improve, the Food & Drink Skills Council
Aim:	This unit concerns the sorting of livestock for sale and in readiness for despatch. Selection will be in accordance with the organisational requirements, and selection methods must be appropriate to the type of livestock concerned.

You must be able to identify any contingencies that may arise and take the appropriate action. Such actions may include halting the operations and/or informing supervisors. Contingencies may include bad weather, diseased animals and staff problems, for example. This type of work is often carried out in teams and therefore there is a requirement that communication with team members is clear and effective.

This unit does not cover the transportation of livestock.

Performance objectives
The learner must be able to: 1. sort and classify livestock
This means you: 1.1 properly prepare the work area and the equipment to be used properly 1.2 sort the livestock correctly by size and weight, or by age, or by appearance, or by number, or by condition 1.3 assess the condition of livestock in accordance with instructions 1.4 collect the selected livestock and move them to the appropriate location 1.5 take the appropriate action with the livestock following selection 1.6 handle the livestock throughout the process in a manner that minimizes stress

- | |
|--|
| <ol style="list-style-type: none"> 1.7 monitor all livestock effectively to maintain them in optimum condition 1.8 complete all relevant records accurately use safe working methods and practices consistent with relevant legislation and codes of practice. |
|--|

<p>Performance objectives</p>

<p>The learner must be able to:</p>

- | |
|---|
| <ol style="list-style-type: none"> 2. sort livestock for loading |
|---|

<p>This means you:</p>

- | |
|---|
| <ol style="list-style-type: none"> 2.1 accurately identify and sort livestock for loading in accordance with organisational requirements 2.2 move the sorted livestock into a suitable area for collection 2.3 handle the livestock throughout in a manner which minimises stress 2.4 maintain the livestock in optimum condition communicate information relating to the loading of the livestock accurately 2.5 identify any situations that prevent the loading of livestock and either halt the process or inform the relevant person or people 2.6 ensure the site, equipment and materials are prepared ready for re-use maintain effective communication throughout the sorting and loading process 2.7 use safe working methods and practices consistent with relevant legislation and codes of practice |
|---|

Essential knowledge

The learner will need to know and understand:

- | |
|---|
| <ol style="list-style-type: none"> 1. the type and condition of the equipment that is used for sorting livestock 2. how the area and equipment is prepared in order to sort the livestock concerned 3. how assessment of livestock is carried out and the reasons for using the different methods 4. how livestock are collected and contained 5. how to identify livestock for sale and for loading 6. the actions you need to take to prepare livestock for sale and for loading, and the reasons why 7. the steps you must take to maintain the livestock in optimum condition 8. the appropriate methods for moving and sorting the livestock 9. the correct methods for handling the livestock, both in groups and individually 10. how the sorting process might cause stress to the livestock 11. the welfare and commercial considerations when the livestock become stressed 12. the optimum condition of the livestock during the sorting process, and what problems can arise 13. the situations that might prevent the livestock being moved, and the appropriate contingency action to take 14. the importance of maintaining effective communication throughout the process |
|---|

15. the format and purpose of records used in the livestock market
16. your responsibilities under animal health and welfare regulations and legislation
17. your responsibilities under health and safety regulations and legislation

Unit 318 Sort and classify livestock for sale or despatch in livestock markets

Supporting information

Evidence requirements

You must provide your assessor with evidence for all the learning outcomes and assessment criteria. The evidence must be provided in the following ways taking into account any of the special considerations below.

Evidence of **sorting and classifying livestock** as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.

Evidence of **sorting livestock for despatch** as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.

Unit 319

Sort meat or poultry processing by-products

SCQF Level:	5
Credit value:	4
Endorsement by a SSC:	This unit is endorsed by Improve, the Food & Drink Skills Council
Aim:	<p>This unit is about the skills needed for you to sort meat or poultry by-products in food and drink manufacture and/or supply operations. Meat and poultry by-products can be sorted into category 1, 2 or 3. Sorting meat and poultry by-products into the correct category is important in maintaining the food safety supply chain and in the maximisation of profit from a carcass.</p> <p>You will need to be able to prepare to sort meat or poultry processing by-products and carry out sorting adhering to regulatory and organisational requirements.</p> <p>This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in the sorting of meat or poultry offal and processing by-products</p>

Performance objectives
The learner must be able to: 1. receive offal or by-products
This means you: 1.1 wear and use personal protective equipment required in the sorting of by-products 1.2 check availability and cleanliness of equipment and work area for sorting products 1.3 access organisational specifications 1.4 check that there is a clear flow from the point of removal of the by product from the carcass to the sorting work area 1.5 check that facilities are available for receiving the different categories of by product.

Performance objectives

The learner must be able to:

2. sort offal or by-products

This means you:

- 2.1 sort the by-product into the correct category ,check by-product conforms to organisational specification
- 2.2 inform relevant people if by-product does not conform to specification
- 2.3 sort specific by-product into correct storage area , put by-products in the correct storage vessel after processing
- 2.4 work within limits of your responsibility.

Essential knowledge

The learner will need to know and understand:

1. the regulatory and organisational requirements relating to the sorting of meat or poultry by-products for processing
2. the tools, equipment and storage facilities needed to sort meat or poultry processing by-products
3. why meat and poultry by-products are sorted into category 1, 2 and 3
4. the viscera identified in each of the 1,2 and 3 categories
5. why it is important to sort meat or poultry by-products into that which is fit for human consumption and that which is not
6. the impact of inaccurate sorting of meat and poultry by-products on cost recovery
7. the importance of maximising yield when processing meat or poultry by- products to the economic category by-product value
8. how to access organisational specifications relating to the sorting of meat or poultry by-products
9. why it is important to inform relevant people if incoming meat or poultry by- products do not adhere to organisational specifications
10. the importance of adhering to quality specifications to organisational and customer requirements when sorting meat or poultry by-products.

Unit 319 Sort meat or poultry processing by-products

Supporting information

Evidence requirements

You must provide your assessor with evidence for all the learning outcomes and assessment criteria. The evidence must be provided in the following ways taking into account any of the special considerations below.

Evidence of **receiving offal or by-products** as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.

Evidence of **sorting offal or by products** as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.

Unit 320

Split meat carcasses

SCQF Level:	5
Credit value:	4
Endorsement by a SSC:	This unit is endorsed by Improve, the Food & Drink Skills Council
Aim:	<p>This unit is about the skills needed for you to split meat carcasses in food and drink manufacture and/or supply operations. Beef, lamb, pork, goat and venison carcasses are commonly split to aid handling and butchery operations. Splitting meat carcasses is an essential part of the processing of meat to enable handling and butchery to be carried out more effectively and efficiently.</p> <p>You will need to be able to split meat carcasses using the correct tools and equipment and adhering to regulatory and organisational specifications.</p> <p>This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in splitting meat carcasses.</p>

Performance objectives

The learner must be able to:

1. prepare to carry out splitting of meat carcass

This means you:

- 1.1 adhere to regulatory and organisational requirements when carrying out
- 1.2 wear and use personal protective equipment
- 1.3 check availability of meat carcass for splitting, assemble tools and equipment needed for splitting
- 1.4 check availability of storage area for split carcass with relevant people
- 1.5 make sure the carcass is in the most effective position for splitting
- 1.6 place yourself in the most effective place and position for splitting.

Performance objectives

The learner must be able to:

2. carry out splitting of meat carcass

This means you:

- 2.1 carry out splitting of the carcass following organisational requirements
- 2.2 carry out splitting at a pace to meet the speed of production
- 2.3 clean and maintain tools and equipment between tasks following organisational procedures and to meet food safety requirements
- 2.4 inform relevant people if problems occur outside the limits of your responsibility.

Essential knowledge

The learner will need to know and understand:

3. how to access organisational procedures
4. the organisational and regulatory procedures that must be adhered to when splitting carcass
5. the personal protective equipment required to split meat carcass
6. the tools and equipment needed to split carcass
7. Why it is important to have hygienically clean personal protective equipment, work area, tools and equipment when splitting carcass
8. the importance of keeping waste to a minimum when splitting carcass, its affect on yield and potential loss of revenue
9. the importance of carrying out quality checks against organisational specifications
10. why it is important to work within the limits of your responsibility and report problems to the relevant people.

Unit 320 Split meat carcasses

Supporting information

Evidence requirements

You must provide your assessor with evidence for all the learning outcomes and assessment criteria. The evidence must be provided in the following ways taking into account any of the special considerations below.

Evidence of **preparing to carry out splitting of meat carcass** as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.

Evidence of **carrying out splitting of meat carcass** as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.

Unit 321

Start up multi-stage operations in food manufacture

SCQF Level:	6
Credit value:	6
Endorsement by a SSC:	This unit is endorsed by Improve, the Food & Drink Skills Council
Aim:	This unit is about the important activities of starting up multi-stage manufacturing operations in the production, processing and packaging of food and drink products. Complying with health and safety and environmental requirements and the ability to recognise potential improvements to start up procedures are essential features of this unit.

Performance objectives
The learner must be able to:
1. prepare to start up multi-stage operations
This means you:
1.1 monitor and adhere to hygiene, health and safety and environmental procedures
1.2 evaluate start up procedures for effectiveness, seeks areas for improvement and make prompt recommendations for improvements to the relevant people
1.3 establish and maintain effective spoken and written communication with your managers and colleagues
1.4 ensure that all necessary plant, equipment, materials and services are available and fit for use.

Performance objectives
The learner must be able to:
2. start up multi-stage operations
This means you:
2.1 ensure that required instrumentation is working correctly and take relevant action in response to any identified faults
2.2 ensure that plant settings are compatible with optimum achievable performance
2.3 start up is in accordance with procedures and results in efficient use of resources
2.4 evaluate faults for impact on operations and take prompt relevant action within the limits of your own authority

2.5 complete the necessary documentation accurately and legibly and process it correctly.

Essential knowledge

The learner will need to know and understand:

1. what the standards of health and safety and hygiene that you are required to work to are and why it is important that you do so
2. what the limits of your own authority and competence are and why it is important to work within them
3. what the lines and methods of effective communication are and why it is important to use them
4. what the documentation requirements are and why it is important to meet them
5. how to access and interpret the relevant plant, process, equipment, materials specifications
6. how the process works
7. what the main types of equipment malfunction are
8. how to apply effective problem solving and diagnostic techniques and why it is important to do so
9. what the correct procedures for start up are and why it is important to follow them
10. how faults can impact on operations.

Unit 321 Start up multi-stage operations in food manufacture

Supporting information

Evidence requirements

You must provide your assessor with evidence for all the learning outcomes and assessment criteria. The evidence must be provided in the following ways taking into account any of the special considerations below.

Evidence of **preparing to start up multi-stage operations** in accordance with workplace procedures.

Evidence of **starting up multi-stage operations** in accordance with workplace procedures.

Unit 322

Start up plant and equipment in food manufacture

SCQF Level:	6
Credit value:	6
Endorsement by a SSC:	This unit is endorsed by Improve, the Food & Drink Skills Council
Aim:	This unit is about starting up plant and equipment in the production, processing and packaging of food and drink products. Complying with health and safety and environmental requirements and the ability to recognise potential improvements to start up procedures are essential features of this unit.

Performance objectives
The learner must be able to:
1. prepare to start up plant and equipment
This means you:
1.1 check and follow hygiene, health and safety and environmental procedures
1.2 make sure that all necessary plant, equipment, materials and services are available and fit for use
1.3 make sure that the required instrumentation is working correctly and take relevant action in response to any identified faults.

Performance objectives
The learner must be able to:
2. start up plant and equipment
This means you:
2.1 make sure that plant settings are set to achieve the best performance
2.2 start up following the procedures
2.3 make sure that the results are an efficient use of resources.

Performance objectives
The learner must be able to:
3. evaluate the start up of plant and equipment
This means you:
3.1 consider how useful the start up procedures are, look for improvements, and make suggestions as soon as possible to the relevant person

- 3.2 consider how faults effect operations and act quickly to put right within the limits of your authority
- 3.3 complete the necessary documentation accurately and clearly and process it correctly
- 3.4 set up and maintain effective communication, both spoken and written, with your managers and colleagues.

Essential knowledge

The learner will need to know and understand:

1. to what standards of health and safety and hygiene you are required to work and why it is important that you do so
2. what the limits of your own authority and competence are and why it is important to work within them
3. how to access and interpret the relevant plant, process, equipment and materials specifications
4. how the process works
5. what the main types of equipment breakdowns are
6. methods for finding out what problems are and solving them
7. what the correct procedures for start up are and why it is important to follow them
8. how faults can impact on operations
9. what paperwork you have to fill in and why it is important to do this
10. what the lines and methods of effective communication are and why it is important to use them.

Unit 322 Start up plant and equipment in food manufacture

Supporting information

Evidence requirements

You must provide your assessor with evidence for all the learning outcomes and assessment criteria. The evidence must be provided in the following ways taking into account any of the special considerations below.

Evidence of **preparing to start up plant and equipment** in accordance with workplace procedures.

Evidence of **starting up plant and equipment** in accordance with workplace procedures.

Evidence of **evaluating the start up of plant and equipment** in accordance with workplace procedures.

Unit 323

Tin and tray up dough products

SCQF Level:	6
Credit value:	6
Endorsement by a SSC:	This unit is endorsed by Improve, the Food & Drink Skills Council
Aim:	This unit is about correctly placing shaped dough in baking tins and placing a range of shaped dough and pastry products on trays for freezing, retarding, proving or baking in a non-automated bakery production environment. Dough products typically include bread and roll doughs, plain and fruited bun doughs, doughnuts, Danish and Croissant, sweet and savoury pastes, puff pastry, biscuits and scones.

You need to show that you can correctly prepare tins and trays for receiving dough products. You will need to demonstrate that you can accurately and reliably place dough products into tins and onto trays in the correct numbers and positions to specification. Complying with health & safety, food safety and organisational requirements are essential features of this unit.

Performance objectives
The learner must be able to: 1. tin up dough products
This means you: 1.1 check releasing agent supplies, and tools for application of releasing agent 1.2 clean and apply releasing agent to sufficient numbers and correct types of baking tins, according to your instructions and specifications 1.3 place shaped dough portions correctly and reliably into tins 1.4 work with practice which minimizes waste and you correctly deal with scrap material 1.5 cut and dress the surface of doughs according to specification, and place tins in the correct location for further processing 1.6 comply with health, safety, food safety and organisational requirements throughout tinning up operations.

Performance objectives

The learner must be able to:

2. tray up dough products

This means you:

- 2.1 check releasing agent supplies, and tools for application of releasing agent
- 2.2 clean and apply releasing agent to sufficient numbers of baking trays according to your instructions and specifications
- 2.3 select and apply the correct lining material to trays where required
- 2.4 place individual shaped doughs onto trays in correct numbers and positions
- 2.5 work with practice which minimizes waste and you correctly deal with scrap material
- 2.6 cut and dress the surface of dough portions according to specification, and rack trays in the correct location for further processing
- 2.7 use the correct procedure for loading and unloading trays in racks
- 2.8 comply with health, safety, food safety and organisational requirements throughout traying up operations
- 2.9 operate within the limits of your own authority and capabilities.

Essential knowledge

The learner will need to know and understand:

3. to what standards of health & safety and food safety you are required to work, why it is important that you do so, and what might happen if they are not met
4. requirements of bread weight regulations and the importance of accurate dividing and check weighing of fermented dough to comply with these regulations
5. why it is important to follow work instructions and product specifications or recipes throughout dough processing to ensure successful dough processing
6. how to seek advice and make process adjustments to dough, to take into account minor changes in ingredient performance, production timing and environmental conditions, necessary to keep a dough within specification
7. common sources of dough contamination during processing
8. how to avoid contamination during dough processing and what might happen if this is not done
9. how to recognise and report dough that do not meet specification during processing
10. the procedure for rejecting and isolating failed dough and dough portions
11. what the lines and methods of effective communication during processing are and why it is important to use them correctly
12. what the documentation requirements during processing are and why it is important to meet them.
13. personal protective clothing/equipment and working practices which are useful in combating the potentially harmful effects of

dust and allergies resulting from breathing or skin contact with ingredients or dough

14. how to maintain dough condition and deal with time constraints and variations to conditions throughout processing

15. the correct method for loading and unloading trays in racks.

Unit 323 Tin and tray up dough products

Supporting information

Evidence requirements

You must provide your assessor with evidence for all the learning outcomes and assessment criteria. The evidence must be provided in the following ways taking into account any of the special considerations below.

Evidence of **tinning up dough products** as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.

Evidence of **closing and adding lids to pastry products** as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.

SCQF Level:	4
Credit value:	2
Endorsement by a SSC:	This unit is endorsed by Improve, the Food & Drink Skills Council
Aim:	<p>This unit is about operating and controlling a laden vehicle. You must correctly establish the stability of the load before moving the vehicle and then manoeuvre the vehicle in a safe, effective and controlled manner. You drive the vehicle in a way that optimises fuel consumption and minimises wear and tear and the risk of accidental damage. You must correctly secure the vehicle and its load when it is left unattended and you must follow all relevant regulations.</p> <p>You must also be able to monitor and review progress. You follow established procedures in the event of an accident, breakdown or any other problems that may arise. You identify any changes to the operating schedule and any decisions you make to amend the agreed route must be within the limits of your own authority and communicated promptly to the relevant person.</p> <p>This unit is for you if you work in food and drink operations and your job requires you to drive a vehicle to deliver goods.</p>

Performance objectives	
The learner must be able to:	
1. operate and control a laden vehicle	
This means you:	
1.1	correctly establish the stability of the load before moving the vehicle
1.2	manoeuvre the vehicle in a safe, effective and controlled manner
1.3	drive the vehicle in a way that optimises fuel consumption within operational constraints
1.4	drive the vehicle in a way that minimises wear and tear and risk of accidental damage
1.5	constantly display an awareness of, and consideration for, the action of others
1.6	constantly display an awareness of, and consideration for, the loads you carry

- 1.7 accurately identify any hazards within your work area and take any remedial action needed promptly
- 1.8 take remedial action that minimises the risk of accident, damage and disruption to vehicles, property and other road uses
- 1.9 correctly secure the vehicle and its load when the vehicle is left unattended
- 1.10 operate and control your vehicle in accordance with all relevant regulations.

Performance objectives

The learner must be able to:

- 2. monitor and review progress

This means you:

- 2.1 accurately establish any variance in vehicle performance and load condition
- 2.2 investigate any variance, remedy it within the limits of your own authority and record and report the details to the relevant person
- 2.3 correctly follow established procedures in the event of an accident, breakdown or any other problems that may arise
- 2.4 accurately identify actual and potential significant deviations from the operating schedule
- 2.5 take decisions to amend the agreed route within the limits of your own authority and communicate them correctly to the relevant person
- 2.6 ensure that any actions you take when the operating schedule cannot be followed are within the limits of your authority and are promptly communicated
- 2.7 ensure that your monitoring and review of progress meets all regulations.

Essential knowledge

The learner will need to know and understand:

Operate and control a laden vehicle

- 1. why it is necessary to establish the stability of the load
- 2. how the vehicle controls and equipment function and operate
- 3. the characteristics, capabilities and handling of the vehicle
- 4. the techniques of safe driving and manoeuvring
- 5. the importance of optimising vehicle performance
- 6. the characteristics of the load, and problems that could occur in transit
- 7. what remedial action to take when hazards occur
- 8. the relevant regulations that affect vehicle operation and control, and how to apply them
- 9. the highway code

Monitor and review progress

- 10. the nature and characteristics of the load and their effect on vehicle performance
- 11. the procedures for dealing with problems that occur
- 12. how deviations from the operating schedule will impact on operations

13. the limits of your own authority and the consequences of operating outside these limits
14. the regulations that affect the transport of goods and materials and how to apply them
15. the communication structures and procedures within your organisation
16. the importance of effective communication and what could happen if you do not communicate effectively
17. what an operating schedule covers.

Unit 324 Transport goods and materials

Supporting information

Evidence requirements

You must provide your assessor with evidence for all the learning outcomes and assessment criteria. The evidence must be provided in the following ways taking into account any of the special considerations below.

Evidence of **operating and controlling a laden vehicle** in accordance with workplace procedures

Unit 325

Tray up and prepare flour confectionery for baking

SCQF Level:	5
Credit value:	6
Endorsement by a SSC:	This unit is endorsed by Improve, the Food & Drink Skills Council
Aim:	<p>This unit is about traying up and dressing the surface of flour confectionery mixtures in tins, foils or moulds in a non-automated bakery production environment. Flour confectionery products involved in traying up and dressing preparation typically includes; cake and sponge based products.</p> <p>You need to show that you can correctly prepare trays for receiving products and accurately tray up tins or foils containing products like cake or sponge. You will need to demonstrate that you can accurately and reliably wash and dress (top out) the surfaces of products according to specification. Complying with health & safety, food safety and organisational requirements are essential features of this unit.</p>

Performance objectives
The learner must be able to: 1. tray up flour confectionery products
This means you: 1.1 check releasing agent supplies, and tools for application of releasing agent 1.2 clean and apply releasing agent to sufficient numbers of baking trays according to your instructions and specifications 1.3 select and apply the correct lining paper to trays where required 1.4 place individual shaped products, and products in tins, onto trays in correct numbers and positions 1.5 work to minimize waste and you correctly deal with scrap material 1.6 rack trays in the correct location for further processing 1.7 comply with health, safety, food safety, and organisational requirements throughout traying up operations.

Performance objectives

The learner must be able to:

2. top out flour confectionery products

This means you:

- 2.1 check supplies and condition of products and materials for topping out, according to your instructions and specifications
- 2.2 wash and dress the surface of products to meet production needs
- 2.3 work to minimize waste and you correctly deal with scrap material
- 2.4 place products in the correct location for further processing
- 2.5 comply with health, safety, food safety and organisational requirements throughout topping out operations
- 2.6 operate within the limits of your own authority and capabilities.

Essential knowledge

The learner will need to know and understand:

1. to what standards of health & safety and food safety you are required to work during flour confectionery processing, why it is important that you do so, and what might happen if they are not met
2. why it is important to follow work instructions, product specifications or recipes with accuracy throughout flour confectionery processing to ensure successful products
3. how to seek advice and make process adjustments to mixtures to take into account any changes in ingredient performance, production timing and environmental conditions that are necessary to keep mixtures within specification
4. methods to help ensure that processing is consistent and reliable
5. common sources of flour confectionery contamination during processing
6. how to avoid contamination during processing and what might happen if this is not done
7. how to recognise and report mixtures or products that do not meet specification during processing
8. the procedure for rejecting and isolating failed mixtures, mixture portions or products
9. what the lines and methods of effective communication during processing are and why it is important to use them correctly
10. what the documentation requirements during processing are and why it is important to meet them.
11. personal protective clothing/equipment and working practices which are useful in combating the potentially harmful effects of dust and allergies resulting from breathing or skin contact with ingredients or mixtures
12. important handling factors in processing which seek to maintain mixture quality and performance
13. how to maintain mixture condition and deal with time constraints and variations to conditions throughout processing
14. the correct method for loading and unloading trays in racks
15. the importance of effective cleaning of tins, trays and utensils and their correct storage.

Unit 325

Tray up and prepare flour confectionery for baking

Supporting information

Evidence requirements

You must provide your assessor with evidence for all the learning outcomes and assessment criteria. The evidence must be provided in the following ways taking into account any of the special considerations below.

Evidence of **traying up flour confectionery products** as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.

Evidence of **topping out flour confectionery products** as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.

Unit 326

Use equipment to move goods in logistics operations (Skills for Logistics WS24)

SCQF Level:	5
Credit value:	4
Endorsement by a SSC:	This unit is endorsed by Improve, the Food & Drink Skills Council
Aim:	<p>What this standard is about</p> <p>This standard is about the safe use of equipment to move goods. It deals with the selection of the correct equipment, checking that the working area is safe for the use of the equipment and with the process of lifting, transferring and setting down goods.</p> <p>Who this standard is for</p> <p>This standard is relevant to all operatives at every level in logistics operations. Operatives could, for example, be working in warehousing and storage, transport, or freight forwarding</p>

Performance objectives
The learner must be able to:
1. use equipment to move goods in logistics operations
This means you:
1.1 identify the goods to be moved from work instructions and confirm that they are suitable for lifting
1.2 check that the area of work is safe and is secure for the movement and transfer of goods
1.3 identify any hazards and potential difficulties in carrying out the operation, and resolve them with the appropriate people
1.4 check that the moving equipment to be used has been prepared correctly and is operational
1.5 confirm the location for the positioning and setting down of the goods in accordance with work instructions
1.6 lift and transfer the goods to their designated location securely and without loss or damage
1.7 set down the goods in a suitable position at the designated location ready for further activities
1.8 undertake operations in a safe and controlled manner with due regard to the surrounding environment

- 1.9 identify any problems with the goods at any stage, and take the appropriate action to deal with them
- 1.10 record work according to organisational procedures
- 1.11 comply with the organisation's procedures and all relevant legal, safety and operating requirements relating to the use of equipment to move goods.

Essential knowledge

The learner will need to know and understand:

1. characteristics of different types of goods to be moved, and how they need to be moved
2. types of workplace hazards that may be encountered, and how to deal with them
3. type of equipment used in moving and transferring goods
4. methods for lifting, moving, and setting down particular goods in relation to the type of equipment used and the characteristics of the load
5. importance of positioning goods in a suitable way for future use
6. procedures for dealing with loss or damage to goods
7. role and responsibilities of different colleagues
8. the relevant legal, safety and operating requirements relating to the use of equipment to move goods

Unit 326 Use equipment to move goods in logistics operations (Skills for Logistics WS24)

Supporting information

Evidence requirements

You must provide your assessor with evidence for all the learning outcomes and assessment criteria. The evidence must be provided in the following ways taking into account any of the special considerations below.

Evidence of **using equipment to move goods in logistics operations** in accordance with workplace procedures.

Unit 327

Use powered tools or equipment for processing meat

SCQF Level:	5
Credit value:	4
Endorsement by a SSC:	This unit is endorsed by Improve, the Food & Drink Skills Council
Aim:	This unit is about the skills needed for you to use powered tools or equipment for processing meat or poultry in food and drink manufacture and/or supply operations. Powered tools and equipment can be used for a wide range of meat and poultry processing including sawing, de-rinding and slicing.

You will need to be able to prepare and use powered tools and equipment adhering to regulatory and organisational health and safety standard operating standards. You will also need to be able to work to organisational quality and yield specifications.

This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in using powered tools or equipment for processing meat or poultry.

Performance objectives
The learner must be able to: 1. prepare to use powered tools or equipment
This means you: 1.1 adhere to regulatory and organisational requirements when using powered tools and equipment 1.2 use and wear personal protective equipment when controlling powered tools or equipment 1.3 check work area, tools, equipment are clean and available for use 1.4 check that tools or equipment are safe, correctly adjusted and working and follow organisational standard operating procedures to make any necessary adjustments 1.5 check the work area is clear, free from hazards and safe 1.6 check that the work area is clear to receive processed product.

Performance objectives

The learner must be able to:

2. use powered tools or equipment

This means you:

- 2.1 position the meat or meat products to make sure they will be cut safely, hygienically and with the minimum of waste
- 2.2 use the powered tool or equipment to further process meat and poultry
- 2.3 check that the processed meat or poultry meets organisational quality and yield specifications
- 2.4 work within the limits of your responsibility
- 2.5 make processed meat or poultry available to next stage of production process or storage area
- 2.6 store finished product adhering to organisational specifications.

Essential knowledge

The learner will need to know and understand:

1. why it is important to follow organisational standard operating procedures when using powered tools and equipment
2. the work area and resources needed to use powered tools and equipment
3. why it is important to check the cleanliness of tools and equipment
4. safety requirements for using the main types of powered tools and equipment including slicing, cutting sawing, skinning and chopping operations
5. how to avoid contamination of the meat or poultry when carrying out processing
6. how to handle the meat or poultry carcass to maintain its quality
7. what action to take when the meat or poultry does not adhere to organisational quality specifications
8. how to dispose of waste products from meat or poultry processing
9. how ineffective processing using powered tools and equipment can lead to wastage, potential customer complaints and lost revenue
10. how to deal with operating problems within the limits of your responsibility.

Unit 327

Use powered tools or equipment for processing meat

Supporting information

Evidence requirements

You must provide your assessor with evidence for all the learning outcomes and assessment criteria. The evidence must be provided in the following ways taking into account any of the special considerations below.

Evidence of **preparing to use powered tools or equipment** as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.

Evidence of **using powered tools and equipment** as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.

Unit 328

Weigh or measure ingredients in food manufacture

SCQF Level:	5
Credit value:	5
Endorsement by a SSC:	This unit is endorsed by Improve, the Food & Drink Skills Council
Aim:	<p>This unit is about the skills needed for you to weigh or measure ingredients in food and drink manufacture and/or supply operations. Weighing or measuring ingredients is important to the production of a final product that adheres to organisational quality and yield specifications.</p> <p>You will need to be able to prepare ingredients and equipment when weighing or measuring. You must also be able to use weighing or measuring equipment following organisational standard operating procedures. You must also be able to follow organisational specifications or recipes, work within the limits of your responsibility and take action to address problems.</p> <p>This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in weighing or measuring ingredients in food manufacture.</p>

Performance objectives
The learner must be able to: 1. prepare to weigh or measure ingredients
This means you: 1.1 wear and use the correct personal protective equipment 1.2 source organisational equipment standard operating procedures 1.3 source the recipe or specification detailing the weight or volume requirements of each ingredient 1.4 establish and maintain effective spoken and written communication with relevant people 1.5 ensure that all necessary tools, equipment and resources are available and fit for use 1.6 source ingredients requiring weighing or measuring

- 1.7 isolate and take action if ingredients do not meet organisational quality specifications.

Performance objectives

The learner must be able to:

2. weigh or measure ingredients.

This means you:

- 2.1 check the organisational weighing or measuring tolerances for each ingredient and adhere to them
- 2.2 use product specifications or recipes to calculate or adjust the ratio of ingredients required
- 2.3 use appropriate weighing or measuring equipment according to organisational requirements
- 2.4 weigh or measure the required ingredients accurately avoiding cross contamination
- 2.5 transfer ingredients to containers following organisational requirements
- 2.6 label weighed or measured ingredients to organisational requirements
- 2.7 work within the limits of your responsibility and take action to address problems
- 2.8 complete the necessary documentation accurately and process to organisational requirements
- 2.9 store weighed or measured ingredients to organisational requirements.

Essential knowledge

The learner will need to know and understand:

1. the regulatory and organisational requirements relating to the weighing or measuring of ingredients in food manufacture
2. what the personal protective equipment needed when weighing or measuring ingredients and how to use and wear it
3. the tools, equipment and resources needed to weigh or measure ingredients
4. common factors affecting quality of ingredients during handling, weighing, measuring and storage
5. the importance of handling and preparing ingredients at the optimum temperature and conditions for effective weighing or measuring and how to do this
6. how to avoid contamination of ingredients during handling, weighing, measuring and storage and what might happen if this is not done
7. how to use product specifications or recipes to calculate or adjust the ratio of ingredients required and ensure these meet production needs
8. how to report non availability of ingredients and source alternative supplies of ingredients or alternative ingredients as permitted
9. the importance of using the correct type of weighing and measuring equipment according to the types and quantities of ingredients used
10. how to label and store ingredients ready for mixing or further processing

11. how to work within the limits of your responsibility and take action to address problems.

Unit 328 **Weigh or measure ingredients in food manufacture**

Supporting information

Evidence requirements

You must provide your assessor with evidence for all the learning outcomes and assessment criteria. The evidence must be provided in the following ways taking into account any of the special considerations below.

Evidence of **preparing to weigh or measure ingredients** as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.

Evidence of **weighing or measuring ingredients** in your role in accordance with workplace procedures and within the limits of your own responsibilities.

Unit 329

Wrap by hand in food manufacture

SCQF Level:	5
Credit value:	5
Endorsement by a SSC:	This unit is endorsed by Improve, the Food & Drink Skills Council
Aim:	<p>This unit is about the skills needed for you to wrap by hand in food and drink manufacture and/or supply operations. Wrapping by hand is important to the production of a variety of food products, ensuring the product is packaged to prevent contamination and to minimise physical damage.</p> <p>You will need to be able to prepare resources and work area. You must also be able to wrap a food or drink product and seal the product to organisational requirements. You must also be able to work within the limits of your responsibility and take action to address problems.</p> <p>This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in wrapping by hand.</p>

Performance objectives
The learner must be able to: 1. prepare to wrap by hand
This means you: 1.1 wear and use the correct personal protective equipment 1.2 follow organisational personal hygiene requirements specifically with respect to hand washing 1.3 source the product specification detailing wrapping requirements 1.4 ensure that necessary work area and resources are available and fit for use 1.5 source product requiring wrapping 1.6 isolate and take action if product or wrap do not meet organisational quality specifications.

Performance objectives

The learner must be able to:

2. wrap by hand

This means you:

- 2.1 wrap product to organisational quality specification
- 2.2 seal product to organisational quality specification
- 2.3 maintain pace of production
- 2.4 work within the limits of your responsibility and take action to address problems
- 2.5 complete the necessary documentation accurately and process to organisational requirements
- 2.6 store wrapped product to organisational requirements.

Essential knowledge

The learner will need to know and understand:

1. the regulatory and organisational requirements relating to wrapping by hand in food manufacture
2. how to source organisational wrapping requirements and product wrapping quality specification
3. why it is important to adhere to organisational quality specifications
4. what the personal protective equipment needed is to wrap by hand and why it is important to use and wear it
5. why it is important to adhere to organisational hand washing requirements
6. the work area and resources needed to wrap by hand
7. how to source and select wrap, sealant and product requiring wrapping
8. how to avoid contamination of the product during wrapping
9. why it is important to work within the limits of your responsibility, take action to address problems and how to do this
10. how to complete organisational documentation requirements.

Unit 329 **Wrap by hand in food manufacture**

Supporting information

Evidence requirements

You must provide your assessor with evidence for all the learning outcomes and assessment criteria. The evidence must be provided in the following ways taking into account any of the special considerations below.

Evidence of **preparing to wrap by hand** as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.

Evidence of **wrapping by hand** as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.

Unit 330

Arrange transport scheduling for delivery of livestock in food manufacture

SCQF Level:	6
Credit value:	6
Endorsement by a SSC:	This unit is endorsed by Improve, the Food & Drink Skills Council
Aim:	This unit is about producing transport scheduling plans, identifying the livestock and their locations for collection purposes and communicating the information to the relevant people. You will need to make and monitor transportation arrangements, provide delivery schedules, and recommend remedial action when difficulties are encountered.

Performance objectives
The learner must be able to:
1. gather information, produce and arrange transport schedule plans
This means you:
1.1 produce transport scheduling plans for the collection of livestock in the required format and at the appropriate time, for agreement with the relevant person(s)
1.2 identify the livestock available for collection and their location, and collate and communicate the information to the relevant person(s)
1.3 arrange transport with relevant person(s) to meet operational requirements in a way which promotes goodwill and trust
1.4 provide accurate delivery schedules to the relevant person(s).

Performance objectives
The learner must be able to:
2. monitor processes and transport schedules
This means you:
2.1 monitor deliveries received against the transport schedules and recommend relevant remedial actions where difficulties are encountered
2.2 develop transport vehicle cleaning schedules which are in line with safety and hygiene regulations and communicate these to the relevant person(s)
2.3 make sure that transport schedules are in line with legal requirements

2.4 complete the documentation accurately and clearly and make it available to the relevant person(s).

Essential knowledge

The learner will need to know and understand:

1. why transport scheduling plans need to be produced for the collection of livestock
2. why transport schedules need to be monitored and how to monitor them
3. why delivery schedules need to be provided
4. why cleaning schedules need to be developed for transport vehicles
5. how to develop cleaning schedules for transport vehicles which conform to health and safety and hygiene regulations
6. how to identify livestock for collection and their location and what may happen if they are not correctly identified
7. why information about the collection of livestock needs to be collated and communicated
8. how to collate and communicate information concerning the collection of livestock
9. how to make transport arrangements
10. who needs to agree or authorise the transport schedules
11. who needs to know about the plans for the collection and location of livestock
12. who needs to know about the transport arrangements
13. how to communicate cleaning schedules and who to communicate them to.

Unit 330 Arrange transport scheduling for delivery of livestock in food manufacture

Supporting information

Evidence requirements

You must provide your assessor with evidence for all the learning outcomes and assessment criteria. The evidence must be provided in the following ways taking into account any of the special considerations below.

Evidence of **gathering information, producing and arranging transport schedule plans** in accordance with workplace procedures

Evidence of **monitoring processes and transport schedules** in accordance with workplace procedures.

Unit 331

Contribute to continuous improvement for achieving excellence in a food environment

SCQF Level:	5
Credit value:	4
Endorsement by a SSC:	This unit is endorsed by Improve, the Food & Drink Skills Council
Aim:	This unit is about identifying opportunities for improving food and drink manufacture and/or supply operations. This is important to the productivity and success of manufacture, processing and supply of food and drink within the food supply chain.

It includes working in teams and groups; applying problem solving techniques; communicating ideas and making presentations and handling questions and clarifying potential problems. You will need to identify achieving excellence in improvement opportunities by suggesting ideas and contributing to the development of an action plan.

This unit is for you if you work in food and drink manufacture and/or supply operations. You may have responsibilities for maintaining quality in the workplace.

Performance objectives
The learner must be able to: 1. identify improvements in the workplace
This means you: 1.1 identify and make positive suggestions about areas for improvement 1.2 gather accurate information about potential improvements 1.3 check that your suggestions for improvement can be justified and are realistic.

Performance objectives

The learner must be able to:

2. share and communicate your ideas for improvement

This means you:

- 2.1 share your ideas for improvement with the relevant people and react positively to feedback you receive
- 2.2 communicate your finalised ideas in sufficient detail to enable further action to be agreed.

Performance objectives

The learner must be able to:

3. agree, test and evaluate plan for improvements

This means you:

- 3.1 work with others to agree an effective action plan for putting improvement ideas into action
- 3.2 make a positive contribution to putting the plan into action
- 3.3 test and accurately check improvements to find out how effective they are before recommending further action
- 3.4 evaluate the effectiveness of improvements that have been introduced.

Essential knowledge

The learner will need to know and understand:

1. the health, safety and hygiene requirements of the area in which you are carrying out the continuous improvement activity
2. why continuous improvement is necessary and what the benefits are
3. the work area/processing activity where continuous improvement is to be implemented
4. the food processing activity under review
5. the required production rate for a processing activity
6. the resources required by the processing activity
7. potential sources of waste associated with the food processing activity which is being applied in the work area.
8. the measures available to control waste
9. how to identify problems and opportunities for solving them
10. the importance of planning improvements
11. how to carry out a continuous improvement activity to support measurable improvements
12. how your knowledge and experience can add value to the improvement process
13. how to support the identification of potential improvements
14. how improvements are communicated in your work area
15. the improvement targets and objectives set for the work area
16. how to provide information to support the evaluation of improvement activities
17. the role of standard operating procedures and specifications
18. how improvements are communicated in the work area
19. how to contribute to discussions and respond to possible disagreements in a positive and constructive manner

20. The extent of your own authority, and to whom you should report to in the event of problems that you cannot resolve.

Unit 331 Contribute to continuous improvement for achieving excellence in a food environment

Supporting information

Evidence requirements

You must provide your assessor with evidence for all the learning outcomes and assessment criteria. The evidence must be provided in the following ways taking into account any of the special considerations below.

Evidence of **identifying improvements in the workplace.**

Evidence of **sharing and communicating your ideas for improvement.**

Evidence of **agreeing, testing and evaluating plans for improvements.**

Unit 332

Control and monitor safe supply of raw materials and ingredients in food manufacture

SCQF Level:	7
Credit value:	6
Endorsement by a SSC:	This unit is endorsed by Improve, the Food & Drink Skills Council
Aim:	<p>This unit is about ensuring that sources and supplies of food and drink products are safe. It involves controlling and monitoring the supply of raw materials and ingredients.</p> <p>This unit is for you if you work in food and drink operations or animal feed operations and your job requires you to have responsibilities for procurement, supplies or stores. You may have supervisory responsibilities as a line manager or team leader.</p>

Performance objectives
The learner must be able to:
1. take responsibility for the acceptance of supplies
This means you:
1.1 check that the supplies conform to your organisation's specifications
1.2 undertake all checks relating to packaging design and materials
1.3 accept only those supplies which meet the specified criteria
1.4 report and take relevant action if there are any deficiencies or discrepancies in the supplies.

Performance objectives
The learner must be able to:
2. keep accurate records
This means you:
2.1 check that all relevant documentation is complete and accurate
2.2 record all information in line with supplier auditing requirements.

Performance objectives

The learner must be able to:

3. contribute to improving the supply

This means you:

- 3.1 make recommendations, where appropriate, which will improve the quality and/or efficiency of supply.

Essential knowledge

The learner will need to know and understand:

1. the policies, guidelines and legislation relating to sources and supply of raw materials, relevant to your workplace and products
2. your organisation's supplier assurance guidelines, policies, audit requirements, and how they are applied
3. the types and sources of relevant raw materials and ingredients
4. the agreed criteria for acceptance and non-acceptance of supplies required for products
5. the critical control points for transport, receipt and acceptance of supplies
6. the control and sampling methods appropriate to type and source of supply and how they are applied
7. the potential methods, sources and types of product contamination, how to identify them and relevant corrective action
8. the range of relevant checks to ensure food safety assurance of supplies
9. the record systems and requirements for audit of supply
10. the relevant requirements for certificates of conformity
11. the relevant requirements for traceability purposes
12. the corrective actions you can take if you receive a supply of non-conforming products or raw materials.

Unit 332 **Control and monitor safe supply of raw materials and ingredients in food manufacture**

Supporting information

Evidence requirements

You must provide your assessor with evidence for all the learning outcomes and assessment criteria. The evidence must be provided in the following ways taking into account any of the special considerations below.

Evidence of **taking responsibility for the acceptance of supplies** as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.

Evidence of **keeping accurate records** as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.

Evidence of agreeing a timescale for action as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.

Unit 333

Control energy efficiency in a food environment

SCQF Level:	7
Credit value:	6
Endorsement by a SSC:	This unit is endorsed by Improve, the Food & Drink Skills Council
Aim:	<p>This unit is about maintaining, monitoring and improving energy efficiency and usage in food and drink manufacture or supply. You will need to inform others of their responsibilities; monitor work practices and processes and identify and effectively deal with any inefficient activities.</p> <p>This unit is for you, if you work in a food environment. You may be a line manager or supervisor and/or have responsibilities for all or part of the production or supply process and for promoting sustainable food production.</p>

Performance objectives
The learner must be able to:
1. maintain and promote measures that support sustainable energy use
This means you:
1.1 obtain and interpret organisational sustainability targets for your area of responsibility
1.2 inform others of their responsibilities in relation to organisational targets that promote energy
1.3 efficiency in your area of responsibility ensure production processes and working
1.4 practices comply with organisational targets, quality specifications and legal requirements
1.5 ensure production processes and working practices make efficient use of resources in your area of responsibility
1.6 monitor the working practices and evaluate energy usage and efficiency in your area of responsibility
1.7 support others in avoiding energy wastage in your area of responsibility
1.8 encourage others to overcome barriers and improve working practices and energy efficiency in your area of responsibility
1.9 provide training to improve energy efficiency in your area of responsibility.

Performance objectives

The learner must be able to:

2. promote the development of sustainable energy use

This means you:

- 2.1 identify and make opportunities to encourage others to adopt more energy efficient working practices
- 2.2 develop and communicate recommendations for efficiency improvements to others
- 2.3 present clear recommendations that support the further development of sustainable practice, at an appropriate time and with the right level of detail.

Essential knowledge

The learner will need to know and understand:

1. how legislation impacts on organisational energy usage
2. the impact of energy consumption on carbon emissions
3. how energy efficiency supports sustainable food manufacture
4. how organisational energy efficiency can help reduce the organisation's carbon footprint
5. the benefits of energy efficiency to the organisation
6. organisational targets and standards for reducing energy usage
7. sources of advice and guidance regarding energy efficiency
8. the different forms of energy usage within your area of responsibility
9. how to monitor energy usage efficiency within your area of responsibility
10. the measures used within the organisation to achieve energy efficiency and reduce energy usage
11. how the effective management and organisation of work can help minimise energy usage
12. how others can impact on energy usage
13. how staff training and development can help minimise energy usage
14. the barriers that can limit the impact of energy reduction initiatives and how these barriers can be overcome
15. how failure to meet organisational quality specifications can impact on energy usage.

Unit 333 Control energy efficiency in a food environment

Supporting information

Evidence requirements

You must provide your assessor with evidence for all the learning outcomes and assessment criteria. The evidence must be provided in the following ways taking into account any of the special considerations below.

Evidence of **maintaining and promoting measures that support sustainable energy use** as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.

Evidence of **promoting the development of sustainable energy use** as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.

Unit 334

Interpret and communicate information and data in food and drink operations

SCQF Level:	6
Credit value:	4
Endorsement by a SSC:	This unit is endorsed by Improve, the Food & Drink Skills Council
Aim:	This standard is about interpreting and communicating information and data in food and drink operations. You will be required to identify and source information and data and present information in suitable formats to suit difference audiences.

The standard is suitable for all those involved in interpreting and communicating information and data in food and drink operations.

Performance objectives
The learner must be able to: 1. interpret and communicate information and data in food and drink operations
This means you: 1.1 identify the information and data required 1.2 check what information and data is already available identify sources where information can be obtained ensure data is relevant, sufficient and complete 1.3 interpret information and data to ensure it can be easily understood by the audience 1.4 present information and data in a suitable format for the intended audience check that information and data is interpreted correctly 1.5 respond to questions on information and data 1.6 draw conclusions and make recommendations as appropriate.

Essential knowledge

The learner will need to know and understand:

1. different methods of communication to present information and data

2. the use of electronic media in aiding presentation of information and data
3. how to respond positively to questions
4. the importance of presenting information in the appropriate format for the intended audience
5. data analysis techniques
6. the sources of information and data and how best to obtain information and data
7. the difference between data and information
8. how can data and information help lead to improvements.

Unit 334 Interpret and communicate information and data in food and drink operations

Supporting information

Evidence requirements

You must provide your assessor with evidence for all the learning outcomes and assessment criteria. The evidence must be provided in the following ways taking into account any of the special considerations below.

Evidence of **interpreting and communicating information and data in food and drink operations** as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.

Unit 335

Maintain plant and equipment in food manufacture

SCQF Level:	6
Credit value:	6
Endorsement by a SSC:	This unit is endorsed by Improve, the Food & Drink Skills Council
Aim:	This unit is about the care and maintenance of plant and equipment in order to minimise machine down time and facilitate optimum production. It covers preparing for maintenance of plant and equipment and undertaking maintenance of food & drink manufacturing plant and equipment. Working safely, in the optimum time, using the correct tools, equipment and materials, and carrying out maintenance in accordance with statutory and organisation procedures are essential features of this unit.

Performance objectives
The learner must be able to: 1. plan maintenance activities
This means you: 1.1 access relevant information and instructions, interpret them correctly and evaluate them for impact on operations 1.2 prioritise your work activities to achieve the optimum productivity within the limits of your own contribution.

Performance objectives
The learner must be able to: 2. prepare for maintenance activities
This means you: 2.1 identify what resources will be required and ensure that they are available and fit for use 2.2 access and prepare the work area in a manner which promotes effective and safe working practices.

Performance objectives

The learner must be able to:

3. communicate your plans to the relevant people

This means you:

- 3.1 ensure that maintenance activities are correctly authorised
- 3.2 establish effective spoken and written communication with your managers and colleagues
- 3.3 complete the necessary documentation accurately and legibly and process it correctly.

Performance objectives

The learner must be able to:

1. undertake the maintenance activities

This means you:

- 1.1 monitor and adhere to hygiene, health and safety and environmental procedures
- 1.2 ensure that maintenance activities are undertaken using correct tools, materials, equipment and techniques
- 1.3 identify defects and discrepancies in components and take the necessary corrective action
- 1.4 minimise the wastage of consumable items and other materials and dispose of non-reusable materials correctly
- 1.5 leave plant and equipment safe, tidy and fit for future use.

Performance objectives

The learner must be able to:

2. report on maintenance activities

This means you:

- 2.1 ensure that work which cannot be completed within the agreed schedule is recorded and reported to the relevant people
- 2.2 evaluate maintenance activities for effectiveness, seek areas for improvement, and make recommendations to the relevant people
- 2.3 maintain effective spoken and written communication with your managers and colleagues
- 2.4 complete the necessary documentation accurately and clearly and process it correctly.

Essential knowledge

The learner will need to know and understand:

1. the standards of health and safety and hygiene that you are required to work to and why it is important that you do so
2. what the limits of your own authority and competence are and why it is important to work within them
3. what the lines and methods of effective communication are and why it is important to use them

4. what the documentation requirements are and why it is important to meet them
5. what the relevant plant and equipment operating systems are and what the maintenance needs are
6. how to access information and resources
7. what to do in situations where the resources are not available or are not fit for use
8. what the possible implications of not undertaking maintenance are
9. what impact maintenance may have on operations
10. which maintenance activities are necessary, when and how to carry them out
11. how to select the correct materials and why it is important to do so
12. what defects and discrepancies are likely to occur and their implications for maintenance
13. what to do if maintenance uncovers unexpected problems
14. how to minimise wastage and why it is important to do so
15. how to leave plant and equipment safe, tidy and fit for future use and why it is important to do so
16. how to dispose of all waste safely and effectively and why it is important to do so
17. how to establish the effectiveness of maintenance activities.

Unit 335 Maintain plant and equipment in food manufacture

Supporting information

Evidence requirements

You must provide your assessor with evidence for all the learning outcomes and assessment criteria. The evidence must be provided in the following ways taking into account any of the special considerations below.

Evidence of **planning maintenance activities** in accordance with workplace procedures.

Evidence of **preparing for maintenance activities** in accordance with workplace procedures.

Evidence of **communicating your plans to the relevant people** in accordance with workplace procedures.

Evidence of **undertaking the maintenance activities** in accordance with workplace procedures.

Unit 336

Manage commissioning and handover of plant and equipment in food manufacture

SCQF Level:	8
Credit value:	7
Endorsement by a SSC:	This unit is endorsed by Improve, the Food & Drink Skills Council
Aim:	This unit is about commissioning manufacturing process, plant and equipment in food and drink manufacturing operations. This also applies to instrumentation, hardware/software, services and utilities. This can apply to the commissioning of an entirely new process, although it is more likely to apply to the modification or addition to existing plant.

You need to establish a commissioning team and obtain approval for commissioning activities. You need to carry out the commissioning safely and systematically, monitor progress and deal with any problems arising. You need to define the scope and programme of handovers and ensure that duplication of responsibilities is avoided. You need to ensure that outstanding work is clearly defined and confirm that the plant operates to agreed objectives.

Performance objectives
The learner must be able to: 1. plan for commissioning of plant activities
This means you: 1.1 establish a commissioning team involving all appropriate parties and agree the brief 1.2 accurately identify the training needs of all staff 1.3 obtain approval for the commissioning activities in accordance with existing procedures 1.4 agree the timescales for the commissioning activities in accordance with existing procedure 1.5 agree the timescales for the commissioning activities with the relevant people.

Performance objectives

The learner must be able to:

2. manage commissioning plant

This means you:

- 2.1 make certain that the commissioning is carried out safely and systematically
- 2.2 monitor progress and deal with problems arising safely and promptly
- 2.3 identify conditions which impact upon health, safety, hygiene and the environment
- 2.4 give priority to responding to those conditions which impact upon health, safety, hygiene and the environment.

Performance objectives

The learner must be able to:

3. manage the handover of plant

This means you:

- 3.1 make sure you have competent staff to operate and maintain the plant prior to the handover
- 3.2 accurately define the scope and programme of the handover and agree this with the relevant people
- 3.3 make certain that the handover avoids gaps and duplication of responsibilities
- 3.4 accurately and clearly define any additional work and agree the means of carrying it out with the relevant people
- 3.5 ensure the operation of the plant meets the agreed objectives and that you confirmed this with the relevant people.

Essential knowledge

The learner will need to know and understand:

1. the types of corrective action to take in response to deviations from the plan
2. the relevant legal requirements regarding health, safety and hygiene and the effect of commissioning on these
3. the relevant legal requirements regarding product quality
4. the relevant legal requirements regarding the impact of resource usage on the environment, and how to comply with them
5. why effective training is essential throughout the commissioning process
6. the importance of prioritising training needs
7. the methods for achieving an effective handover
8. the importance of communicating commissioning outcomes and the methods to effect this communication
9. the importance of responding positively to the need for modifications
10. the methods of monitoring to ensure consistency and quality of products and services
11. the importance of accurate data and how this should be compiled
12. the importance of keeping clear and complete records

13. why effective planning is essential throughout the commissioning process, and the importance of prioritising work
14. what the organisational requirements are regarding health, safety and hygiene and the effects of commissioning on these
15. what the organisational requirements are regarding product quality
16. what the organisational requirements are regarding the impact of resource usage on the environment, and how to comply with them
17. what the standard formats for specifications are and how to comply with them
18. how to identify the skills required for the commissioning team
19. how to present plans to the team in a way which will positively influence the decision making of team members
20. how to set planned objectives for the team which are specific, measurable and achievable.

Unit 336 Manage commissioning and handover of plant and equipment in food manufacture

Supporting information

Evidence requirements

You must provide your assessor with evidence for all the learning outcomes and assessment criteria. The evidence must be provided in the following ways taking into account any of the special considerations below.

Evidence of **planning for commissioning of plant activities** in accordance with workplace procedures.

Evidence of **managing commissioning plant** in accordance with workplace procedures and taking effective action in response to two operating problems.

Evidence of **managing the handover of plant** in accordance with workplace procedures.

Unit 337

Monitor and maintain storage systems and procedures in a food environment

SCQF Level:	5
Credit value:	5
Endorsement by a SSC:	This unit is endorsed by Improve, the Food & Drink Skills Council
Aim:	<p>This unit is about the skills needed for you to monitor and maintain storage systems and procedures in food and drink manufacture and/or supply operations. Monitoring and maintaining storage systems is important to the product safety and quality. It also covers improving systems and communications, evaluating procedures and recommending appropriate changes.</p> <p>You will need to be able to monitor storage systems and procedures. You also need to show you can recommend areas for improvement and communicate with others.</p> <p>This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in monitoring storage systems and procedures. You may be a team leader, line manager or supervisor.</p>

Performance objectives
The learner must be able to: 1. monitor storage systems and procedures
This means you: 1.1 monitor and follow hygiene, health and safety and environmental procedures 1.2 maintain control systems to monitor the condition of materials and the storage facility 1.3 maintain control systems to limit risks and comply with legal and company requirements and evaluate their effectiveness 1.4 complete the necessary records accurately and legibly and process them correctly.

Performance objectives

The learner must be able to:

2. recommend areas for improvement and communicate with others

This means you:

- 2.1 evaluate handling and storage systems and procedures for effectiveness and find areas for improvement
- 2.2 evaluate the impact on operations of any deficiencies in control systems and procedures and take the necessary relevant action
- 2.3 make suggestions for improvement to the relevant person
- 2.4 establish and maintain effective spoken and written communication with your managers and colleagues.

Performance objectives

The learner must be able to:

3. monitor and maintain stock movement and storage practice

This means you:

- 3.1 maintain a routing for checking stock and storage, and carry out spot checks at appropriate intervals
- 3.2 ensure that out of date stock at risk of deteriorating is identified promptly, and that prompt remedial action is taken which meets both organisational and legal requirements
- 3.3 monitor the storage and movement of stock, to check that your organisation's requirements are being met.

Essential knowledge

The learner will need to know and understand:

4. how to identify storage problems
5. how to respond effectively to problems
6. how to store products according to their nature and characteristics
7. why it is important to store products correctly
8. what systems are available for storing goods and materials
9. how to make best use of storage space and why this is important
10. relevant company procedures in relation to hygiene, health and safety and the environment
11. what control systems are available for monitoring the condition of materials and the storage facility
12. how to evaluate handling and storage systems and procedures for effectiveness
13. how to respond effectively to any deficiencies in control systems and procedures
14. what the monitoring and review procedures are and why it is important to follow them.

Unit 337 Monitor and maintain storage systems and procedures in a food environment

Supporting information

Evidence requirements

You must provide your assessor with evidence for all the learning outcomes and assessment criteria. The evidence must be provided in the following ways taking into account any of the special considerations below.

Evidence of **monitoring storage systems and procedures** as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.

Evidence of **recommending areas for improvement and communicate with others** as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.

Evidence of **monitoring and maintaining stock movement and storage practice** as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.

Unit 338

Monitor effectiveness of operations in retail food manufacture

SCQF Level:	6
Credit value:	6
Endorsement by a SSC:	This unit is endorsed by Improve, the Food & Drink Skills Council
Aim:	<p>This unit is about the skills needed for you to monitor effectiveness of retail food operations in food and drink manufacture and/or supply operations. Monitoring the effectiveness of retail food operations is important to maintaining an efficient and effective retail environment that meets the needs of customers.</p>

You will need to be able to monitor retail operations. You also need to show you can control risk to health and safety in the workplace.

This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in responsibilities for retail operations in food and drink. You may be a team leader, line manager or supervisor.

Performance objectives
The learner must be able to: 1. monitor retail operations
This means you: 1.1 monitor retail operations against targets check that the quality of the products and customer service are maintained 1.2 adapt allocation of work activities to meet changing priorities and targets 1.3 report factors influencing effectiveness which are outside your own area of responsibility to the relevant people 1.4 make recommendations to improve retail operations to relevant people.

Performance objectives

The learner must be able to:

2. control risk to health and safety in the workplace

This means you:

- 2.1 control risk to health and safety during retail operations, ensuring compliance with relevant legal and standard operational requirements
- 2.2 monitor correct and safe use of all tools and equipment to minimise risk
- 2.3 identify promptly and take corrective action regarding potential and actual hazards in the workplace.

Essential knowledge

The learner will need to know and understand:

1. key features of legal and operational requirements
2. standard operating procedures in respect of retail operations
3. how to set and agree targets for retail operations
4. why it is important to have cost effective and efficient retail operations
5. what action to take on variances and non-compliance in maintaining conditions
6. why it is important to work to targets and standards
7. corrective action and procedures when dealing with contingencies.

Unit 338 Monitor effectiveness of operations in retail food manufacture

Supporting information

Evidence requirements

You must provide your assessor with evidence for all the learning outcomes and assessment criteria. The evidence must be provided in the following ways taking into account any of the special considerations below.

Evidence of **monitoring retail operations** as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.

Evidence of **controlling risk to health and safety in the workplace** as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.

Unit 339

Monitor effectiveness of food service operations in food manufacture

SCQF Level:	6
Credit value:	6
Endorsement by a SSC:	This unit is endorsed by Improve, the Food & Drink Skills Council
Aim:	This unit is about monitoring the effectiveness of food service operations in food manufacture.

This unit is for you if you work in food and drink manufacturing operations and you have responsibilities for food service operations in food and drink. You may be a team leader, line manager or supervisor.

Performance objectives
The learner must be able to: 1. monitor food service operations
This means you: 1.1 monitor food service operations against targets 1.2 check that the quality of the products and customer service are maintained 1.3 adapt allocation of work activities to meet changing priorities and targets 1.4 report factors influencing effectiveness which are outside your own area of responsibility to the relevant people 1.5 make recommendations to improve food service operations to relevant people.

Performance objectives
The learner must be able to: 2. control risk to health and safety in the workplace
This means you: 2.1 control risk to health and safety during food service operations, ensuring compliance with relevant legal and standard operational requirements 2.2 monitor correct and safe use of all tools and equipment to minimise risk 2.3 identify promptly and take corrective action regarding potential and actual hazards in the workplace.

Essential knowledge

The learner will need to know and understand:

3. key features of legal and operational requirements
4. standard operating procedures in respect of food service operations
5. how to set and agree targets for food service operations
6. why it is important to have cost effective and efficient food service operations
7. what action to take on variances and non-compliance in maintaining conditions
8. why it is important to work to targets and standards
9. corrective action and procedures when dealing with contingencies.

Unit 339 Monitor effectiveness of food service operations in food manufacture

Supporting information

Evidence requirements

You must provide your assessor with evidence for all the learning outcomes and assessment criteria. The evidence must be provided in the following ways taking into account any of the special considerations below.

Evidence of **monitoring food service operations** in accordance with workplace procedures.

Evidence of **controlling risk to health and safety in the workplace** in accordance with workplace procedures.

This means you must control two types of risk to health and safety.

Unit 340

Monitor effectiveness of picking and packing operations in a food environment

SCQF Level:	6
Credit value:	5
Endorsement by a SSC:	This unit is endorsed by Improve, the Food & Drink Skills Council
Aim:	This unit is about the skills needed for you to monitor effectiveness of picking and packing operations in food and drink manufacture and/or supply operations. Monitoring the effectiveness of picking and packing operations is important to controlling risk to health and safety.

You will need to be able to monitor the picking and packing processes. You also need to show you can control risk to health and safety in the workplace.

This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in organising the picking and packing of food and drink products. You may be a team leader, line manager or supervisor.

Performance objectives
The learner must be able to: 1. monitor the picking and packing process
This means you: 1.1 monitor progress against targets for preparation of orders for distribution 1.2 check that the quality of the products is maintained 1.3 adapt allocation of work activities to meet changing priorities and targets 1.4 report factors influencing effectiveness which are outside your own area of responsibility to the relevant people 1.5 make recommendations to improve the picking and packing process to relevant people.

Performance objectives

The learner must be able to:

2. control risk to health and safety in the workplace

This means you:

- 2.1 control risk to health and safety during picking and packing process, ensuring compliance with relevant legal and standard operational requirements
- 2.2 monitor correct and safe use of all tools and equipment to minimise risk
- 2.3 identify promptly and take corrective action regarding potential and actual hazards in the workplace.

Essential knowledge

The learner will need to know and understand:

1. key features of legal and operational requirements
2. how to define systems and procedures
3. why it is important to have defined systems and procedures
4. why it is important to set up and maintain conditions for picking and packing of orders
5. how to deal with non-compliance and variation to conditions
6. why it is important to meet targets for picking and packing processes
7. how to review and modify the order processing systems and procedures
8. potential risks and hazards in the workplace
9. how to allocate resources to meet objectives
10. how to allocate work and instruct others
11. ways to maintain product quality in the order packing process
12. why it is important to check packed orders against the original order
13. implications of poor quality products and incorrectly packed orders
14. why orders need to be ready for despatch at a specific time
15. why you need to consider the needs of others when deciding the format of documentation.

Unit 340 Monitor effectiveness of picking and packing operations in a food environment

Supporting information

Evidence requirements

You must provide your assessor with evidence for all the learning outcomes and assessment criteria. The evidence must be provided in the following ways taking into account any of the special considerations below.

Evidence of **monitoring the picking and packing process** as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.

Evidence of **controlling risk to health and safety in the workplace** as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.

Unit 341

Monitor food safety at critical control points in manufacture

SCQF Level:	6
Credit value:	3
Endorsement by a SSC:	This unit is endorsed by Improve, the Food & Drink Skills Council
Aim:	This unit is about monitoring food safety at critical control points in processing operations.

This unit is for you if you work in food and drink operations or animal feed operations and your job requires you to enter the food manufacturing or processing area. You may have supervisory responsibilities as a line manager or team leader

Performance objectives
The learner must be able to: 1. identify and monitor critical control points
This means you: 1.1 identify relevant food safety control measures 1.2 complete all specified operational controls and checks at the set time frequency 1.3 keep accurate and complete records of checks 1.4 obtain verification for completed checks, following set procedures.

Performance objectives
The learner must be able to: 2. troubleshoot
This means you: 2.1 take suitable corrective action with the appropriate degree of urgency when control measures fail 2.2 report to the appropriate person any specifications or procedures that are out of line with set limits 2.3 seek expert advice and support for matters outside your own level of authority or expertise.

Essential knowledge

The learner will need to know and understand:

1. what a food safety management procedures are and why it is important to have them in place
2. what critical control points, control points, critical limits and relevant variance are
3. why it is important to monitor critical control points and control points, and how to do so
4. your responsibilities under your food safety management procedures, including the Critical control points relating to your work activity
5. the impact of variance at critical control points and control points on food safety, public health and your organisation
6. the type and frequency of checks that you should perform to control food safety within your work activities, and how to obtain verification of those checks
7. how to interpret and use specifications
8. the reporting procedures when control measures fail
9. the records required for controlling food safety and how to maintain them
10. how traceability works and why it is important to food safety
11. types and methods of corrective action to reduce, control or eliminate food safety hazards
12. why it is important to have food safety management procedures in place
13. what continuous improvement is and why it is important to contribute to the improvement process.

Unit 341 **Monitor food safety at critical control points in manufacture**

Supporting information

Evidence requirements

You must provide your assessor with evidence for all the learning outcomes and assessment criteria. The evidence must be provided in the following ways taking into account any of the special considerations below.

Evidence of **identifying and monitoring critical control points** in accordance with workplace procedures.

Evidence of **troubleshooting** in accordance with workplace procedures.

Unit 342

Organise the receipt and storage of goods in a food environment

SCQF Level:	6
Credit value:	6
Endorsement by a SSC:	This unit is endorsed by Improve, the Food & Drink Skills Council
Aim:	<p>This unit is about the skills needed for you to organise the receipt and storage of goods and materials in food and drink manufacture and/or supply operations. Organising the receipt and storage of goods and materials is important in ensuring that incoming goods are checked and handled effectively. It includes organising the storage facilities and keeping reliable stock records. It also involves monitoring the quality of goods, the way in which goods are moved and stored and being able to evaluate different ways of doing things so that profitable changes can be made.</p> <p>You will need to be able to monitor and assess incoming deliveries against requirements. You also need to show you can organise and maintain storage facilities. You must also show you can monitor and maintain stock movement and storage practice.</p> <p>This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in receiving and storing food and drink goods.</p>

Performance objectives
The learner must be able to:
1. monitor and assess incoming deliveries against requirements
This means you:
1.1 assemble enough able staff and brief them adequately before deliveries are received
1.2 ensure that the goods receiving area is prepared and that adequate storage space is prepared for the delivery
1.3 check that deliveries are unloaded safely and securely

- | |
|---|
| <ol style="list-style-type: none"> 1.4 ensure that goods are promptly checked against requirements 1.5 ensure that documentation is complete and accurate and processed promptly 1.6 check delivery records to see whether your organisation's service requirements have been met by individual suppliers 1.7 identify discrepancies and delivery problems accurately, and resolve them promptly. |
|---|

Performance objectives

The learner must be able to:

- | |
|--|
| <ol style="list-style-type: none"> 2. organise and maintain |
|--|

This means you:

- | |
|--|
| <ol style="list-style-type: none"> 2.1 organise storage facilities to take account of storage facilities operational needs, safety requirements and the preservation of the condition of goods 2.2 provide staff with accurate, up to date information and appropriate training in the operation of the storage system 2.3 allocate and clearly explain roles and responsibilities in storing and moving goods 2.4 develop and update contingency plans to cope with abnormal situations 2.5 check regularly that people are storing and moving goods competently, safely and securely 2.6 keep complete, accurate and up-to-date stock records that can be accessed by everyone who needs them. |
|--|

Performance objectives

The learner must be able to:

- | |
|---|
| <ol style="list-style-type: none"> 3. monitor and maintain stock movement and storage practice |
|---|

This means you:

- | |
|---|
| <ol style="list-style-type: none"> 3.1 maintain a routing for checking stock and storage, and carry out spot checks at appropriate intervals 3.2 ensure that out of date stock at risk of deteriorating is identified promptly, and that prompt remedial action is taken which meets both organisational and legal requirements 3.3 monitor the storage and movement of stock, to check that your organisation's requirements are being met. |
|---|

Essential knowledge

The learner will need to know and understand:

- | |
|--|
| <ol style="list-style-type: none"> 1. how to prepare for the receipt and handling of different types of goods 2. procedures for receiving goods, including dealing with discrepancies and late deliveries 3. staff involved in or affected by a delivery schedule and the information they need to be able to receive goods efficiently 4. your business' criteria for accepting goods 5. why it is important to check incoming goods against requirements promptly after uploading |
|--|

6. recording and control systems including procedures for checking goods received
7. safety and security procedures for receiving goods and materials
8. how to assess the storage needs for goods on order
9. how to protect goods from deterioration and damage in a variety of circumstances
10. how to determine appropriate storage layout and solve storage problems efficiently, safely and securely
11. how to run the stock recording and controlling systems efficiently and accurately
12. legal requirements for storing goods and materials in food manufacture chain
13. when and who to check stock and storage, including both routine and spot checks
14. legal and organisational requirements for removing out of date stock
15. your organisation's requirements for storing and moving stock, and how to monitor that these requirements are being met
16. how to evaluate the profitability of ideas for improving the procedures for moving and storing stock
17. the causes of stock deterioration and damage and how these affect products
18. your business' requirements and quality standards for storage
19. what information colleagues require to be able to operate the storage system effectively
20. company policy and procedures relating to goods susceptible to damage or deterioration
21. your business' systems and procedures for moving and storing goods and materials.

Unit 342

Organise the receipt and storage of goods in a food environment

Supporting information

Evidence requirements

You must provide your assessor with evidence for all the learning outcomes and assessment criteria. The evidence must be provided in the following ways taking into account any of the special considerations below.

Evidence of **monitoring and assessing incoming deliveries against requirements** as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.

Evidence of **organising and maintaining** as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.

Evidence of **monitoring and maintaining stock movement and storage practice** as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.

Unit 343

Report on compliance with food safety requirements in manufacture

SCQF Level:	6
Credit value:	6
Endorsement by a SSC:	This unit is endorsed by Improve, the Food & Drink Skills Council
Aim:	This unit is about internal audit of the food safety management procedures. It involves reporting on food safety management procedures to ensure that they comply with your organisation's operational requirements.

This unit is for you if you work in food and drink operations or animal feed operations and your job requires you to have responsibilities for food safety, control and/or audit. You may have responsibilities for managing an operational team.

Performance objectives
The learner must be able to: 1. report and evaluate internal audits undertaken
This means you: 1.1 specify the scope of the audit conducted, including areas and activities audited evaluate accurately the audit results against the organisation's quality and food safety system, relevant standards and best practice.

Performance objectives
The learner must be able to: 2. highlight aspects of the food safety management system
This means you: 2.1 detail areas and activities where the food safety management system is working effectively detail occurrences of non-compliance with the food safety management procedures and/or food safety standards, and provide relevant supporting documentation 2.2 identify accurately the relative risks and impact of non-compliance to your organisation.

Performance objectives

The learner must be able to:

3. agree a timescale for action

This means you:

- 3.1 discuss with relevant people and outline corrective action and a timescale to ensure compliance
- 3.2 discuss with relevant people and outline a timescale to implement preventative action to minimise instances of non-compliance.

Performance objectives

The learner must be able to:

4. present reports and highlights trends

This means you:

- 4.1 verify that preventative and corrective action is part of the auditing process
- 4.2 consolidate and report on long term audit trends circulate audit report to key contacts within the agreed timescales.

Essential knowledge

The learner will need to know and understand:

1. the type, range and purpose of records applicable to the specified food safety management system
2. good Manufacturing Practice (GMP), critical points and critical control points relevant to the defined scope of the audit
3. the roles, responsibilities and levels of authority of members of food safety management team
4. the expected role and responsibilities of an auditor
5. relevant regulations, legal requirements and certification requirements for the type and nature of operations being inspected
6. statutory regulations relating to operations under inspection
7. the expected standards and their effective application
8. what constitutes non-compliance and the relative implications for food safety and for the organisation concerned
9. relevant corrective actions and how to review their effectiveness
10. auditing practices, including 2nd and 3rd party inspections
11. recording, reporting procedures and making recommendations relating to quality control and internal audits.

Unit 343 Report on compliance with food safety requirements in manufacture

Supporting information

Evidence requirements

You must provide your assessor with evidence for all the learning outcomes and assessment criteria. The evidence must be provided in the following ways taking into account any of the special considerations below.

Evidence of **reporting and evaluating internal audits undertaken** as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.

Evidence of **highlighting aspects of the food safety management system** as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.

Evidence of **agreeing a timescale for action** as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.

Evidence of **presenting reports and highlighting trends** as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.

Unit 344

Resolve production problems in a food environment

SCQF Level:	7
Credit value:	7
Endorsement by a SSC:	This unit is endorsed by Improve, the Food & Drink Skills Council
Aim:	This unit is about fixing problems quickly and accurately in order to keep production running and minimise down time in the manufacture and supply of food and drink. This unit covers problems in multi-stage operations. It involves reviewing the available information and selecting and applying the most appropriate solution. Making decisions and communicating effectively are essential features of this unit.

This unit is for you if you work in the manufacture or supply of food and drink.

Performance objectives
The learner must be able to:
1. establish what the problems are
This means you:
1.1 check and follow legal or regulatory requirements, hygiene, health and safety and environmental standards
1.2 check the available information and clarify or seek further information.

Performance objectives
The learner must be able to:
2. implement solutions
This means you:
2.1 select solutions which are effective in relation to operational requirements
2.2 ensure that the corrective actions determined meet with organisational requirements
2.3 put into action your chosen solution to restore operating conditions safely and effectively
2.4 monitor operations to ensure that correct operating conditions are met and maintained

2.5 communicate the results of your actions to the appropriate person.

Performance objectives

The learner must be able to:

3. report on further action to be taken

This means you:

- 3.1 identify the need for further work and report this to the relevant person in sufficient detail for action to be taken
- 3.2 make suggestions for avoiding the problem happening again and ways to improve operations to your managers and colleagues
- 3.3 complete all records accurately and clearly, and process it promptly.

Essential knowledge

The learner will need to know and understand:

1. the standards of health and safety and hygiene to which you are required to work and why it is important that you do so
2. what the relevant product and process specifications are
3. where further information can be sourced
4. what typical operating problems occur in your area of work and their possible effect on other operations
5. what the operating procedures, standards and critical control factors are in your area of work
6. what the limits of your own authority and competence are and why it is important to work within them
7. what recording and communication is needed, how to carry this out correctly and the reasons why it is important to do so
8. what is the appropriate action to take in response to operating problems
9. how the relevant plant and equipment works
10. what the lines and methods of effective communication are and why it is important to use them
11. what factors to take into consideration when selecting solutions
12. how to assess the impact of solutions on other operations
13. how to analyse problems in a systematic way and why it is important to do so
14. how to overcome problems and restore operations in an effective way and why it is important to do so
15. how to monitor product integrity both when you are overcoming problems and after you have overcome them and why it is important to do so
16. how to recognise both temporary and permanent solutions and how to decide which should be used
17. how to evaluate the effectiveness of the solution you have implemented.

Unit 344 Resolve production problems in a food environment

Supporting information

Evidence requirements

You must provide your assessor with evidence for all the learning outcomes and assessment criteria. The evidence must be provided in the following ways taking into account any of the special considerations below.

Evidence of **establishing what the problems are.**

Evidence of **implementing solutions.**

Evidence of **reporting on further action to be taken.**

Unit 345

Set up and maintain food service operations in food manufacture

SCQF Level:	6
Credit value:	6
Endorsement by a SSC:	This unit is endorsed by Improve, the Food & Drink Skills Council
Aim:	This unit is about co-ordinating effective and efficient service of food and drink products.

This unit is for you if you work in food service operations attached to food & drink manufacturing operations and you have responsibilities for organising the food service operations of food and drink products. You may be a team leader, line manager or supervisor.

Performance objectives
The learner must be able to: 1. prepare for food service operations
This means you: 1.1 agree and confirm standards and targets for food service operations to meet business requirements 1.2 provide sufficient and relevant supervision and support to enable your team to meet specified targets and standards 1.3 allocate resources to ensure that standards and targets are met 1.4 allocate tasks and instruct relevant person(s) to ensure that standards and targets are met.

Performance objectives
The learner must be able to: 2. maintain the effectiveness and efficiency of food service operations
This means you: 2.1 monitor that standards and targets are being met 2.2 identify and sort out problems in food service operations within the limit of your responsibilities 2.3 measure work outputs and achievements against targets in order to identify potential improvements to the retail process 2.4 ensure that all records and documentation are legible, accurate and complete.

Essential knowledge

The learner will need to know and understand:

1. key features of legal and operational requirements
2. standard operating procedures in respect of food service operations
3. how to set and agree targets for food service operations
4. why it is important to have cost effective and efficient food service operations
5. what action to take on variances and non-compliance in maintaining conditions
6. why it is important to work to targets and standards
7. corrective action and procedures when dealing with contingencies.

Unit 345

Set up and maintain food service operations in food manufacture

Supporting information

Evidence requirements

You must provide your assessor with evidence for all the learning outcomes and assessment criteria. The evidence must be provided in the following ways taking into account any of the special considerations below.

Evidence of **preparing food service operations** in accordance with workplace procedures.

This means you allocate resources to two standards and targets.

Evidence of **maintaining the effectiveness and efficiency of food service operations** in accordance with workplace procedures.

This means you must measure two types of outputs or achievements.

Unit 346

Set up and maintain picking and packing orders in a food environment

SCQF Level:	6
Credit value:	6
Endorsement by a SSC:	This unit is endorsed by Improve, the Food & Drink Skills Council
Aim:	<p>This unit is about the skills needed for you to set up and maintain picking and packing orders in food and drink manufacture and/or supply operations. Setting up and maintaining picking and packing orders is important to systems and procedures. It is important to the processing orders.</p> <p>You will need to be able to co-ordinate and control the processing of orders. You also need to show you can set up the conditions for picking and packing of orders. You must also show you can set up the conditions for picking and packing of orders.</p> <p>This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in organising the picking and packing of food and drink products. You may be a team leader, line manager or supervisor.</p>

Performance objectives

The learner must be able to:

1. coordinate and control the processing of orders

This means you:

- 1.1 define the systems and procedures to process orders
- 1.2 instruct the relevant person(s) how to process the orders
- 1.3 process the required documentation completely, accurately and clearly
- 1.4 provide documentation in a way that is suitable for the needs of the relevant person(s)
- 1.5 identify and correct problems and errors in the processing of orders
- 1.6 review the order processing systems and procedures and modify/improve them, where required.

Performance objectives

The learner must be able to:

2. set up the conditions for the picking and packing of orders

This means you:

- 2.1 agree and confirm standards and targets for picking and packing of orders to meet customer requirements
- 2.2 provide sufficient and relevant supervision and support to enable your team to meet specified targets and standards and minimise risk
- 2.3 allocate resources to ensure that standards and targets are met
- 2.4 allocate and instruct relevant person(s) to pack specific orders.

Performance objectives

The learner must be able to:

3. maintain the effectiveness and efficiency of the picking and packing process

This means you:

- 3.1 ensure that the correct orders are packed and ready for despatch at the right time
- 3.2 identify and sort out problems and discrepancies in the packing of orders
- 3.3 measure work outputs and achievements against targets in order to identify potential
- 3.4 improvements to the picking and packing process ensure that all records and documentation are accurate, complete and available for the next stage of the distribution process.

Essential knowledge

The learner will need to know and understand:

1. key features of legal and operational requirements
2. how to define systems and procedures
3. why it is important to have defined systems and procedures
4. why it is important to set up and maintain conditions for picking and packing of orders
5. how to deal with non-compliance and variation to conditions
6. why it is important to meet targets for picking and packing processes
7. how to review and modify the order processing systems and procedures
8. potential risks and hazards in the workplace
9. how to allocate resources to meet objectives
10. how to allocate work and instruct others
11. ways to maintain product quality in the order packing process
12. why it is important to check packed orders against the original order
13. implications of poor quality products and incorrectly packed orders
14. why orders need to be ready for despatch at a specific time
15. why you need to consider the needs of others when deciding the format of documentation.

Unit 346

Set up and maintain picking and packing orders in a food environment

Supporting information

Evidence requirements

You must provide your assessor with evidence for all the learning outcomes and assessment criteria. The evidence must be provided in the following ways taking into account any of the special considerations below.

Evidence of **coordinating and controlling the processing of orders** as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.

Evidence of **recommending areas for improvement and communicate to others** as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.

Evidence of **maintaining the effectiveness and efficiency of the picking and packing process** as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.

Unit 347

Maintain product quality in food and drink operations

SCQF Level:	5
Credit value:	4
Endorsement by a SSC:	This unit is endorsed by Improve, the Food & Drink Skills Council
Aim:	This unit is about maintaining product quality in food and drink operations. This unit is relevant to you if your role requires you to check product and materials against the required quality standards; record results and takes appropriate action if there are problems.

Performance objectives

The learner must be able to:

1. maintain product quality in food and drink operations

This means you:

- 1.1 use the correct personal protective equipment
- 1.2 follow the specified methods and procedures for checking product quality compare the results of quality checks against required standards
- 1.3 record according to specification the results of quality checks
- 1.4 take actions within the limits of your own authority to bring product back into specification or remove
- 1.5 communicate the results of quality checks and any actions taken to the relevant people in a timely manner
- 1.6 complete records accurately and promptly follow the legal and regulatory requirements; organisational health and safety, hygiene and environmental standards or instructions.

Essential knowledge

The learner will need to know and understand:

1. the relevant legal and regulatory requirements; health and safety, hygiene and environmental standards and instructions
2. the consequences of not meeting relevant legal and regulatory requirements how to carry out the specific quality and food safety checks required by your
3. organisation
4. what to do if quality and food safety checks show that there is a non-conformance with the required standard
5. the importance of record keeping

6. the lines and methods of communication within your organisation
7. the limits of your own authority and why it is important to work within them what records should be kept and why
8. the consequences of not maintaining quality
9. the reasons for quality and food safety checks and their importance
10. why it is important to check that required standards and specifications are the most current and up to date.

Unit 347 Maintain product quality in food and drink operations

Supporting information

Evidence requirements

You must provide your assessor with evidence for all the learning outcomes and assessment criteria. The evidence must be provided in the following ways taking into account any of the special considerations below.

Evidence of **maintaining product quality in food and drink operations** as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.



Appendix 1 Sources of general information

The following documents contain essential information for centres delivering City & Guilds qualifications. They should be referred to in conjunction with this handbook. To download the documents and to find other useful documents, go to the **Centres and Training Providers homepage** on www.cityandguilds.com.

Centre Manual - Supporting Customer Excellence contains detailed information about the processes which must be followed and requirements which must be met for a centre to achieve 'approved centre' status, or to offer a particular qualification, as well as updates and good practice exemplars for City & Guilds assessment and policy issues. Specifically, the document includes sections on:

- The centre and qualification approval process
- Assessment, internal quality assurance and examination roles at the centre
- Registration and certification of candidates
- Non-compliance
- Complaints and appeals
- Equal opportunities
- Data protection
- Management systems
- Maintaining records
- Assessment
- Internal quality assurance
- External quality assurance.

Our Quality Assurance Requirements encompasses all of the relevant requirements of key regulatory documents such as:

- Regulatory Arrangements for the Qualifications and Credit Framework (2008)
- SQA Awarding Body Criteria (2007)
- NVQ Code of Practice (2006)

and sets out the criteria that centres should adhere to pre and post centre and qualification approval.

Access to Assessment & Qualifications provides full details of the arrangements that may be made to facilitate access to assessments and qualifications for candidates who are eligible for adjustments in assessment.

The **centre homepage** section of the City & Guilds website also contains useful information such on such things as:

- **Walled Garden:** how to register and certificate candidates on line
- **Qualifications and Credit Framework (QCF):** general guidance about the QCF and how qualifications will change, as well as information on the IT systems needed and FAQs
- **Events:** dates and information on the latest Centre events
- **Online assessment:** how to register for e-assessments.

City & Guilds
Believe you can



www.cityandguilds.com

Useful contacts

UK learners General qualification information	T: +44 (0)844 543 0033 E: learnersupport@cityandguilds.com
International learners General qualification information	T: +44 (0)844 543 0033 F: +44 (0)20 7294 2413 E: intcg@cityandguilds.com
Centres Exam entries, Certificates, Registrations/enrolment, Invoices, Missing or late exam materials, Nominal roll reports, Results	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 E: centresupport@cityandguilds.com
Single subject qualifications Exam entries, Results, Certification, Missing or late exam materials, Incorrect exam papers, Forms request (BB, results entry), Exam date and time change	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 F: +44 (0)20 7294 2404 (BB forms) E: singlesubjects@cityandguilds.com
International awards Results, Entries, Enrolments, Invoices, Missing or late exam materials, Nominal roll reports	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 E: intops@cityandguilds.com
Walled Garden Re-issue of password or username, Technical problems, Entries, Results, online multiple choice tests, Navigation, User/menu option, Problems	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 E: walledgarden@cityandguilds.com
Employer Employer solutions, Mapping, Accreditation, Development Skills, Consultancy	T: +44 (0)121 503 8993 E: business@cityandguilds.com
Publications Logbooks, Centre documents, Forms, Free literature	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413

Every effort has been made to ensure that the information contained in this publication is true and correct at the time of going to press. However, City & Guilds' products and services are subject to continuous development and improvement and the right is reserved to change products and services from time to time. City & Guilds cannot accept liability for loss or damage arising from the use of information in this publication.

If you have a complaint, or any suggestions for improvement about any of the services that we provide, email: feedbackandcomplaints@cityandguilds.com

About City & Guilds

As the UK's leading vocational education organisation, City & Guilds is leading the talent revolution by inspiring people to unlock their potential and develop their skills. We offer over 500 qualifications across 28 industries through 8500 centres worldwide and award around two million certificates every year. City & Guilds is recognised and respected by employers across the world as a sign of quality and exceptional training.

City & Guilds Group

The City & Guilds Group is a leader in global skills development. Our purpose is to help people and organisations to develop their skills for personal and economic growth. Made up of City & Guilds, City & Guilds Kineo, The Oxford Group and ILM, we work with education providers, businesses and governments in over 100 countries.

Copyright

The content of this document is, unless otherwise indicated, © The City and Guilds of London Institute and may not be copied, reproduced or distributed without prior written consent. However, approved City & Guilds centres and candidates studying for City & Guilds qualifications may photocopy this document free of charge and/or include a PDF version of it on centre intranets on the following conditions:

- centre staff may copy the material only for the purpose of teaching candidates working towards a City & Guilds qualification, or for internal administration purposes
- candidates may copy the material only for their own use when working towards a City & Guilds qualification

The *Standard Copying Conditions* (see the City & Guilds website) also apply.

Please note: National Occupational Standards are not © The City and Guilds of London Institute. Please check the conditions upon which they may be copied with the relevant Sector Skills Council.

Published by City & Guilds, a registered charity established to promote education and training

City & Guilds

1 Giltspur Street
London EC1A 9DD
T +44 (0)844 543 0000
F +44 (0)20 7294 2413
www.cityandguilds.com

WW-01-4310