

3161 Monitor effectiveness of food service operations in food manufacture

SQA Unit Code

F2NR 04

Level 3

SCQF Level 6

SCQF Credit value 6

Unit Summary

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.

In order to be assessed as competent you must demonstrate to your assessor that you can consistently perform to the requirements set out below. Your performance evidence must include at least one observation by your assessor.

You must be able to:	You need to show:
<p>1. Monitor food service operations</p> <p>This means you:</p> <p>Monitor food service operations against targets</p> <p>Check that the quality of the products and customer service are maintained</p> <p>Adapt allocation of work activities to meet changing priorities and targets</p> <p>Report factors influencing effectiveness which are outside your own area of responsibility to the relevant people</p> <p>Make recommendations to improve food service operations to relevant people</p>	<p>Evidence must be work-based, simulation alone is only allowed where shown in <i>bold italics</i></p> <p>Evidence of monitoring food service operations in accordance with workplace procedures</p>
<p>2. Control risk to health and safety in the workplace</p> <p>This means you:</p>	<p>Evidence of controlling risk to health and safety in the workplace in accordance with workplace procedures</p> <p>This means you must control two types of risk to health and safety</p>

Control risk to health and safety during food service operations, ensuring compliance with relevant legal and standard operational requirements

Monitor correct and safe use of all tools and equipment to minimise risk

Identify promptly and take corrective action regarding potential and actual hazards in the workplace

You need to know and understand:

Evidence of knowledge and understanding should be collected during observation of performance in the workplace. Where it cannot be collected by observing performance, other assessment methods should be used.

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

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning;
- evidence from company systems (e.g. Food Safety Management System)
- reviewing the outcomes of work
- checking any records of documents completed
- checking accounts of work that the candidate or others have written