

202 Work effectively with others in food manufacture

SQA Unit Code

H133 04

Level 2

SCQF Level 5

Credit value 5

Unit Summary

This unit is about working effectively with others in a food manufacturing environment. You will likely be working as part of a team and you will need to work together to complete work activities. You will need to make use of communication skills in giving and receiving information to others in the team and make suggestions in how to improve the work activities.

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: Evidence must be work-based, simulation alone is only allowed where shown in <i>bold italics</i>
<p>1. Works within a team to complete work activities This means you: Work with others to meet team, company and your own objectives</p> <p>Make positive suggestions to improve work activities</p> <p>Provide assistance to other team members in a helpful and willing manner when appropriate using own initiative</p> <p>Respond positively and helpfully to suggestions made by colleagues for the organisation of work</p> <p>Deal with differences of opinion in ways that do not cause offence</p> <p>Respect the opinions and beliefs of colleagues from different ethnic and religious backgrounds to your own</p>	<p>You carry out tasks to meet your responsibilities</p> <p>You work safely, and accurately following the working methods you have been given</p>
<p>2. Gives and receives information to others in the team</p>	<p>You ask for help and offer support to others when appropriate</p>

<p>This means you: Check you have the correct instructions for your work and you understand what is required of you and the team</p> <p>Actively seek information to help you complete your work effectively</p> <p>Give up to date, relevant and accurate information and advice to others on request</p> <p>Give information, which will help others to achieve team work tasks</p>	<p>You report any difficulties in meeting your own responsibilities and what you did about them</p>
<p>3. Works with the team to improve the way work is done This means you: Let the appropriate person know when tasks cannot be completed</p> <p>Look for ways to improve the way work is organised</p> <p>Make suggestions about how work could be organised</p>	<p>You identify your own and others opinions on what has gone well and less well in carrying out the activities</p> <p>You identify ways of improving work with others to help achieve the objectives You report any difficulties in meeting your own responsibilities and what you did about them</p>

<p>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.</p>
<ol style="list-style-type: none"> 1. The objectives of the organisation, department, self and the team 2. Your organisation's health and safety procedures, and food safety and environmental standards and why it is important to follow them 3. Your organisation's grievance and disciplinary procedures 4. Your work responsibilities, when and who you should ask for help, and why it is important to do so 5. Why it is important to develop and keep good working relationships with your team 6. Different types of information and why it is important to communicate relevant information to the appropriate person clearly and promptly 7. Why it is important to share opinions and information and what may happen if this is not done 8. Why it is important to give suggestions to improve work tasks 9. How to offer useful advice and help and why it is important to do so 10. How to deal with differences of opinion without causing offence 11. Why it is important to show respect for colleagues and how to do this 12. Why it is important to refer unresolved difficulties to the appropriate person

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