

3184/454 Contribute to problem diagnosis in a food environment

SQA Unit Code

H13D 04

Level 2

SCQF Level 6

Credit value 6

Unit Summary

This unit is about the skills required to contribute or assist in identifying problems quickly in order to prevent any loss in production or operational time within food and drink manufacturing or supply operations (including multi-stage operations). It covers contributing to identifying problems, finding out what they are and reporting them to the appropriate people. Contributing to making decisions and communicating effectively are essential features of this standard. Contribution is typically provided through working in a team, although this does not exclude individual contributions from outside of close working teams

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

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. Contribute to identifying problems</p> <p>This means you:</p> <p>Help to recognise differences from normal operating conditions quickly</p> <p>Make a contribution to the accurate assessment the impact of these problems</p> <p>Take the appropriate action to make sure you and your colleagues remain safe</p>	<p>Evidence of contribution to identifying problems as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.</p>
<p>2. Contribute to problem diagnosis</p> <p>This means you:</p> <p>Check and follow legal or regulatory requirements, hygiene, health and safety and environmental standards</p>	<p>Evidence of contributing to problem diagnosis as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.</p>

Help to find out the nature, cause and the effect of the problems

Make a contribution to the investigation of problems in a safe and cost-effective manner, with minimum delay or wastage

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. to what standards of health and safety and hygiene you are required to work and why it is important that you do so
2. why contributing to problem solving is important in food operations
3. how to recognise differences from specification
4. what the relevant operating procedures are in your area of work
5. what typical operating problems occur in your area of work and their possible effect on other operations
6. how to use any relevant tools and test equipment in your area of work
7. how to help investigate problems in a safe and cost-effective manner and why it is important to do so
8. how to assist the team or individual define and verify the root cause of a problem
9. what different methods can be used to gather evidence about problems
10. how to help analyse problems to determine their nature, cause and effects
11. what the limits of your own authority and competence are and why it is important to work within them
12. what the lines and methods of effective communication are and why it is important to use them
13. what the documentation requirements are and why it is important to meet them

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