Improve
FOOD & DRINK SKILLS COUNCIL

2172/455 Contribute to problem resolution in a food environment		
SQA Unit Code		**H13E 04**
Level 2	**SCQF Level 5**	**Credit value 5**

Unit Summary
This unit is about the skills required to contribute or assist in 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 standard covers problems in multistage operations. It involves contributing to the review of available information and selecting and applying the most appropriate solution. Contribution 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 ***bold italics***
1. Contribute to establishing what the problems are This means you: Check and follow legal or regulatory requirements, hygiene, health and safety and environmental standards Check the available information and clarify or seek further information	Evidence of contribution to establishing what the problems are as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.
2. Contribute to the implementation of solutions This means you: Make a contribution to selecting solutions which are effective in relation to operational requirements Help to ensure that the corrective actions determined meet with organisational	Evidence of contributing to implementation of solutions as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.

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requirements Contribute to putting into action the chosen solution to restore operating conditions safely and effectively Monitor operations to ensure that correct operating conditions are met and maintained Communicate the results of your actions to the appropriate person	
3. Contribute to reporting on further action to be taken This means you: Contribute to the identification of needs for further work and report this to the relevant person in sufficient detail for action to be taken Make suggestions for avoiding the problem happening again and ways to improve operations to your managers and colleagues Complete all records accurately and clearly, and process it promptly	Evidence of contributing to reporting on further action to be taken as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.

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. 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 typical operating problems occur in your area of work and their possible effect on other operations 3. what the operating procedures are in your area of work 4. what the limits of your own authority and competence are and why it is important to work within them 5. what recording and communication is needed, how to carry this out correctly and the reasons why it is important to do so 6. what the lines and methods of effective communication are and why it is important to use them 7. what factors to take into consideration when contributing to selecting solutions 8. how to help assess the impact of solutions on other operations 9. how to help analyse problems in a systematic way 10. how to help overcome problems and restore operations in an effective way 11. how to monitor product integrity both when you are overcoming problems and after you have overcome them 12. how to help recognise both temporary and permanent solutions and how to decide

which should be used

13. how to help evaluate the effectiveness of the solution you have implemented.

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

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