Improve
food & drink sector skills council

616 Provide training for achieving excellence in a food environment		
Level 3	**SCQF Level 6**	**SCQF Credit value 7**

Unit Summary

This unit is about the skills needed for you to design, deliver and evaluate trainng during your organisation's drive to achieving excellence in 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. Good training is important where the implementation of change, improvement, new practice, targets and a performance driven culture creates challenges for individuals and the dynamic of teams.

You will need to show that you can prepare, deliver and evaluate training to support achieveing excellence plans within your organisation. It involves delivering training to support the training needs of the organisation, teams and individuals in the achieving excellence objectives across areas of the business

This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in design, delivery and evaluation of training to support an excellence culture. This unit is for you if you are involved in designing, delivering and evaluating training as a team leader, first line or middle management.

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. Prepare and design training to support achieving excellence This means you: Identify the training outcomes needed to achieve excellence Identify the practical requirements and resources needed to implement specific training programmes Develop training programmes that support the identified training needs of achieving excellence	Evidence of preparing and deigning training to support achieving excellence
2. Deliver training to support achieving	Evidence of delivering training to

excellence This means you: Organise training solutions to meet business needs in achieving excellence Deliver effective and timely training to agreed outcomes Establish an effective and conducive climate to aid learning Deal with learners that experience difficulties during the training session Respond to feedback from learners during the training session	support achieving excellence
3. Obtain and provide feedback on training This means you: Evaluate the success of the training, including the impact this has had on achieving excellence Identify what training is outstanding in order to achieve excellence Seek feedback with colleagues and learners on the value of the training, including the content and delivery method/s Provide feedback to others on the success of the training	Evidence of obtaining and providing feedback on training

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. How to work with stakeholders to agree a training plan which supports the business in achieving excellence handling conflict with the aim of achieving continuous collaboration 2. How to identify the costs and benefits of training options to best meet training needs 3. Implications for training design of organisational factors, including culture and learners characteristics 4. The use of formal and informal learning and training methods and appropriate

training materials to meet the needs of the organisation

5. How to establish a climate conducive to learning

6. How to ensure training is fair, accessible and delivered in a timely way to support an achieving excellence culture

7. How to plan training events that respond to the organisations achieving excellence needs

8. How to identify and deal with difficulties experienced by learners in different types of training

9. Evaluation models, approaches and methods and their application to different kinds of training events

10. How to work collaboratively to monitor, evaluate and continuously improve training events

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