

2095 Prepare orders for despatch		
SQA Unit Code		H3D2 04
Level 2	SCQF Level 5	Credit value 5

**Unit Summary**

This unit is about the skills needed for you to label food by hand in food and drink manufacture and/or supply operations. Labelling food products by hand is important to traceability, food safety and providing customer information. Labelling is a regulatory requirement.

You will need to be to prepare work area, source labels and carry out labelling operations by hand. You must also need to be able to label food products by hand to regulatory and organisational requirements.

This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in the labelling of food by hand.

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 <b><i>bold italics</i></b>
<p>1. Prepare to assemble orders</p> <p>This means you:</p> <p>Prepare according to the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions</p> <p>Obtain packing and dispatch documentation for individual customers</p> <p>Prepare work area into a condition suitable for order preparation</p> <p>Obtain packaging materials and resources to support the creation of orders</p> <p>Identify locations of selected items take effective action in response to operating problems</p>	<p>Evidence of preparing to assemble orders as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.</p>

<p>Maintain effective communication</p>	
<p>2. Assemble and prepare orders</p> <p>This means you:</p> <p>Operate to the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions</p> <p>Select and assemble the correct goods to match dispatch documentation</p> <p>Handle packaged products in a manner which maintains their quality and condition</p> <p>Check that the prepared consignment matches the despatch instructions</p> <p>Secure assembled order ready for despatch complete and label orders according to specification</p> <p>Maintain condition of work area throughout process</p> <p>Identify and report any discrepancies or difficulties with preparing consignments</p> <p>Take effective action in response to operating problems</p>	<p>Evidence assembling and preparing orders as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.</p>
<p>3. Finish order preparation</p> <p>This means you:</p> <p>Finish according to the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions</p> <p>Dispose of waste according to organisational procedures</p> <p>Make equipment and work area ready for future use, after the completion of the process</p> <p>Maintain effective communication accurately complete all records</p>	<p>Evidence of finishing order preparation as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.</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.

1. what the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions are and what may happen if they are not followed
2. the facilities required to dispatch food products
3. how to obtain and interpret packing and dispatch documentation
4. how to identify packaged product
5. how to prepare products for dispatch
6. the different types of packaging used for dispatch
7. how to monitor and assess the quality of packaging
8. how to recognise the quality of product
9. how to assemble orders so that the quality of packaged materials is maintained
10. how to handle packaged product to maintain condition and quality
11. how to assess the condition of packing materials
12. labelling and dispatch instructions
13. how to check consignment notes against instructions
14. how to deal with order discrepancies
15. what action to take when the process specification is not met
16. how to dispose of waste correctly and why it is important to do so
17. the limits of your own authority and competence and why it is important to work within those limits
18. what recording, reporting and communication is needed, how to carry this out correctly and the reasons why it is important to do so

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