

## 3007 Develop and manage a team in a food business

**SQA Unit Code**

**H3GD 04**

**Level 3**

**SCQF Level 6**

**Credit value 5**

### Unit Summary

This unit is about the skills needed for you to develop and manage a team in a food business in food and drink manufacturing and associated supply chain. Developing and managing a team successfully is important to achieving productivity levels, maintaining compliance to regulatory and organisational requirements and ensuring quality within a specific area or project within a food business.

You will need to be able to manage a team, communicate to the team and support the development of the team members. You will also need to be able to develop individual team members to ensure the team is capable of carrying out the food business project or plans to and above the requirements of the food business.

This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in developing and managing a team in a food business.

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 to develop a team

This means you:

Determine the scope and purpose of the teams responsibility within an area or project in a food business

Communicate to relevant people the purpose of the team and its importance to the objectives and plans of the food business

Identify the members of your team, their expertise, knowledge, skills and attitudes

Evidence of preparing to develop a team as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.

<p>ensure the team understands its role in maintaining productivity, quality, compliance or other area of the food business</p> <p>Agree with the team the behaviours and actions that will support and hinder work of the team</p>	
<p>2. Develop a team</p> <p>This means you:</p> <p>Allocate work according to the expertise, knowledge and skills of the team members communicate, on an on-going basis, the specific targets and plans relating to the work of the team</p> <p>Communicate to the team members and other relevant people any reports relating to the productivity, quality and compliance requirements of the work of the team</p> <p>Determine the development and training needs of the team and help implementation of these needs</p> <p>Encourage the team to get to know and understand other team members strengths, weaknesses and build mutual respect and trust</p> <p>Provide feedback to team members and encourage feedback from team members to yourself</p>	<p>Evidence of developing a team as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.</p>
<p>3. Manage the team</p> <p>This means you:</p> <p>Allow members of the team to understand their own and other's specific contribution to the team, encouraging mutual support when needed</p> <p>Review the progress of the team against organisational or project plans and provide feedback to the team and other relevant people on this progress</p> <p>Encourage discussion and feedback to resolve problems</p> <p>Support new team members and encourage existing team members to engage and support them in carrying out objectives and plans</p>	<p>Evidence of managing a team 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. The project objective and or organisational plans relating to the work of the team and how to access this information
2. How to determine the scope of work and resource requirements of the team
3. The different methods of communication and information technology available and how to make best use of them when communicating with a team
4. How to encourage communication within the team
5. How to motivate your team
6. The subject areas to be included when communicating to the team, the importance of communicating on an on-going basis and how to do this
7. How to identify the expertise, knowledge and skills of the team and allocate work accordingly
8. The training and development needs of the team and how to implement them
9. The importance of mutual respect and acceptable behaviours and actions when working as part of a team
10. How to build mutual respect and trust between team members
11. The methods by which feedback can be given and received
12. How to support the team and encourage mutual support through conflict and change
13. How to facilitate team members to address problems and implement solutions

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