

## 3238 Evaluate specialist individual flour confectionery

**SQA Unit Code**

**H3HT 04**

**Level 3**

**SCQF Level 7**

**Credit value 7**

### Unit Summary

This unit is about evaluating specialist individual flour confectionery products, in a non-automated bakery production environment. Evaluation is critical to maintaining and improving the skills and reputation of individuals and a business to meet customers' requirements for specialist products. Examples include wedding cakes, celebration cakes for special occasions and other speciality flour confectionery.

You need to show that you can assess customer satisfaction with individual and specialist products against customer expectations in placing orders and providing product briefs. You will need to assess the success of the development and production process of the organisation in providing individual products for specialist needs. Finally, you will need to be able to make recommendations for the future improvement of development and production of specialist individual products.

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:
<p>1. Assess and evaluate customer satisfaction</p> <p>This means you:</p> <p>Arrange for the assessment of customer satisfaction</p> <p>Carry out assessment of customer satisfaction</p> <p>Evaluate customer feedback</p>	<p>Evidence must be work-based, simulation alone is only allowed where shown in <b><i>bold italics</i></b></p> <p>Evidence of assessing and evaluating customer satisfaction as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.</p>
<p>2. Assess and evaluate production and organisational effectiveness</p> <p>This means you:</p> <p>Identify and assess development and production related issues</p> <p>Evaluate the effectiveness of the development and</p>	<p>Evidence of assessing and evaluating production and organisational effectiveness as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.</p>

production processes  Discuss preliminary findings with relevant colleagues and use these to formulate conclusions	
3. Report and make recommendations for improvements  This means you:  Compile a comprehensive report on development and production to meet customers' needs  Present report and recommendations to the relevant personnel  Correctly store report	Evidence of reporting and making recommendations 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. To what standards of health & safety and food safety you are required to work, why it is important that you do so and what might happen if they are not met
2. How to plan arrangements for obtaining customer feedback about specialist products
3. What parameters to set out for the effective assessment and evaluation of specialist products
4. How to assess and evaluate customer feedback
5. How to assess and evaluate effectiveness of development and production in meeting customer needs
6. How to report and present findings for the evaluation of specialist products

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