

3127 Set up and maintain despatch and transport of products in a food environment

SQA Unit Code

H3KW 04

Level 3

SCQF Level 6

SCQF Credit value 6

Unit Summary

This unit is about co-ordinating the effective and efficient despatch and transport operations of food and drink products. It covers setting up and maintaining the effectiveness and efficiency of the despatch process.

This unit is for you if you work in food and drink manufacturing operations and you have responsibilities for organising the despatch and transport operations of food and drink products. You may be a team leader, line manager or supervisor.

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. Set up the conditions for despatch and transport</p> <p>This means you:</p> <p>Agree and confirm standards and targets for despatch and transport of orders to meet customer requirements</p> <p>Provide sufficient and relevant supervision and support to enable your team to meet specified targets and standards and minimise risk</p> <p>Allocate resources to ensure that standards and targets are met</p> <p>Allocate and instruct relevant person(s) to pack specific orders</p>	<p>Evidence must be work-based, simulation alone is only allowed where shown in <i>bold italics</i></p> <p>Evidence of setting up conditions for despatch and transport in accordance with workplace procedures</p> <p>This means you must agree and confirm two standards and targets e.g. delivery timescales, transport schedules, volume of orders</p>
<p>2. Maintain the effectiveness and efficiency of the despatch process</p> <p>This means you:</p>	<p>Evidence of maintaining the effectiveness and efficiency of the despatch process in accordance with workplace procedures</p>

Ensure that the correct orders are packed and ready for despatch at the right time

Identify and sort out problems and discrepancies in the packing of orders

Measure work outputs and achievements against targets in order to identify potential improvements to the despatch process

Ensure that all records and documentation are accurate, complete and available for the next stage of the distribution process

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. Key features of legal and operational requirements
2. Standard operating procedures in respect of despatch and transport
3. How to set and agree targets for transport and distribution
4. Why it is important to have cost effective and efficient transport and distribution processes
5. What action to take on variances and non-compliance in maintaining conditions
6. Why it is important to work to targets and standards
7. Corrective action and procedures when dealing with contingencies
8. Safe and correct manual handling techniques

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