

<b>3180 Diagnose production problems in a food environment</b>		
<b>SQA Unit Code</b>		<b>H442 04</b>
<b>Level 3</b>	<b>SCQF Level 7</b>	<b>SCQF Credit value 6</b>

**Unit Summary**

This unit is about identifying problems quickly in order to prevent any loss in production or operational time within food and drink manufacturing or supply operations (including multi-stage operations).

It covers identifying problems, finding out what they are and reporting them to the appropriate people. Making decisions and communicating effectively are essential features of this unit.

This unit is for you if you work in the manufacture or supply of food and drink.

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. Identify problems</p> <p>This means you:</p> <p>Recognise differences from normal operating conditions quickly</p> <p>Accurately assess the impact of these problems</p> <p>Take the appropriate action to make sure you and your colleagues remain safe</p>	Evidence of identifying problems
<p>2. Diagnose problems</p> <p>This means you:</p> <p>Check and follow legal or regulatory requirements, hygiene, health and safety and</p>	Evidence of diagnosing problems

<p>environmental standards</p> <p>Find out the nature, cause and the effect of the problems</p> <p>Investigate problems in a safe and cost-effective manner, with minimum delay or wastage</p>	
<p>3. Report problems</p> <p>This means you:</p> <p>Communicate clearly and accurately the problems to the appropriate person</p> <p>Complete all records accurately, clearly and process it promptly</p>	<p>Evidence of reporting problems</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. To what standards of health and safety and hygiene you are required to work and why it is important that you do so
2. The business's need for problem solving
3. The benefits of formalised problem solving
4. What the relevant product and process specifications are
5. How to recognise differences from specification
6. What the relevant operating procedures, standards and critical control factors are in your area of work
7. What typical operating problems occur in your area of work and their possible effect on other operations
8. How the relevant plant and equipment works
9. How to use any relevant tools and test equipment
10. How to investigate problems in a safe and cost-effective manner and why it is important to do so
11. How to define and verify the root cause of a problem
12. What different methods can be used to gather evidence about problems
13. How to analyse problems to determine their nature, cause and effects
14. What the limits of your own authority and competence are and why it is important to work within them
15. What the lines and methods of effective communication are and why it is important

to use them
16. What the documentation requirements are and why it is important to meet them
Evidence of performance may employ examples of the following assessment: <ul style="list-style-type: none"><li>• observation</li><li>• written and oral questioning;</li><li>• evidence from company systems (e.g. Food Safety Management System)</li><li>• reviewing the outcomes of work</li><li>• checking any records of documents completed</li><li>• checking accounts of work that the candidate or others have written</li></ul>