



## Unit F2NE 04 (513)

## Monitor and Maintain Required Standards of Conduct in Food Manufacture

### Unit Summary

This Unit is about ensuring staff maintain the required standards of conduct. It covers the informal approach of setting a good personal example and influencing others in relation to organisational values and requirements; and your contribution to informing formal disciplinary procedures.

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.

*Achievement of this Unit will provide you with opportunities to develop the following SQA Core Skills:*

#### Communication Intermediate 2

- ◆ Read, understand and evaluate written communication.

#### Working with Others Intermediate 2

- ◆ Work with others in a group to analyse, plan and complete an activity.

#### Problem Solving Intermediate 2

- ◆ Analyse a situation or issue.
- ◆ Plan, organise and complete a task.
- ◆ Review and evaluate a problem solving activity.

***I have completed the requirements of this Unit.***

**Candidate name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Candidate signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

***I can confirm the candidate has completed all requirements of this Unit.***

**Assessor signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**IV signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Assessment centre:** \_\_\_\_\_

You must be able to	Evidence Requirements	Evidence/ Activity Ref No.
<p>Promote the required standards of conduct</p> <p>This means you:</p> <p>1 (a) Set a good example with the way you behave by complying with the required standards of conduct.</p> <p>(b) Treat all matters relating to staff conduct with the necessary level of confidentiality.</p> <p>(c) Ensure the importance of meeting the required standards of conduct are communicated to staff.</p> <p>(d) Take action which is designed to be positive and encourage improvement on the part of the individual or team.</p>	<p>Evidence of promoting the required standards of conduct in accordance with workplace procedures.</p>	
<p>Communicate the required standards of conduct and what will happen if those standards are not met</p> <p>This means you:</p> <p>2 (a) Keep staff informed of the required standards of conduct in a manner and at a level and pace appropriate to the individual and the situation.</p> <p>(b) Offer advice in a positive manner and arrange further support where it is required.</p> <p>(c) Inform staff of the current disciplinary and grievance procedures relevant to them in a manner and at a level and pace appropriate to the individual and the situation.</p>	<p>Evidence of communicating the required standards of conduct in accordance with workplace procedures.</p>	

		Evidence Requirements (cont)	
3	<p>Allow staff opportunities to give feedback</p> <p>This means you:</p> <ul style="list-style-type: none"> <li>(a) Provide opportunities for individuals to discuss problems which directly or indirectly affect their conduct.</li> <li>(b) Provide opportunities for staff to contribute suggestions for improvements in staff conduct.</li> <li>(c) Respond to concerns with staff conduct in a manner which is designed to encourage improvement on the part of individuals.</li> </ul>	Evidence of allowing staff opportunities to give feedback in accordance with workplace procedures.	
4	<p>Record and report on issues relating to standards of conduct</p> <p>This means you:</p> <ul style="list-style-type: none"> <li>(a) Accurately establish any potential difference from the required standards.</li> <li>(b) Keep accurate and complete records of discussions, action taken and outcomes and ensure that they are accessible to the relevant people.</li> <li>(c) Present recommendations for further action and improvement to staff conduct to the relevant people in an appropriate and timely manner.</li> </ul>		

**Evidence of Performance**

Evidence of performance may employ examples of the following assessment:

- ◆ observation
- ◆ written and oral questioning
- ◆ evidence from company systems (eg 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

<b>Candidate name:</b>		<b>Assessor initials/date</b>
<b>No</b>	<b>Activity</b>	
1		
2		
3		
4		

<b>You need to know and understand</b>		<b>Evidence</b>
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.		
K1	What the organisational standards are.	
K2	How to communicate effectively taking into account the needs and requirements of others.	
K3	Why confidentiality is important and how to maintain it.	
K4	How to motivate others.	
K5	Level of own responsibility and competence.	
K6	How to provide leadership and why it is important.	
K7	Why it is important to lead by example.	
K8	How to recognise people's needs for help and the best way to respond to those needs.	
K9	Why it is important to report differences from the required standards of conduct to the relevant people with minimum delay.	
K10	Why it is important to demonstrate impartiality and equality of opportunity.	
K11	How to take action that encourages people to improve.	
K12	How to deal with conflict and stressful situations.	
K13	What the organisational and legal requirements are and how to apply these to an actual situation.	
K14	What the disciplinary and grievance procedures are.	

Notes/Comments

**Assessor signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_