



Unit F2LJ 04 (587)

Evaluate Specialist Individual Flour Confectionery Products

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.

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

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>1</p> <p>Assess and evaluate customer satisfaction</p> <p>This means you:</p> <ul style="list-style-type: none"> (a) Arrange for the assessment of customer satisfaction. (b) Carry out assessment of customer satisfaction. (c) Evaluate customer feedback. 	<p>Evidence of assessing and evaluating customer satisfaction in accordance with workplace procedures.</p>	
<p>2</p> <p>Assess and evaluate production and organisational effectiveness</p> <p>This means you:</p> <ul style="list-style-type: none"> (a) Identify and assess development and production related issues. (b) Evaluate the effectiveness of the development and production processes. (c) Discuss preliminary findings with relevant colleagues and use these to formulate conclusions. 	<p>Evidence of assessing and evaluating production and organisational effectiveness in accordance with workplace procedures.</p>	
<p>3</p> <p>Report and make recommendations for improvements</p> <p>This means you:</p> <ul style="list-style-type: none"> (a) Compile a comprehensive report on development and production to meet customers' needs. (b) Present report and recommendations to the relevant personnel. (c) Correctly store report. 	<p>Evidence of reporting and making recommendations for improvements in accordance with workplace procedures.</p>	

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

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Candidate name:		Assessor initials/date
No	Activity	
1		
2		
3		

You need to know and understand		Evidence
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	To what standards of health and 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.	
K2	How to plan production for specialist individual products.	
K3	Application and use of resources for individual products.	
K4	How to quality control production for individual products.	
K5	Accurate interpretation and use of product specifications.	
K6	Correct use of individual advanced craft production tools and equipment.	
K7	Behaviour, characteristics and changes of materials used during production and storage.	
K8	Recovery, utilisation and disposal of production waste materials.	
K9	Permitted use of colours and additives in advanced craft production.	
K10	Correct storage for specialist individual products.	
K11	How to provide appropriate advice and guidance for the despatch and transport of specialist individual products.	

Notes/Comments

Assessor signature: _____ **Date:** _____