

<b>626 Resolve problems in a food environment</b>		
<b>SQA Unit Code</b>		<b>H14D 04</b>
<b>Level 3</b>	<b>SCQF Level 6</b>	<b>SCQF Credit value 3</b>

**Unit Summary**

This unit is about fixing problems quickly and accurately in order to keep production running and minimise down time in the manufacture and supply of food and drink. This unit covers problems in multi-stage operations. It involves reviewing the available information and selecting and applying the most appropriate solution. 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. Establish what the problems are</p> <p>This means you:</p> <p>Check and follow legal or regulatory requirements, hygiene, health and safety and environmental standards</p> <p>Check the available information and clarify or seek further information</p>	Evidence of establishing what the problems are
<p>2. Implement solutions</p> <p>This means you:</p> <p>Select solutions which are effective in relation to operational requirements</p> <p>Ensure that the corrective actions determined meet with organisational requirements</p>	Evidence of implementing solutions

<p>Put into action your chosen solution to restore operating conditions safely and effectively</p> <p>Monitor operations to ensure that correct operating conditions are met and maintained</p> <p>Communicate the results of your actions to the appropriate person</p>	
<p>3. Report on further action to be taken</p> <p>This means you:</p> <p>Identify the need for further work and report this to the relevant person in sufficient detail for action to be taken</p> <p>Make suggestions for avoiding the problem happening again and ways to improve operations to your managers and colleagues</p> <p>Complete all records accurately and clearly, and process it promptly</p>	<p>Evidence of reporting on further action to be taken</p>

<p>You need to know and understand:</p> <p>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.</p>
<ol style="list-style-type: none"> <li>1. The standards of health and safety and hygiene to which you are required to work and why it is important that you do so</li> <li>2. What the relevant product and process specifications are</li> <li>3. Where further information can be sourced</li> <li>4. What typical operating problems occur in your area of work and their possible effect on other operations</li> <li>5. What the operating procedures, standards and critical control factors are in your area of work</li> <li>6. What the limits of your own authority and competence are and why it is important to work within them</li> <li>7. What recording and communication is needed, how to carry this out correctly and the reasons why it is important to do so</li> <li>8. What is the appropriate action to take in response to operating problems</li> <li>9. How the relevant plant and equipment works</li> <li>10. What the lines and methods of effective communication are and why it is important to use them</li> <li>11. What factors to take into consideration when selecting solutions</li> <li>12. How to assess the impact of solutions on other operations</li> </ol>

13. How to analyse problems in a systematic way and why it is important to do so
14. How to overcome problems and restore operations in an effective way and why it is important to do so
15. How to monitor product integrity both when you are overcoming problems and after you have overcome them and why it is important to do so
16. How to recognise both temporary and permanent solutions and how to decide which should be used
17. How to evaluate the effectiveness of the solution you have implemented.

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