

3009 Allocate and monitor work in a food business

SQA Unit Code

H3GF 04

Level 3

SCQF Level 6

Credit value 4

Unit Summary

This unit is about the skills needed for you to allocate and monitor work in a food business. Allocating work activities in a food business is important to the deployment of food business plans. Monitoring work in a food business is important to maintaining productivity and quality.

You will need to be able to source plans, allocate work activities across your area of responsibility within a food business and communicate with relevant people. You will also need to be able to monitor the quality of allocated activities and provide feedback on the adherence of the work to organisational requirements including productivity, quality, efficiency and effectiveness.

This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in allocating and monitoring work in a food business.

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 <i>bold italics</i>
<p>1. Prepare to allocate work</p> <p>This means you:</p> <p>Define the area of responsibility in which you will allocate and monitor work</p> <p>Confirm the objectives of your area of responsibility with relevant people</p> <p>Plan how the objectives will be allocated and achieved and produce work schedules</p> <p>Confirm the people who you will allocate work to and monitor their skills, knowledge, understanding, experience and workloads</p> <p>Adhere to organisational policies and culture when</p>	<p>Evidence of preparing to allocate work as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.</p>

allocating and monitoring work	
<p>2. Allocate and monitor work</p> <p>This means you:</p> <p>Communicate the expected standard of work to the people in your area of responsibility prioritise the work required to carry out the objectives</p> <p>Allocate work to teams or individuals</p> <p>Monitor the allocated work with respect to organisational requirements including productivity, quality and compliance and address any problems</p> <p>Review and update work schedules when needed</p> <p>Provide feedback on the work activities to the people in your area of responsibility you have allocated work to</p>	<p>Evidence of allocating and monitoring work as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.</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. Why it is important to define the area and limits of your responsibility including the resources available and staffing levels and how to do this
2. How to access and determine the objectives and priorities for your area of responsibility
3. The organisational values, behaviours, culture and policies and procedures that must be adhered to when working in your food business
4. The different methods of communication and information technology available in your food business and how to make best use of them
5. Why it is important to ensure sufficient resources to carry out the objectives for the area of responsibility
6. What the skills, knowledge, understanding, experience and workloads of the people in your area of responsibility are and how to use this information when allocating and monitoring work
7. Why it is important to allocate work activities fairly across a team and how to do this
8. Review the allocation of work and use problem-solving techniques to address problems
9. The food business standards requirements relating to the work you have allocated including quality, productivity and compliance
10. Why it is important to monitor work activities and the food business procedures for carrying out and recording this monitoring

11. Why it is important to address problems affecting productivity, quality and compliance or other area of the food business promptly when monitoring work activities and the organisational procedures for carrying this out
12. How to provide and receive feedback and why it is important to adhere to organisational requirements when carrying this out

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