

3051 Monitor and control quality of work activities in food and drink operations		
SQA Unit Code		H3GJ 04
Level 3	SCQF Level 6	Credit value 4

Unit Summary

This standard is about monitoring the quality of work activities to achieve targets in food and drink operations. You need to follow relevant policies and procedures that apply to your area of work and report on the quality of work activities against specifications. You need to organise work to meet schedules and targets, and make effective use of resources. You also need to identify, record and report any problems affecting the volume of throughput.

This standard is relevant to you if your role involves monitoring activities to ensure that quality standards are being met.

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. Monitor the quality of work activities in food and drink operations</p> <p>This means you:</p> <p>Check that there are sufficient resources available to complete work activities within your own area of responsibility</p> <p>Follow operational requirements to monitor work activities to meet requirements monitor work activities regularly to identify any variances against specifications</p> <p>Complete all relevant checks efficiently, correctly and accurately and report as appropriate</p> <p>Report all variances outside of specification accurately and promptly to relevant person(s)</p> <p>Identify and report opportunities for</p>	<p>Evidence of monitoring the quality of work activities in food and drink operations as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.</p>

<p>improvement of work activities to relevant person(s)</p> <p>Identify implications of changes to make sure that the change is documented accurately</p> <p>Access information from appropriate sources to support your report and recommendations</p> <p>Communicate recommendations to relevant people</p> <p>Follow legal and regulatory requirements, health and safety, hygiene and environmental standards and instructions</p> <p>Ensure all records are complete and accurate.</p>	
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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.

You need to know and understand:

1. the relevant legal and regulatory requirements, health and safety, hygiene and environmental standards and instructions and what might happen if they are not followed/met
2. the importance of effective communication
3. how to organise work to meet schedules and why this is important types of resources available for monitoring purposes
4. how to make the most effective use of resources
5. why work activities and throughput should be monitored types of monitoring systems and how to monitor throughput
6. actions that can be taken to minimise problems affecting throughput how to identify and solve problems which affect throughput
7. how operational parameters affect the achievement of output targets consequences of ineffective monitoring, control systems and processes
8. actions which can be taken to minimise downtime and disruption to the process
9. the potential conflicts between quality and throughput in relation to the needs of the organisation
10. how to use specifications for monitoring and controlling the quality of work how to identify variances
11. procedures for dealing with variances
12. how to develop and implement solutions to minimise variances.

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