

3128 Monitor effectiveness of despatch and transport operations in a food environment

SQA Unit Code

H3KX 04

Level 3

SCQF Level 6

Credit value 6

Unit Summary

This unit is about the skills needed for you to monitor effectiveness of despatch and transport operations in food and drink manufacture and/or supply operations.

Understanding the monitoring of the effectiveness of despatch and transport operations in a food environment is important to meeting customer requirements. It is also important to maintaining an efficient despatch process.

You will need to be able to monitor the despatch and transport processes. You also need to show you can control risk to health and safety in the workplace.

This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in organising the despatch and transport operations of food and drink products. You may be a team leader, line manager or supervisor.

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 despatch and transport processes</p> <p>This means you:</p> <p>Monitor progress against targets for preparation of orders for distribution</p> <p>Check that the quality of the products is maintained</p> <p>Adapt allocation of work activities to meet changing priorities and targets</p> <p>Report factors influencing effectiveness which are outside your own area of responsibility to the relevant people</p> <p>Make recommendations to improve the despatch process to relevant people</p>	<p>Evidence of monitoring the despatch and transport processes as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.</p>

<p>2. Control risk to health and safety in the workplace This means you:</p> <p>Control risk to health and safety during despatch and transport operations, ensuring compliance with relevant legal and standard operational requirements</p> <p>Monitor correct and safe use of all tools and equipment to minimise risk</p> <p>Identify promptly and take corrective action regarding potential and actual hazards in the workplace</p> <p>Monitor safe handling and lifting techniques during loading of transport vehicles</p>	<p>Evidence of controlling risk to health and safety in the workplace as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.</p>
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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. Key features of legal and operational requirements
2. Standard operating procedures in respect of despatch and transport
3. How to set and agree targets for transport and distribution
4. Why it is important to have cost effective and efficient transport and distribution processes
5. What action to take on variances and non-compliance in maintaining conditions
6. Why it is important to work to targets and standards
7. Corrective action and procedures when dealing with contingencies
8. Safe and correct manual handling techniques

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