

3157 Monitor effectiveness of operations in retail food manufacture

SQA Unit Code

H3YE 04

Level 3

SCQF Level 6

Credit value 6

Unit Summary

This unit is about the skills needed for you to monitor effectiveness of retail food operations in food and drink manufacture and/or supply operations. Monitoring the effectiveness of retail food operations is important to maintaining an efficient and effective retail environment that meets the needs of customers.

You will need to be able to monitor retail operations. 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 responsibilities for retail operations in food and drink. 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:
<p>1. Monitor retail operations</p> <p>This means you:</p> <p>Monitor retail operations against targets check that the quality of the products and customer service are 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 retail operations to relevant people.</p>	<p>Evidence must be work-based, simulation alone is only allowed where shown in <i>bold italics</i></p> <p>Evidence of monitoring retail operations 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</p>	<p>Evidence of controlling risk to health and safety in the workplace as part of</p>

<p>This means you:</p> <p>Control risk to health and safety during retail 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>your role in accordance with workplace procedures and within the limits of your own responsibilities.</p>
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<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>
<p>You need to know and understand:</p> <ol style="list-style-type: none">1. key features of legal and operational requirements2. standard operating procedures in respect of retail operations3. how to set and agree targets for retail operations4. why it is important to have cost effective and efficient retail operations5. what action to take on variances and non-compliance in maintaining conditions6. why it is important to work to targets and standards7. corrective action and procedures when dealing with contingencies

<p>Evidence of performance may employ examples of the following assessment:</p> <ul style="list-style-type: none">• 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
