

## 3124 Set up and maintain picking and packing orders in a food environment

**SQA Unit Code**

**H3YF 04**

**Level 3**

**SCQF Level 6**

**Credit value 6**

### Unit Summary

This unit is about the skills needed for you to set up and maintain picking and packing orders in food and drink manufacture and/or supply operations. Setting up and maintaining picking and packing orders is important to systems and procedures. It is important to the processing orders.

You will need to be able to co-ordinate and control the processing of orders. You also need to show you can set up the conditions for picking and packing of orders. You must also show you can set up the conditions for picking and packing of orders.

This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in organising the picking and packing 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 <b><i>bold italics</i></b>
<p>1. Coordinate and control the processing of orders</p> <p>This means you:</p> <p>Define the systems and procedures to process orders</p> <p>Instruct the relevant person(s) how to process the orders</p> <p>Process the required documentation completely, accurately and clearly</p> <p>Provide documentation in a way that is suitable for the needs of the relevant person(s)</p> <p>Identify and correct problems and errors in the processing of orders</p>	<p>Evidence of coordinating and controlling the processing of orders as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.</p>

<p>Review the order processing systems and procedures and modify/improve them, where required</p>	
<p>2. Set up the conditions for the picking and packing of orders</p> <p>This means you:</p> <p>Agree and confirm standards and targets for picking and packing of orders to meet customer requirements</p> <p>Provide sufficient and relevant supervision and support to enable your team to meet specified targets and standards and minimise risk</p> <p>Allocate resources to ensure that standards and targets are met</p> <p>Allocate and instruct relevant person(s) to pack specific orders</p>	<p>Evidence of recommending areas for improvement and communicate to others as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.</p>
<p>3. Maintain the effectiveness and efficiency of the picking and packing process</p> <p>This means you:</p> <p>Ensure that the correct orders are packed and ready for despatch at the right time</p> <p>Identify and sort out problems and discrepancies in the packing of orders</p> <p>Measure work outputs and achievements against targets in order to identify potential</p> <p>Improvements to the picking and packing process ensure that all records and documentation are accurate, complete and available for the next stage of the distribution process</p>	<p>Evidence of maintaining the effectiveness and efficiency of the picking and packing process 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. Key features of legal and operational requirements
2. How to define systems and procedures
3. Why it is important to have defined systems and procedures
4. Why it is important to set up and maintain conditions for picking and packing of

orders

5. How to deal with non-compliance and variation to conditions
6. Why it is important to meet targets for picking and packing processes
7. How to review and modify the order processing systems and procedures
8. Potential risks and hazards in the workplace
9. How to allocate resources to meet objectives
10. How to allocate work and instruct others
11. Ways to maintain product quality in the order packing process
12. Why it is important to check packed orders against the original order
13. Implications of poor quality products and incorrectly packed orders
14. Why orders need to be ready for despatch at a specific time
15. Why you need to consider the needs of others when deciding the format of documentation

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