

3156 Set up and maintain operations in retail food manufacture

SQA Unit Code

H449 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 retail food operations in food and drink manufacture and/or supply operations. Setting up and maintain food retail operations is important to the effective sale of products responsibility for organising the retail operations of food and drink products.

You will need to be able to prepare for retail operations. You also need to show you can maintain the effectiveness and efficiency of retail operations.

This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in retail operations. 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. Prepare for retail operations</p> <p>This means you:</p> <p>Agree and confirm standards and targets for retail operations to meet business requirements</p> <p>Provide sufficient and relevant supervision and support to enable your team to meet specified targets and standards</p> <p>Allocate resources to ensure that standards and targets are met</p> <p>Allocate tasks and instruct relevant person(s) to ensure that standards are met.</p>	<p>Evidence must be work-based, simulation alone is only allowed where shown in <i>bold italics</i></p> <p>Evidence of preparing for retail operations as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.</p>
<p>2. Maintain the effectiveness and efficiency of retail operations</p> <p>This means you:</p>	<p>Evidence of maintaining the effectiveness and efficiency of retail operations as part of your role in accordance with workplace procedures</p>

<p>Monitor that standards and targets are being met</p> <p>Identify and sort out problems in retail operations within the limit of your responsibilities</p> <p>Measure work outputs and achievements against targets in order to identify</p> <p>Ensure that all records and documentation are legible, accurate and complete.</p>	<p>and within the limits of your own responsibilities.</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. key features of legal and operational requirements
2. standard operating procedures in respect of retail operations
3. how to set and agree targets for retail operations
4. why it is important to have cost effective and efficient retail operations
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

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