

Candidate Support Pack

SVQ in Food Manufacture

Lift and handle materials safely in food manufacture

Unit F2M4 04



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Introduction

About this pack

Welcome to the candidate support pack for Unit F2M4 04: Lift and Handle Materials Safely in Food Manufacture. This is an optional Unit in the SVQ in Food Manufacture at SVQ level 2. This pack will help you to develop your knowledge and skills to meet the requirements of the Unit.

The pack is divided into four sections. Section 1 covers the performance requirements, Section 2 the knowledge requirements, Section 3 the sample questions and answers, and Section 4 the evidence requirements of the Unit.

We hope that you enjoy using this pack and that you find it informative.

Information about the SVQ in Food Manufacture

The SVQ in Food Manufacture at level 2 is a nationally recognised qualification, and has been developed by SQA and Improve, the Sector Skills Council for Food and Drink Manufacture. To achieve the full SVQ in Food Manufacture at level 2, you will need to successfully achieve the following mandatory Units:

SQA code	Unit title	Improve code	SCQF level	SCQF credit
F2MD 04	Maintain Workplace Food Safety Standards in Manufacture	206	5	6
F2MB 04	Maintain the Workplace and Health and Safety in Food Manufacture	207	5	6

This pack covers the optional Unit Lift and Handle Materials Safely in Food Manufacture (6 SCQF credit points at SCQF level 6¹). Support packs have been produced for both mandatory Units.

In addition to the two mandatory Units, you will need to achieve six optional Units. There is a wide range of options to choose from. Your assessor will be able to advise you of the best optional Units to suit your job role.

¹ The SCQF provides the national common framework for describing all relevant programmes of learning qualifications in Scotland. The level a qualification is assigned within the framework is an indication of how hard it is to achieve. There are 12 levels, from level 1 for Access 1 through to level 12 for doctorates. The number of credit points for a qualification is based on the amount of time that an 'average' learner might take to achieve the Unit/qualification. One SCQF credit point represents 10 hours of learning time. For further information on SCQF go to www.scqf.org.uk.

Core Skills

Completion of Unit F2M4 04, Lift and Handle Materials Safely in Food Manufacture, provides opportunities for developing Core Skills in *Problem Solving* at Access 3.

Information about this Unit

This Unit is about keeping safe when moving and handling materials in the workplace. You need to follow the relevant health and safety and hygiene requirements, and procedures for moving and handling materials. You need to use transport routes and equipment correctly.

In order that you lift and handle materials safely in a food business there is certain information and procedures you will require knowledge of before commencing your task. During the process, you must ensure that all health, safety, and hygiene procedures are followed, and that communication between relevant staff is maintained.

Section 1: Performance requirements

To complete this Unit you need to show that you follow the health and safety and hygiene requirements, and procedures for moving and handling materials. You will also need to demonstrate that you can use transport routes and equipment correctly.

In order to be assessed as competent you must demonstrate to your assessor that you can consistently perform to the requirements of the standards that are set out below.

Your performance evidence must include at least one observation of you carrying out your normal work by your assessor.

1 Lift and handle according to your organisation's standards and instruction

- a) Wear appropriate personal protective equipment (PPE)
 - Wear appropriate work overalls, boiler suits, freezer jackets.
 - Wear the correct hat for the designated area of work, ie safety hats when working at height, cloth hat, trilby when working in a public area.
 - Wear protective footwear, eg steel toe-capped shoes/boots where deemed necessary.
 - Wear oven gloves when the item being lifted is hot.
 - Wear a body belt where recommended.

- b) Follow your organisation's standards and instruction on health and safety
 - Carry out a visual risk assessment of item to be lifted.
 - Check where the item is to be placed.
 - Decide if the item can be lifted by hand or machinery is required (not always suitable in every area).

- c) Follow your organisation's standards and instruction on food safety
 - Carry out an overview of the item to be lifted and/or handled.
 - Check if food is raw or cooked (important for PPE).
 - Is the item wrapped and boxed (affects handling procedures)?
 - Check where item is being stored (chill or freezer).

- d) Follow your organisation's standards and instruction on environmental safety
 - Are the item/s sealed or left open as both require different handling instructions?
 - Check if the product's integrity is intact.

- Check if there is any packaging to be removed before or on completion of lifting and handling.
- Ensure that the packaging removed has been stored in the appropriate waste bin

2 Accurately assess risks before lifting and handling

a) Take precautions to protect yourself

- Assess what PPE you will require to wear, ie overalls, protective footwear, protective headwear, gloves.
- Wear all the PPE required in the correct fashion.
- Ensure that you have received the appropriate training in the correct method to lift the load.
- Decide whether or not you can lift the load on your own.

b) Take precautions to protect other people

- Ensure sufficient room around you in which to lift the load.
- Warn others in the area you are about to lift and handle a load.
- Remove any hazards from the work area, ie baskets/boxes from the floor.

c) Take precautions to protect the products from damage

- Take care that the load is held with a firm grip.
- Ensure that the outer wrapping or packaging is not damaged.
- Take care to ensure that the products are stored under the correct conditions.

d) Seek assistance when required

- Request the assistance of your supervisor or manager when something arises that you are unsure of.
- Ask the advice of a work colleague when the supervisor or manager is not available.

3 Use handling equipment correctly

- a) Check that any required handling equipment is fit for use
 - If a hand-operated barrow is to be used, carry out a pre-start check ensuring that the following are working:
 - brakes if fitted stop when applied
 - T-bar system if fitted stops the vehicle when hands are removed
 - horn if available works
 - wheels are free from rubbish (plastic film)

- b) Use handling equipment correctly
 - Use the equipment as shown during training.
 - Use the equipment only after first being trained in its use.
 - Do not indulge in horseplay.
 - Ensure that you follow all safety procedures as shown.

- c) Return handling equipment to the correct place after use
 - Ensure the return of handling equipment to its rightful home when the task is finished.
 - Make sure that the equipment is clean and in good working order.
 - Place a 'do not use' sign on the equipment and report the fault/s immediately to the supervisor/manager.

4 Move or transport material

- a) Obtain the required materials and make sure that they are of the correct quantity and quality
 - Check customer and business specifications to ensure that materials match what the customer requires.
 - Discuss with your supervisor what the customer requirement is.

- b) Use the correct lifting and handling techniques
 - Bend knees.
 - Keep back straight.
 - Tuck your chin into your chest before lifting.
 - Hold the load close to your body.
 - As you lift bring your head up slowly.

- c) Avoid injury to yourself and others
 - Follow all business rules with regards to health and safety.

- Return machinery and equipment to its original place when finished using it.
 - Report any defects with machinery or equipment immediately to your supervisor or manager.
- d) Use the correct transport route to move materials to the correct place
- When using lifting equipment, you are required to use the route mapped out by the business, ie keep to the left where possible or movement only permitted within a certain area.
 - Extra care is required where pedestrians are present.
- e) Complete all records accurately and promptly
- Use the business paperwork where available.
 - Ensure that information is legible.
 - Ensure that the information you are required to write on the paperwork is accurate, ie correct product name, correct number of cases.

Observation checklist

The performance requirements for this Unit are very practical and as such are likely to be assessed through observation of you undertaking normal working duties.

The observation checklist on the next page can be used by assessors to record evidence of you carrying out tasks that reflect the required performance of the Unit. This checklist has been provided as an example. Assessors can adapt it, use it as it is, or devise their own checklist.

Observation checklist – Lift and Handle Materials Safely in Food Manufacture (208)

Candidate's name:			
Assessor's name:		Date:	
Assessment overview Please give details of what was observed and the date the observation took place:			
Candidate activity	Assessor confirm	Evidence/comments etc	
How did the candidate:			
Performance indicators for lifting and handling according to your organisation's standards and instruction			
1.1	Wear appropriate personal protective equipment		
1.2	Follow your organisation's standards and instruction on health and safety		
1.3	Follow your organisation's standards and instruction on food safety		
1.4	Follow your organisation's standards and instruction on environmental safety		
Performance indicators for accurately assessing risks before lifting and handling			
2.1	Take precautions to protect yourself		

2.2	Take precautions to protect other people		
2.3	Take precautions to protect the products from damage		
2.4	Seek assistance when required		
Performance indicators for using handling equipment correctly			
3.1	Check that any required handling equipment is fit for use		
3.2	Use handling equipment correctly		
3.3	Return handling equipment to the correct place after use		
Performance indicators for moving or transporting material			
4.1	Obtain the required materials and make sure that they are of the correct quantity and quality		
4.2	Use the correct lifting and handling techniques		
4.3	Avoid injury to yourself and others		
4.4	Use the correct transport route to move materials to the correct place		

4.5	Complete all records accurately and promptly		
Record feedback given on the assessment plan and any review notes.			
Candidate's signature		Date	
Assessor's signature		Date	
Internal verifier's signature (if sampled)		Date	

Section 2: Knowledge requirements

This section provides background information for the knowledge requirements. At appropriate points, you will see reference to the K numbers. These numbers link directly to the knowledge requirements of the National Occupational Standards, specified by Improve.

Introduction

Everyone in the workplace needs to know how to carry out their job in a way that does not harm them, others in the company, or the products and materials they are dealing with.

There are many rules and regulations that have to be followed and safe ways of working to be trained in. We are morally and legally obliged to follow legislation and be aware of hazards and risks in the workplace. By knowing what can harm us, we can reduce the risks of accidents happening to ourselves and others.

You must know and follow the training you have been given. Completion of this Unit will show that you are doing the following:

- using the correct lifting and handling techniques
- checking the lifting equipment that you use
- assessing the risks before lifting and handling
- using handling equipment correctly
- returning handling equipment to the right place after use
- moving or transporting materials

Health and safety duties (K1)

When you start work in a new company or department, it is very important that you understand the type of work that is carried out and what you will be doing. If you have never worked in the industry before, it may be very strange. You should feel safe in your workplace, and be able to go home at night as healthy as when you arrived in the morning.

You will receive an induction when you join a company. This will outline the type of work carried out and what you will be doing. The induction will tell you all about your duties in relation to the health and safety requirements in the company, laid down by the law and by your employer.

Activity 1

What type of induction did you receive when you joined the company?

What written information did you receive to take away with you?

We will now have a look at some of the information you will have received in more detail, as it applies in the workplace.

Health and safety legislation (K1)

The main piece of legislation for people at work is the **Health and Safety At Work etc Act 1974**.

Under this Act, your employer must provide you with a safe place of work, safe systems of work, and safe plant and equipment. There must be adequate information, instruction, training, and supervision.

As an employee, the Act states that you must:

- be responsible for your own safety, and that of others who may be affected by what you do and what you forget to do
- co-operate with your employer by always following the rules that have been laid down
- not misuse anything provided for your health and safety
- report any faults in the equipment and machinery you use at once to the proper person

From this, you can see that it is up to you, when you are at work, to behave in a safe manner. So, while you are at work you must:

- carry out your job correctly as you have been trained to do
- never use any tools or equipment that are faulty or damaged
- never use anything if you have not been properly trained to do so
- report any faults
- only deal with problems if you are sure you can do it properly and you have permission and the proper training to do so
- avoid horseplay

In short, you must behave in a mature, safe, and responsible manner at all times while you are at work.

If you do not, it may lead to accidents involving you or other people.

Manual handling (K1, K3, K4, K5, K6, K7, K8, K9, K10, K11, and K12)

Everybody lifts and handles goods and materials in the workplace at some time or another. It may be a major part of their job or something that happens from time to time. It could involve:

- equipment
- tools
- materials

It may be lifting, lowering, placing, pushing, holding, or carrying.



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If lifting and handling are not done properly they can lead to accidents, including strains, sprains, cuts, bruises, or fractures. A large number of personal injuries in the workplace are caused by lifting and handling in the wrong way.

Activity 2

What type of goods and materials do you lift and handle in your job by yourself?

What type of goods and materials do you lift and handle in your job with help from someone else?

What equipment is available to help you with manual handling?

What training have you had in using the equipment available to you?

The Manual Handling Operations Regulations 1992 state that all manual handling operations must be assessed and that steps are taken to ensure, so far as reasonably practicable, that injuries do not result. As far as you are concerned, this means that you must lift and carry objects as you have been trained to do and if equipment is provided to help you, you must use it.

Before carrying out manual handling you should do the following:

a) Think through the job

Find out where the load is going to and plan the route you are going to take.

- Make sure that there are no tripping or slipping hazards.
- Make sure there is a safe area to put down the load.

b) Consider the load

- How heavy is the load?
- What shape is the load?
- Does the load have any sharp edges?
- Is the load hot or cold?
- What is the content of the load, ie is it a solid or a liquid?
- What movements are involved?
- What environment is involved, eg lighting, state of floor?

Having thought about it, if you have decided that you *cannot* lift the load safely you should ask for help from someone else or speak to your supervisor/manager. If you have decided that you *can* lift it safely you should do the following:

c) Lift the load

- Stand as close to the load as possible with your feet comfortably apart.
- Bend your knees and keep your back as straight as possible.
- Grasp the load firmly.
- Lift smoothly with your legs, do not jerk.
- Hold the load close to the centre of your body.

d) Carry the load

- Keep the load close to your body.
- Do not change your grip.
- Avoid twisting your body — if you must change direction move your feet instead.
- Ensure that your vision is clear.

e) Lower the load

- Lower the load — bend your knees, keep your back straight and the weight close to your body.
- Be careful not to trap your fingers and toes.
- Be sure the load is secure — wherever you place it make sure it won't fall, tip over, roll, or block someone's way.



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Lift properly and bend the knees as shown in images on the right. Avoid overstretching.

If you are told to use a pallet truck or some other aid to help you to move things, you must do so. A risk assessment will have been carried out and this will tell you the safest way of working. The lifting equipment will be marked with the safe load you can carry on it.

If you are using any equipment, like a sack barrow or pallet truck, it should be checked every day to make sure it is safe to use. The checks should include:

- the general condition
- the wheels and/or tyres
- signs of leaks (if it is a hydraulic pallet truck)

- the handles and grips (if any)

Activity 3

What checks must you make on the equipment you use?

The equipment should be adjusted to suit the person using it. This will prevent strains to arms, shoulders, back, and legs.

If you think the equipment is unsafe for use, you should put it to one side in a safe place, with a notice, so no-one else will try to use it. You should then report to your supervisor/manager and show him/her what is wrong.

A series of daily checks must be carried out by anyone trained to use a forklift, and these checks recorded in a log book.

If you store items on shelves or racking, it must be strong enough to hold the weight. By law, all work equipment and lifting and storing equipment must be tested regularly, and any shelving and racking marked with the safe load.

Always try to store the heaviest things on the bottom shelf and the lighter things on top. When you are storing on shelves, make sure nothing sticks out or you could cause a head, body, or leg injury.

Never be afraid to ask for help when lifting and carrying. It may be you need help to lift and carry the load, or simply someone to go in front of you to open and hold a door. It is better to get help than to suffer from body strains.

Points to remember when lifting manually:

- **Split** the load if possible
- **Assess** the weight, shape, freedom to move, centre of gravity
- Use **leverage** if possible
- **Get close with feet apart**
- Secure **grip** (eg use gloves)
- Bend **knees**, keep back upright
- **Never twist** your back — do a three-point turn
- Move smoothly — **don't jerk**
- Take care when putting **down**



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Personal protective equipment (K2)

When you are lifting and handling objects in the workplace, there is always the danger of things falling on you. You may have to wear special clothing and footwear. This clothing is not to make everyone look the same, like a uniform, but for your personal protection. Let us look at each piece in detail.

Coverall/overall

This should fit you comfortably so you can move about easily and freely.

It should cover you from neck to ankles and wrists.

It will:

- stop any loose clothing being caught in machinery
- protect your skin
- protect your own clothing
- keep you warm (thermal coveralls) if the workplace is cold

Activity 4

What type of coverall do you wear and why?

Safety boots

These will help to protect your feet. They will have a steel toecap so if you drop anything, you will have some protection for your toes. The soles will help to stop you slipping.

Activity 5

What type of boots do you wear and why?

Safety gloves

These are to protect your hands. You may have more than one type to wear, such as:

- gloves to protect your hands from splinters and help you to grip firmly
- gloves to protect your hands from chemicals so you do not damage your skin
- gloves to keep your hands warm if you are working outside

Activity 6

What type of gloves do you wear and why?

Head cover/hard hat

A hard hat should be worn if there is a danger of something falling on you from height, and a bump cap should be worn if you are likely to bump your head on something, perhaps when bending down or going into a small space.

Activity 7

What type of hat do you wear and why?

If PPE is a requirement you must:

- know how to wear it properly
- wear it when required
- report any loss or damage to it
- store and maintain it in the required manner
- know who to ask if you need replacements

Just because you have been issued with PPE, does not mean that you do not have to take care of yourself and be aware of things that can cause you harm. You will have been shown the safe way to work and it is in your own interest to do this at all times.

Accidents and incidents in the workplace (K1 and K13)

The main purpose of following all the safety rules and regulations in the workplace is to prevent harm happening to employees. However, accidents and near misses do happen from time to time.

It is very important that these incidents are reported at once to the correct person and entered in an accident book.

The legislation that covers this is the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995, sometimes known as RIDDOR

Apart from being a legal requirement, measures must be put in place to stop the accident or near miss happening again.

Activity 8

Why do you think accidents happen in the workplace?

Risk assessment (K1)

Risk assessment is a requirement of the Management of Health and Safety at Work Regulation 1992.

We need to look at the following issues:

What could harm people	Hazard
How great the harm would be	Risk
How likely it would be to happen	Likelihood
What could be done to reduce the chance of it happening	Risk assessment
What measures are already in place to reduce the severity and chance of the harm happening	Safe systems of work and procedures

The hazard or harm rarely changes, for instance trying to lift something that is too heavy for you. The risk can be reduced by making the lift a two-person operation or using a lifting device. The weight of the load remains the same, but the method of handling has changed and reduced the chance of personal injury.

Good housekeeping (K3)

The most common accidents that happen in the workplace are caused by:

- slips
- trips
- falls

Why do they happen? Usually, because people are careless and untidy.

Simple measures can be taken to prevent these problems, such as:

- do not put it down — put it away
- if you spill something — clean it up
- do not stretch cables or wires over an area where others are working or walking
- check your tools and equipment before you use them and when you put them away

This way, accidents can be prevented before they happen.

Activity 9

Think about the goods and materials you lift and handle and give examples of the following types of risk.

Risks associated with the load you lift.

Risks associated with the routes you take.

Risks associated with your destination.

What can you do to reduce the severity and likelihood of the risk happening?

Risks associated with the load you lift.

Risks associated with the routes you take.

Risks associated with your destination.

Section 3: Sample questions and answers

This section of the support pack links directly to the knowledge requirements of the Unit and provides examples of the types of information assessors will be looking for to ensure full coverage of the knowledge requirements.

You need to ensure that you know and understand the following:

K1: The relevant health and safety and food safety standards when moving and handling materials and why it is important that you follow them

The relevant health and safety and food safety standards when moving and handling materials are:

- You must ensure the health and safety of yourself and others at all times (including other members of staff and members of the public such as customers or people passing by) by ensuring equipment used has had safety systems checked to ensure that they are operational.
- Minimise risk to product safety at all times by maintaining high standards of personal and workplace hygiene.
- Follow requirements of business hazard analysis and critical control point procedures.

The reasons it is important that you follow these standards are:

- You can prevent accidents.
- You prevent serious injury to yourself or others.
- You can prevent possible outbreaks of food poisoning.
- If you do not you are breaking the law, with the potential for fines and closure.

K2: Why it is important to wear the appropriate personal protective equipment and what may happen if this is not done

It is important to wear the appropriate personal protective equipment:

- to prevent accidents
- to prevent serious injuries to yourself, work colleagues, and customers
- to prevent damage to products

If PPE is not worn:

- there may be accidents in the workplace
- there may be serious injury
- this is breaking the law, with the potential for fines

K3: The correct manual handling techniques and what may happen if they are not used

The correct manual handling techniques include:

- a) planning your lift
- b) placing your feet hip-width apart
- c) ensuring a firm grip with the arms (the arms should be no wider than the boundary formed by the legs)
- d) carrying out the lift smoothly
- e) moving the feet not the trunk when turning
- f) keeping the load close to the trunk

The consequences of these techniques not being used can be:

- serious injury to yourself or others in close proximity to you
- recurring back problems
- injuries to the feet

K4: The safe lifting limits for yourself and any equipment that you use

The safe lifting limits for yourself and others are:

- those agreed with your supervisor/manager after a risk assessment has been completed
- the weight at which you feel comfortable to lift on your own

The safe lifting limit for any equipment that you use is:

- that printed on the side of the equipment
- the weight printed in the equipment's instruction manual

K5: How to carry out safety checks on lifting equipment and why it is important to do so

The way in which you carry out safety checks on lifting equipment you are using includes following the business's procedure for pre-start checks.

The reasons why it is important to carry out safety checks include:

- you can ensure that the equipment is safe to use
- you can prevent accidents
- you can prevent serious injury
- you can prevent damage to the equipment

K6: Why it is important to check that the load is suitable to be moved and that you use the right handling equipment for the task

It is important to check the load is suitable to be moved before moving it:

- to prevent movement of the load
- to prevent damage to the load
- to prevent contamination of the load

It is important that you use the right handling equipment for the load:

- to prevent movement of the load
- to prevent damage to the load
- because the load may be too heavy or too light for the equipment

K7: The transport routes to take and why it is important to stick to them

The transport routes to take are:

- those routes marked out by the business
- those routes recorded in the business risk assessments

It is important to stick to these set routes:

- to ensure you prevent accidents resulting in serious injury to yourself or others
- because they have been deemed the route which is the safest when moving a load

K8: The hazards to yourself and others when moving and handling materials

The hazards to yourself and others when moving and handling materials include:

- injury to yourself or others by not lifting as shown
- damage to the load or its contents

K9: What to do if you find that the materials or handling equipment are defective

If you find the materials or handling equipment is defective you should:

- report immediately to your supervisor or manager
- apply a 'Do Not Use' sign to the defective materials or equipment
- inform all work colleagues in the area of the problem

K10: The rules and procedures for the different work areas that affect you when moving and handling materials

The rules and procedures for the different work areas that may affect you when moving and handling materials can include:

- raw and cooked work areas require different PPE to be worn
- certain equipment will not be permitted in all areas of the workplace

K11: The limits of your own authority and competence and why it is important to work within these limits

The limits of your own authority and competence may include:

- reporting products outwith specifications to your supervisor
- rejecting products outwith specifications to your supervisor
- rectifying minor problems yourself
- making visual risk assessments and deciding whether to lift on your own or with assistance

K12: How to determine what the handling and moving will require in terms of assistance from others and the use of equipment

How you determine what handling and moving will require in terms of assistance from others and whether equipment will be needed requires any or all of the following:

- information on the total weight of the load to be lifted
- a test lift, deciding if it would be possible to lift the load
- the distance the load has to be carried
- whether the load is solid and stable

K13: The recording and communication needed and how to carry this out correctly and the reasons why it is important to do so

The recording and communication which may be needed includes verbal communication and recording on customer colour-coded sheets.

Information is recorded by retaining the initial information in the memory and passing the information verbally to your supervisor, who will then write your information on a pre-determined sheet.

- To ensure that this is recorded correctly you can ask that the information be repeated.
- Where the information is printed you must ensure it is legible.

The reasons why it is important to do so are:

- to prevent accidents by lifting materials you thought were 2 kg and then finding they were 20 kg
- to avoid putting strain on storage areas by storing heavy weights on light weight storage areas
- to prevent damage to equipment and materials

Section 4: Evidence for this Unit

Performance evidence

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. Your evidence must be work based.

Evidence of performance may employ examples of the following types of assessment:

- observation
- written and oral questioning
- evidence from company systems (eg food safety management system)
- reviewing the outcomes of work
- checking any records of documents completed
- checking accounts of work that you or others have written about you

You must provide performance evidence of:

- evidence of lifting and handling according to workplace procedures
- evidence of assessing risks before lifting and handling in accordance with workplace procedures

This must include taking precautions in the context of two types of risk.

- evidence of handling equipment correctly in accordance with workplace procedures
- evidence of moving or transporting material in accordance with workplace procedures

This must include lifting and handling in two of the following situations:

- lifting manually on your own
- lifting manually with the help of another person
- using a device which aids lifting and handling

Knowledge evidence

Your assessor may gather evidence of knowledge and understanding during observation of your performance in the workplace. Where it cannot be collected by observing performance, other assessment methods will be used, eg written and/or oral questioning.