

**Unit D9DR 04 (HS7)**

**Maintain food production operations**

This Unit has the following elements:

**Element 1 (HS7.1)**

**Maintain the production of food**

**Element 2 (HS7.2)**

**Maintain procedures that ensure the safety and quality of food**

**Candidate Name:**

**Assessment Centre:**

*I have completed the requirements of this Unit.*

**Candidate signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

*I can confirm the candidate has completed all requirements of this Unit.*

**Assessor signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Assessor counter signature:**  
(where applicable) \_\_\_\_\_ **Date:** \_\_\_\_\_

**IV signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**IV counter signature:**  
(where applicable) \_\_\_\_\_ **Date:** \_\_\_\_\_

## Unit D9DR 04 (HS7)

## Maintain food production operations

### Unit Summary

Staff who supervise food production must ensure that the customer receives their order within reasonable timescales and to quality standards. They must also make sure that the food meets all the necessary requirements for safety and hygiene.

To meet these requirements, you must have a system in place such as Hazard Analysis Critical Control Points (HACCP). You will need high level skills in planning and organisation, monitoring and control, together with up-to-date knowledge of current food hygiene standards and legislation.

The typical day-to-day activities you might carry out for this Unit include:

- ◆ making sure your staff have all the resources — equipment, goods and supplies, power, time and staff skills — to carry out food production effectively and safely
- ◆ giving your staff full instructions on correct food preparation methods
- ◆ observing their work and making sure that standards are maintained
- ◆ dealing with problems in food production
- ◆ being aware of the control points that maintain both the quality and safety of the product
- ◆ making sure your procedures for food quality and safety are correctly followed
- ◆ collecting and responding to feedback from colleagues and customers

What some of the words in this Unit mean	
<b>Control points</b>	the key points in food production where careful controls have to be in place to ensure the safety and quality of the food; these will include the <b>critical</b> control points required by HACCP
<b>Instructions</b>	these could be spoken, written, accompanied by demonstrations or pictures and diagrams
<b>Power</b>	gas and electricity
<b>Regeneration</b>	re-heating and re-hydration
<b>Relevant information</b>	the records regarding food production that you need to keep up-to-date
<b>Relevant legislation</b>	all areas of law and regulations that are relevant to food production; this would include food safety legislation and regulations, as well as the Health and Safety at Work Act
<b>Resources</b>	what your staff need to carry out food production effectively and safely, equipment, goods and supplies, power, time and skills, but also the skills they need
<b>Stages of food production</b>	everything that is involved from preparation through to the disposal of waste
<b>Targets</b>	what your organisation expects you to achieve in terms of quantity, efficiency and other requirements

## Unit D9DR 04 (HS7)

## Maintain food production operations

### Element 1 (HS7.1)

### Maintain the production of food

What you must do		Assessor initials/date
Evidence should be gathered through observation, products of work, projects, questioning, work-based assignments, and expert witness testimony		
1	Make sure that the <b>stages of food production</b> follow relevant legislation and organisational policies	
2	Provide your staff with the available <b>resources</b> and instructions they need to carry out their work	
3	Encourage your staff to ask questions about any instructions they do not fully understand	
4	Promptly take action to minimise the effect of <b>problems</b> that could delay food production	
5	Make sure that the staff's agreed targets are achieved	
6	Record relevant information and deal with it according to your organisation's procedures	

What you must cover (minimum requirement for observation/products of work in <i>italic and bold</i> )	Activity/Evidence (insert tick or supplementary reference)					
	1	2	3	4	5	6
Evidence for the remaining points may be assessed through projects, questioning, work-based assignments, and expert witness testimony						
<i>Maintaining food production, at least one required from the following:</i>						
normal activities						
special events						
urgent activities						
<i>Stages of food production, at least seven required from the following:</i>						
receiving supplies						
storage						
preparation						
cooking						
hot holding						
cold holding						
refrigeration						
freezing and defrosting						
regeneration						
presentation and portion control						
distribution						
disposal of waste						
<i>Providing your staff with the following resources, at least four required from the following:</i>						
equipment						
goods and supplies						
power						
time						
skills						

**Unit D9DR 04 (HS7)**

**Maintain food production operations**

**Element 1 (HS7.1)**

**Maintain the production of food**

<b>What you must cover (minimum requirement for observation/products of work in italic and bold)</b>  Evidence for the remaining points may be assessed through projects, questioning, work-based assignments, and expert witness testimony	<b>Activity/Evidence</b> (insert tick or supplementary reference)					
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
<i>Dealing with <b>problems</b> relating to, at least <b>one</b> required from the following:</i>						
equipment						
power failure						
staff availability						
goods and supplies						
staff relationships						
unexpected changes in demand						

**Unit D9DR 04 (HS7)****Maintain food production operations****Element 1 (HS7.1)****Maintain the production of food**

<b>Candidate name:</b>		<b>Assessor initials/date</b>
<b>No</b>	<b>Activity</b>	
1		
2		
3		
4		
5		
6		

## Unit D9DR 04 (HS7)

## Maintain food production operations

### Element 2 (HS7.2)

### Maintain procedures that ensure the safety and quality of food

What you must do		Assessor initials/date
Evidence should be gathered through observation, products of work, projects, questioning, work-based assignments, and expert witness testimony		
1	Implement procedures to meet <b>control points</b> following relevant legislation and organisational policy	
2	Give your staff clear instructions on the importance of <b>control points</b> and on the procedures they should follow	
3	Carry out and record regular checks to make sure that your procedures are being followed as planned	
4	Deal with, and record, situations in which procedures are not being followed	
5	Encourage your staff to report any actual or possible problems with the <b>control points</b>	
6	Collect feedback from your customers that may help to identify any problems with your procedures	
7	Accurately record relevant information and deal with it according to your organisation's procedure	

What you must cover (minimum requirement for observation/products of work in <i>italic and bold</i> )	Activity/Evidence (insert tick or supplementary reference)					
	1	2	3	4	5	6
Evidence for the remaining points may be assessed through projects, questioning, work-based assignments, and expert witness testimony						
<i>Maintaining systems to cover the following <b>control points</b>, at least seven required from the following:</i>						
receiving supplies						
storage						
preparation						
cooking						
hot holding						
cold holding						
refrigeration						
freezing and defrosting						
regeneration						
presentation and portion control						
distribution						
disposal of waste						

**Unit D9DR 04 (HS7)**

**Maintain food production operations**

**Element 2 (HS7.2)**

**Maintain procedures that ensure the safety and quality of food**

<b>Candidate name:</b>		<b>Assessor initials/date</b>
<b>No</b>	<b>Activity</b>	
1		
2		
3		
4		
5		
6		

<b>What you must know for the Unit</b>	
<b>For the whole Unit</b>	
K1	Relevant legislation and other industry specific regulations and codes of practice
K2	The principles and procedures involved in systems such as Hazard Analysis Critical Control Points (HACCP)
K3	Why quality is important to the success of the food production operation and how to assess the quality of your own and other people's work
K4	The different roles and responsibility of people in your area of responsibility and in other parts of the organisation that are relevant to food production
K5	How to organise your team and manage their time so that food production operations are efficient
K6	How to motivate staff to achieve the required standards of quality and safety
K7	What the food production timescales are
K8	What skills are required to implement your organisation's procedures for food production and how these compare with the skills that are available to you
K9	The acceptable format for presenting and storing information in your area of responsibility
K10	Why confidentiality is important and how to ensure that confidential information is secure
K11	What potent allergens and allergic reactions are and their potential risks
K12	What measures need to be taken to prevent reactions to potent allergens
<b>Element 1 (HS7.1) Maintain the production of food</b>	
K13	When it is appropriate to use spoken or written instructions or demonstrations and pictures/diagrams
K14	How to estimate the resources you need for food production operations
K15	Who to approach to get approval for additional resources
K16	How to make best use of available resources
K17	How to monitor activities and performance against organisational standards and targets
K18	What to do when performance does not match up to standards and targets
K19	How, and when, to provide information to management
<b>Element 2 (HS7.2) Maintain procedures that ensure the safety and quality of food</b>	
K20	The potential hazards in the production of food
K21	The importance of control points, including critical control points, in maintaining quality and safety
K22	What staff responsibilities are in relation to developing and maintaining systems to meet control points
K23	How to implement organisational systems to meet control points
K24	What methods of collecting feedback from colleagues and customers are appropriate and how to use these methods
K25	How to make judgements on feedback received and how to present information to management for their consideration



Candidate name:		Assessor initials/date
Ref	Supplementary evidence	
A		
B		
C		
D		
E		
F		
G		
H		

Knowledge evidence retained

Assessor Feedback

**Assessor signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_