

Unit PPLHSL7 (HK7F 04) Supervise Food Production Operations

I confirm that the evidence detailed in this unit is my own work.

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| **Candidate’s name** |  | **Candidate’s signature** |  | **Date** |
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I confirm that the candidate has achieved all the requirements of this unit.

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| **Assessor’s name** |  | **Assessor’s signature** |  | **Date** |
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| **Countersigning — Assessor’s name****(if applicable)** |  | **Countersigning — Assessor’s signature****(if applicable)** |  | **Date** |
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I confirm that the candidate’s sampled work meets the standards specified for this unit and may be presented for external verification.

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| **Internal verifier’s name** |  | **Internal verifier’s signature** |  | **Date** |
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| **Countersigning — Internal verifier’s name****(if applicable)** |  | **Countersigning — Internal verifier’s signature****(if applicable)** |  | **Date** |
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| **External Verifier’s initials and date (if sampled)** |  |

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| **Unit overview** |
| This unit is about supervising food production to ensure that the customer receives their order within reasonable timescales and to quality standards and is likely to be used by a supervisor responsible for the activities within the area of work on a daily basis under the direction of the relevant manager. |

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| **Sufficiency of evidence** |
| There must be sufficient evidence to ensure that the candidate can consistently achieve the required standard over a period of time in the workplace or approved realistic working environment. |

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| **Performance criteria** |
| **What you must do:** |
| There must be evidence for **all** Performance Criteria (PC). |
| 1 Carry out and record regular checks to make sure your staff follow planned food production procedures.2 Ensure the stages of the food production comply with legal requirements, industry regulations, professional codes and organisational policies.3 Ensure staff know what is expected of them and have the skills, resources and information required to produce food in line with the required standard; encourage staff to ask questions if there is information they don't understand.4 Identify potential risks and implement procedures to meet control points following relevant legislation and organisational policy.5 Lead by example and brief staff to look for and report problems with the control points.6 Monitor the quality of work and progress against plans and take effective action to manage problems that may disrupt food production operations when they occur, finding practical ways to overcome barriers.7 Control costs by ensuring that staff follow food production specifications and procedures.8 Monitor and review food production procedures to ensure targets are achieved and suggest ways of improving efficiency.9 Collect feedback that may help to identify any problems with procedures.10 Give feedback to staff to help them improve their performance where appropriate.11 Use effective methods to gather, store and retrieve information, accurately complete the required records and report on performance to support the food production according to your organisational procedures. |

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| **Scope/Range** |
| **What you must cover:** |
| There must be performance evidence to show that the candidate has gathered, stored and retrieved information:a from both customers and staffb cost effectivelyc time efficientlyd ethically |

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| **Evidence reference** | **Evidence description** | **Date** | **Performance criteria** | **Scope/Range** |
| **What you must do** | **What you must cover:** |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** | **11** | **a** | **b** | **c** | **d** |
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| **Knowledge and understanding** | **Evidence reference****and date** |
| **What you must know and understand** |
| For those knowledge statements that relate to **how** the candidate should do something, the assessor may be able to infer that the candidate has the necessary knowledge from observing their performance or checking products of their work. In **all** other cases, evidence of the candidate’s knowledge and understanding must be gathered by alternative methods of assessment (eg oral or written questioning). |
| 1 | **How to plan efficient food production** |  |
| 1.1 | Relevant legislation and other industry specific regulations and codes of practice. |  |
| 1.2 | The different roles and responsibilities of people in your area of responsibility and in other parts of the organisation that are relevant to food production. |  |
| 1.3 | What the food production timescales are. |  |
| 2 | **How to work out what resources are needed to operate efficient food production** |  |
| 2.1 | How to organise your team and manage their time so that food production operations are efficient. |  |
| 2.2 | 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. |  |
| 2.3 | How to estimate the resources you need for food production operations. |  |
| 2.4 | Who to approach to get approval for additional resources. |  |
| 3 | **How to operate efficient food production** |  |
| 3.1 | How to motivate staff to achieve the required standards of quality. |  |
| 3.2. | The main principles of portion control and why portion control is essential in food production operations. |  |
| 3.3 | How to minimise wastage and make the best use of available resources. |  |
| 3.4 | When it is appropriate to use spoken or written instructions or demonstrations and pictures/diagrams. |  |
| 3.5 | Why confidentiality is important and how to ensure that confidential information is secure. |  |
| 3.6 | The acceptable format for presenting and storing information in your area of responsibility. |  |
| 4 | **How to monitor food production** |  |
| 4.1 | 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. |  |
| 4.2 | How to monitor activities and performance against organisational standards and targets. |  |
| 4.3 | What to do when performance does not match up to standards and targets. |  |

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| 5 | **How to gather and act on feedback** |  |
| 5.1 | How and when to provide information to management. |  |
| 5.2 | How to give feedback to you staff to help them improve their performance. |  |

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# Supplementary evidence

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| **Evidence** | **Date** |
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| **Assessor feedback on completion of the unit** |
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