

Unit IMPOM107 (J5N7 04) Develop and Manage a Team in a Food and Drink Business

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 standard is about the skills and knowledge needed for you to develop and manage a team in a food and drink business.  |

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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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Unit IMPOM107 (J5N7 04) Develop and Manage a Team in a Food and Drink Business

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| **Performance criteria** |
| **What you must do:** |
| There must be evidence for **all** Performance Criteria (PC). |
| **Prepare to develop a team** 1. Determine the scope and purpose of the team's responsibility within an area or project in a food and drink business
2. Communicate to relevant people the purpose of the team and its importance to the objectives and plans of the food and drink business
3. Identify the members of your team, their expertise, knowledge, skills, behaviours and attitudes
4. Check the team understands its role in maintaining productivity, quality, compliance or other area of the food and drink business
5. Agree with the team the behaviours and actions that will support and hinder work of the team

**Develop a team**1. Allocate work according to the expertise, knowledge and skills of the team members
2. Communicate, on an on-going basis, the specific targets and plans relating to the work of the team
3. Communicate to the team members and other relevant people any reports relating to the productivity, quality and compliance requirements of the work of the team
4. Determine the development and training needs of the team and help implementation of these needs
5. Encourage the team to get to know and understand other team members' strengths and weaknesses to build common purpose and mutual respect and trust
6. Provide feedback to team members and encourage feedback from team members to yourself

**Manage the team**1. Allow members of the team to understand their own and other's specific contribution to the team, encouraging mutual support when needed
2. Review the progress of the team against organisational or project plans and provide feedback to the team and other relevant people on this progress
3. Encourage discussion and feedback to resolve problems
4. Support new team members and encourage existing team members to engage and support them in carrying out objectives and plans
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Unit IMPOM107 (J5N7 04) Develop and Manage a Team in a Food and Drink Business

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| **Evidence reference** | **Evidence description** | **Date** | **Performance criteria** |
| **What you must do** |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** | **11** | **12** | **13** | **14** | **15** |
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Unit IMPOM107 (J5N7 04) Develop and Manage a Team in a Food and Drink Business

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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 | The project objective and or organisational plans relating to the work of the team and how to access this information |  |
| 2 | How to determine the scope of work and resource requirements of the team |  |
| 3 | The different methods of communication and information technology available and how to make best use of them when communicating with a team |  |
| 4 | How to encourage communication within the team |  |
| 5 | How to motivate your team |  |
| 6 | The subject areas to be included when communicating to the team, the importance of communicating on an on-going basis and how to do this |  |
| 7 | How to identify the expertise, knowledge and skills of the team and allocate work accordingly |  |
| 8 | The training and development needs of the team and how to implement them |  |
| 9 | The importance of mutual respect and acceptable behaviours and actions when working as part of a team |  |
| 10 | How to build mutual respect and trust between team members |  |
| 11 | The methods by which feedback can be given and received |  |
| 12 | How to support the team and encourage mutual support through conflict and change |  |
| 13 | How to facilitate team members to address problems and implement solutions |  |

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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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