

Unit IMPQI201 (J5MW 04) Organise and Improve Work Activities in Food 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 standard covers the skills and knowledge needed to plan and organise work activities to support improvement and increased productivity in food operations. It covers the application of good workplace organisation and the efficient use of resources and visual controls, which together with effective communication enables the identification and implementation of improvement practice. |

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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). |
|  **Organise your own work activities**1. Confirm your work objectives with the relevant personnel
2. Plan the actions you need to take in order to meet your work objectives
3. Prioritise and confirm your work activities with the relevant personnel
4. Check that the resources you require are available, suitable for your use and take action if there are problems in accordance with procedures
5. Organise your workplace to ensure efficient work activity in accordance with procedures

**Work effectively** 1. Work in accordance with standard operating procedures and visual controls
2. Use shared resources and ensure that they are left in a fit state for others to use in accordance with procedures
3. Identify where information, resources or equipment is missing or is in surplus, and where improvements to work activities can be made
4. Support the implementation of improvements in accordance with the improvement plan
5. Maintain the effectiveness workplace organisation in accordance with procedures
6. Maintain accurate, complete and up to date records in accordance with procedures

**Communicate with others** 1. Keep your colleagues up to date and informed on progress of work in accordance with procedures
2. Make suggestions about ways to improve work activities in accordance with procedures
3. Support the maintenance of accurate visual controls in accordance with the improvement plan
4. Inform the relevant personnel as soon as possible about any difficulties which may prevent or delay you from completing your work objectives
5. Raise awareness about the importance of improvement, productivity and excellence in the workplace in accordance with the improvement plan
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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** | **16** |
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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 | Your own work objectives and how they fit with team objectives |  |
| 2 | Why it is important to have a clear plan of what to do before starting work |  |
| 3 | How to read and interpret work instructions and standard operating procedures |  |
| 4 | How to plan, organise and prioritise your work activities |  |
| 5 | How to organise the workplace according to recognised techniques and requirements |  |
| 6 | The levels of authority linked to workplace organisation |  |
| 7 | Where information is stored and how it is accessed in the workplace |  |
| 8 | Why it is important to work efficiently and safely according to standard operating procedures |  |
| 9 | How to contribute to updating visual controls |  |
| 10 | How to communicate improvement information using visual controls |  |
| 11 | Previous and current workplace performance |  |
| 12 | How to identify opportunities for improvement |  |
| 13 | Why the control of waste is important to improvement activities |  |
| 14 | How improvements can impact on performance |  |
| 15 | How to communicate effectively with others |  |
| 16 | The communication channels used to inform, both formal and informal |  |
| 17 | Why it is important to keep accurate, complete and up to date records |  |
| 18 | The importance of improvement to both food operations and the supply chain |  |
| 19 | The importance of organisational improvement and how this contributes to driving overall improvement |  |
| 20 | The process used to measure performance and identify opportunities for improvement |  |
| 21 | The role of the Deming Cycle (plan, do, check, act) in improvement activities |  |

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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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