



Unit F2L1 04 (730)

Develop and Manage Relationships with External Organisations in Food Manufacture

Unit Summary

This Unit is about managing the interface with external organisations such as customers and consumers and those which inspect, audit, regulate, provide consultancy, advice and guidance. You will be expected to develop productive and mutually beneficial relationships based on balancing your business needs with the requirements of the external organisation. The relationships could range from a one-off visit to an on-going regular audit, inspection or visit.

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.

Achievement of this Unit will provide you with opportunities to develop the following SQA Core Skills:

Communication Higher

- ◆ Produce and respond to oral communication on a complex topic.
- ◆ Produce well-structured written communication on complex topics.

Working With Others Higher

- ◆ Work with others in a group to analyse, plan and complete a complex activity.

I have completed the requirements of this Unit.

Candidate name: _____ **Date:** _____

Candidate signature: _____ **Date:** _____

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

Assessor signature: _____ **Date:** _____

IV signature: _____ **Date:** _____

Assessment centre: _____

You must be able to		Evidence Requirements	Evidence/ Activity Ref No.
1	<p>Deal effectively with initial contact</p> <p>This means you:</p> <ul style="list-style-type: none"> (a) Deal effectively with the initial enquiry by ensuring you understand what the external organisation requires. (b) Communicate clearly your remit within the business and are open about the scope and level of your responsibilities. (c) Ensure you are clear about what is required of you and your organisation and use appropriate methods to verify this with the external organisation. (d) Communicate to colleagues and relevant people the outcomes of the enquiry and agree an action plan as appropriate. 	<p>Evidence of dealing effectively with initial contact in accordance with workplace procedures.</p>	
2	<p>Plan and manage a visit effectively</p> <p>This means you:</p> <ul style="list-style-type: none"> (a) Plan visits where possible to maximise preparation time and availability of colleagues. (b) Inform colleagues of visit arrangements and provide opportunities to discuss visit details and supporting requirements. (c) Prepare for the availability of facilities, resources, colleagues and materials in good time for the proposed visits. (d) Notify colleagues of any changes to visit schedules and resulting implications for the proposed visits. 	<p>Evidence of establishing effective working relationships with external organisations.</p>	

		Evidence Requirements (cont)	
2 (cont)	<ul style="list-style-type: none"> (e) Make visitors welcome at the start of their visit. (f) Facilitate and support the visit. (g) Minimise any delay and arrange additional resource support where this is required to maintain the schedule. (h) Consult with colleagues to agree follow up and actions in response to a visit and produce the appropriate reports or documentation. (i) Correspond with visitors and provide the necessary follow up documentation in response to the visit. 		
3	<p>Establish effective working relationships with external organisations</p> <p>This means you:</p> <ul style="list-style-type: none"> (a) Establish mutually beneficial working relationships with the relevant people in external organisations by opening up clear lines of communication. (b) Develop mechanisms for exchanging information and ensure these are maintained. Keep records of communications made and agreements reached and share these with colleagues as appropriate. (c) Agree action plans and outcomes and monitor these in light of your and the external organisations requirements. Communicate these to colleagues. (d) Deal effectively with enquiries, questions and requests for additional material or resource support. (e) Balance the priorities and expectations of external organisations with the requirements of your business and communicate these openly to the relevant people. 	Evidence of establishing effective working relationships with external organisations.	

		Evidence Requirements (cont)	
3 (cont)	<p>(f) Identify and tackle actual and potential conflicts of interest with the external organisation and take action to resolve these expeditiously.</p> <p>(g) Advise promptly the external organisation as well as appropriate colleagues of any difficulties fulfilling agreements or agreed actions.</p>		

Evidence of Performance

Evidence of performance may employ examples of the following 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 the candidate or others have written

Candidate name:		Assessor initials/date
No	Activity	
1		
2		
3		

You need to know and understand		Evidence
Evidence of knowledge and understanding should be collected during observation of performance in the workplace. Where it cannot be collected by observing performance, other assessment methods should be used.		
General knowledge and understanding		
K1	How to deal with enquiries effectively.	
K2	The benefits of developing productive working relationships with external organisations.	
K3	Principles of clear and effective communication and how to apply them.	
K4	How to identify conflicts of interest and how to resolve these effectively.	
K5	Why it is important to plan and prepare for visits.	
K6	What constitutes a productive relationship with an external organisation.	
Knowledge and understanding in the context of your business		
K7	Your rights and responsibilities in respect of inspection and regulatory authorities.	
K8	How you agree terms of business with advice and guidance consultancies.	
K9	The policies, procedures and codes of practice for equality of opportunity, health and safety, food safety, quality systems etc.	
Industry or sector specific knowledge and understanding		
K10	Project management techniques commonly used in the industry or sector.	
K11	Risks and contingencies common to the industry/sector.	
K12	Industry/sector specific legislation, regulations, guidelines and codes of practice.	

Notes/Comments

Assessor signature: _____

Date: _____