

<b>Title</b>	<b>Understand how to resolve problems in food operations</b>				
<b>Ofqual unit ref</b>	<b>A/602/4620</b>				
<b>Level</b>	<b>3</b>	<b>Credit value</b>	<b>4</b>	<b>GLH</b>	<b>22</b>
<b>Learning outcomes</b>		<b>Assessment criteria</b>			
<b>The learner will:</b>		<b>The learner can:</b>			
1. Know how to establish what the problems are		1.1 Outline standards of health, safety and hygiene and the importance of applying them 1.2 Explain how the plant and equipment works 1.3 Summarise the product and process specifications, the operating procedures, and standards in the area of work 1.4 Detail where further information can be sourced 1.5 Explain typical operating problems that occur in own work area and their possible effect on other operations 1.6 Outline how to analyse problems in a systematic way and why it is important to do so 1.7 Clarify the limits of own authority and reporting arrangements in the event of problems that cannot be resolved.			
2. Know how to implement solutions		2.1 Outline the action to take in response to operating problems 2.2 Summarise the factors to take into consideration when selecting solutions 2.3 Outline how to assess the impact of solutions on other operations 2.4 Explain how and when to use temporary and permanent solutions to restore operations in an effective way			

	<p>2.5 Explain how to monitor product integrity during and after overcoming problems and the importance of this</p> <p>2.6 Explain how to evaluate the effectiveness of solutions implemented.</p>
<p>3. Know how to report on further action to be taken</p>	<p>3.1 Outline the lines and methods of effective communication and the importance of using them</p> <p>3.2 Summarise the recording and communication needs, and the importance of using them correctly.</p>
<p>Unit purpose and aim(s)</p>	<p>This unit supports workforce development for those who need to understand how to resolve problems in food operations.</p> <p>The unit is designed primarily for team leaders, supervisors, technicians and others who carry out these workplace activities. The aim of the unit is to determine competent performance to recognised National Occupational Standards.</p>
<p>Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)</p>	<p>This unit is designed to test the knowledge and understanding of learners in the workplace context when resolving problems in food operations. It needs to be assessed on or off the job. The learner must demonstrate their current knowledge and understanding, to meet all assessment criteria.</p> <p>Assessment methods appropriate to the needs of the learner must be used to generate satisfactory evidence of knowledge and understanding.</p>

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<b>Additional information about the unit</b>	
Unit review date	31/01/2018
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	This unit of assessment has a relationship with the following National Occupational Standard: IMPO.120K Understand how to resolve problems in a food environment.
Support for the unit from a SSC or appropriate other body (if required)	
Location of the unit within the subject/sector classification system	4.2 Manufacturing Technologies
Name of the organisation submitting the unit	FDQ
Availability for use	Shared
Unit category	OK