

Title	Resolve problems in food operations				
Ofqual unit ref	J/602/4619				
Level	3	Credit value	3	GLH	16
Learning outcomes		Assessment criteria			
The learner will:		The learner can:			
1. Establish what the problems are		1.1 Check and follow legal or regulatory requirements for; <ul style="list-style-type: none"> • hygiene • health and safety • environmental standards 1.2 Check the available information and clarify or seek further information.			
2. Implement solutions		2.1 Select solutions which are effective in relation to operational requirements 2.2 Ensure that the corrective actions determined meet with organisational requirements 2.3 Implement own chosen solution to restore operating conditions safely and effectively 2.4 Monitor operations to ensure that correct operating conditions are met and maintained 2.5 Communicate the results of own actions to the relevant person.			
3. Report on further action to be taken		3.1 Identify the need for further work and report this to the relevant person in sufficient detail for action to be taken 3.2 Make suggestions to prevent the problem from happening again and ways to improve operations to managers and colleagues			

	3.3 Complete and process all records.
Additional information about the unit	
Unit purpose and aim(s)	<p>This unit supports workforce development for those who resolve problems in food operations.</p> <p>The unit is designed for use primarily by 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>
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	<p>This unit is designed to assess the skills of learners in the workplace, when resolving problems in food operations. It needs to be assessed on the job. The learner must be able to demonstrate their competent performance consistently over a period of time, to meet all of the assessment criteria. This will be achieved by presenting relevant evidence of workplace performance, and may be supported by witness testimony and other workplace evidence. Any observations must ensure that the learner's working practice is at commercial speed and in compliance with standard operating procedures.</p>

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Additional information about the unit	
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 Standards: IMPPO.119S 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	OS