

<b>Title</b>	<b>Develop working relationships with colleagues in food operations</b>				
<b>Ofqual unit ref</b>	<b>M/602/6302</b>				
<b>Level</b>	<b>3</b>	<b>Credit value</b>	<b>3</b>	<b>GLH</b>	<b>15</b>
<b>Learning Outcomes</b>			<b>Assessment Criteria</b>		
The learner will:			The learner can:		
<p>1 Establish working relationships with food operations colleagues</p> <p>2 Display professional and respectful behaviour when working with food operations colleagues</p> <p>3 Communicate effectively with food operations colleagues</p> <p>4 Identify colleague's food operations-related difficulties and seek solutions</p>			<p>1.1 Identify colleagues within their own and other organisations</p> <p>1.2 Identify and agree the roles and responsibilities for colleagues.</p> <p>2.1 Behave in a professional manner with colleagues</p> <p>2.2 Show respect and understanding for colleagues.</p> <p>3.1 Identify and provide information to colleagues in a clear and timely manner</p> <p>3.2 Manipulate and differentiate information so that it is appropriate for the needs of colleagues</p> <p>3.3 Receive and clarify own understanding of information.</p> <p>4.1 Identify work-related difficulties</p> <p>4.2 Identify conflicts of interest</p> <p>4.3 Seek to resolve work-related difficulties within the limits of own authority</p> <p>4.4 Refer to and involve others where this is needed to support resolution</p> <p>4.5 Provide feedback to colleagues that promote collaborative working and minimises conflict.</p>		

<b>Title</b>	<b>Develop working relationships with colleagues in food operations</b>	
<b>Ofqual unit ref</b>	<b>M/602/6302</b>	
Unit purpose and aim(s)	<p>This unit is designed to assess the skills of learners in the food operations workplace, developing working relationship with colleagues. 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 at least two observations of performance in the workplace, and may be supported by witness testimony and other workplace evidence. Observations must ensure that the learner's working practice is at commercial speed and in compliance with standard operating procedures. The Improve Assessment Strategy for Proficiency Qualifications in Food and Drink sets out the overarching assessment requirements.</p>	