

Level 2 NVQ in Food Manufacture (1245)

Standards and assessment requirements

500/2048/1

Pathways

- 1 production control skills
- 2 operational skills
- 3 craft bakery skills
- 4 process bakery skills
- 5 meat & poultry processing skills
- 6 butchery retail skills
- 7 retail & service support skills
- 8 facilities support skills
- 9 distribution skills
- 10 livestock droving skills



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Standards and assessment requirements



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1 Introduction

About this document

Qualification title	City & Guilds qualification number	QCA / SQA accreditation number(s)
Level 2 NVQ in Food Manufacture Production Control Skills	1245	500/2048/1
Level 2 NVQ in Food Manufacture Operational Skills	1245	500/2048/1
Level 2 NVQ in Food Manufacture Production Improvement Skills	1245	500/2048/1
Level 2 NVQ in Food Manufacture Craft Bakery Skills	1245	500/2048/1
Level 2 NVQ in Food Manufacture Process Bakery Skills	1245	500/2048/1
Level 2 NVQ in Food Manufacture Meat & Poultry Processing Skills	1245	500/2048/1
Level 2 NVQ in Food Manufacture Butchery Skills	1245	500/2048/1
Level 2 NVQ in Food Manufacture Retail & Service Support Skills	1245	500/2048/1
Level 2 NVQ in Food Manufacture Facilities Support Skills	1245	500/2048/1
Level 2 NVQ in Food Manufacture Distribution Skills	1245	500/2048/1
Level 2 NVQ in Food Manufacture Livestock Droving Skills	1245	500/2048/1

This document contains details and guidance on:

- centre resource requirements
- candidate entry requirements
- information about links with, and progression to, other qualifications
- qualification standards and specifications
- assessment requirements

2 About the qualifications

2.1 Improve and the National Occupational Standards

Background to the National Occupational Standards (NOS) development

Improve, in consultation with industry; have developed these standards to replace the current provision available under Food and Drink Manufacturing Operations (1242). These new structures have been developed in conjunction with stakeholders from across the food and drink sector and are based on the good practice in current NVQ Awards, as well as having more choice and flexibility built in to their design. In addition to the traditional pathways there are now pathways available in bakery, dairy, butchery and poultry processing.

Contacting the Standards Setting Bodies

These qualifications are based on the National Occupational Standards (NOS) developed by:

Name of SSC	Improve
Address	ground floor, providence house, 2 innovation close Heslington, York. YO10 5ZF
Telephone	0845 644 0448
Fax	0845 644 0449
e-mail	info@improveltd.co.uk
URL	www.improveltd.co.uk

Apprenticeship frameworks

The NVQs have been approved by the SSC Improve as part of the Apprenticeship Framework in England and Wales.

Full details of the requirements of the apprenticeship frameworks for the sector are available from:

Name of SSC	Improve
Address	ground floor, providence house, 2 innovation close Heslington, York. YO10 5ZF
Telephone	0845 644 0448
Fax	0845 644 0449
e-mail	info@improveltd.co.uk
URL	www.improveltd.co.uk

City & Guilds also offers the following qualifications which are also part of the Apprenticeship frameworks.

- City & Guilds Level 2 Award in Food Manufacture 1246
- City & Guilds Level 2 Certificate in Food Manufacture 1246
- City & Guilds Level 2 Diploma in Food Manufacture 1246
- City & Guilds Level 3 Award in Food Manufacture 1246
- City & Guilds Level 3 Certificate in Food Manufacture 1246
- City & Guilds Level 3 Diploma in Food Manufacture 1246

Accreditation details

These qualifications are

- accredited by the Qualifications and Curriculum Authority as part of the National Qualifications Framework

For further details about accreditation, national qualification frameworks and level descriptors please refer to Appendix 1.

2 About the qualifications

2.2 Publications and sources of information

This document has been designed to be used with the City & Guilds *NVQ Guides*:

Publication	Content	Available from
<i>Centre guide</i>	An overview of NVQ assessment, delivery and quality assurance issues.	EN-12-001
<i>Candidate guide</i>	An introduction to NVQs, candidate responsibilities and an overview of the assessment process.	TS-12-001
<i>Recording forms</i>	Forms both centres and candidates may use to record evidence.	TS-33-0001

Visit the City & Guilds website (www.cityandguilds.com) for the latest versions of these documents.

Other essential City & Guilds documents

There are other City & Guilds documents which contain general information on City & Guilds qualifications:

- ***Providing City & Guilds qualifications – a guide to centre and qualification approval*** contains detailed information about the processes which must be followed and requirements which must be met for a centre to achieve ‘approved centre’ status, or to offer a particular qualification.
- ***Ensuring quality*** contains updates on City & Guilds assessment and policy issues.
- ***Centre toolkit*** contains additional information on *Providing City & Guilds qualifications*, in a CD-ROM, which links to the internet for access to the latest documents, reference materials and templates.
- ***Directory of qualifications*** contains details of general regulations, registration and certification procedures and fees. This information is available online.

For the latest updates on our publications and details of how to obtain them and other City & Guilds resources, please refer to the City & Guilds website.

3 Candidate entry requirements and progression

Candidate work role requirements

These NVQs are for those working in Food Manufacture in the following roles and related areas:

- Abattoir Operative
- Baker
- Brewery Worker
- Butcher
- Cake Decorator
- Confectioner
- Farm Worker (livestock)
- Food Processing Operative
- Food Scientist/Technologist
- Manufacturing Production Manager
- Manufacturing Production Planner
- Meat Hygiene Inspector
- Stock Control/Replenishment Assistant

Candidate entry requirements

Candidates should not be entered for a qualification of the same type, content and level as that of a qualification they already hold.

Age restrictions

These NVQs are not approved for use by candidates under the age of 16, and City & Guilds cannot accept any registrations for candidates in this age group.

Progression routes

On completion of these qualifications candidates may progress to the following City & Guilds qualifications

- Level 3 NVQ in Food Manufacture (1245)
- Level 3 Certificate in Food Manufacture(1246)

4 Centre resource requirements

4.1 Centre, qualification and fast track approval

Guidance on form filling for Food Manufacture 1245 and 1246

Please refer to section:

- **One**, if you are a new centre or are an approved City & Guilds centre newly delivering the Food Manufacture qualification.
- **Two**, if you have delivered Food and Drink Manufacture Operations, NVQ Bakery or the VRQ Progression Award Qualification but wish to deliver new pathways.
- **Three**, if you have delivered the Food Manufacture Qualification, the NVQ Bakery or the VRQ Progression Award Bakery and wish to deliver the same pathways.

Section One

Centres that are not City & Guilds approved should request a **Centre Approval form (CAP)** via the relevant regional/national office and return it to their regional office. This process will incur a fee of £1500.

City & Guilds approved centres that are newly delivering the NVQ Food and Drink Manufacture Operations should fill in the **Qualification Approval (QAP) form** and return it to their regional office. This process will incur a fee of £200. For an up to date price list, centres should contact their regional office.

Section Two

Centres wishing to extend their approval to specialist pathways that they have not previously delivered will need to complete the blank section (pages 1 and 3) of the **Fast track form** available from the regional/national office and City & Guilds website (www.cityandguilds.com) and return it to their regional office.

Upon approval of the **Fast track form**, centres will be able to register candidates but will **not** be able to submit results for certifications until a full External Verification visit has occurred. Centres will not be charged for this process.

Section Three

Centres already approved to deliver the NVQ Food and Drink Manufacture Operations, the NVQ Bakery or the VRQ Progression Award Bakery should fill in the **Fast track form** and return it to their regional/national office. Centres will not be charged for this process.

Please see table below to see what pathways centres can fast track onto.

Fast track approval is available for 12 months from the launch of the qualification. After this time, the qualification is subject to the **standard** Qualification Approval Process. It is the centre's responsibility to check that fast track approval is still current at the time of application.

If centres require clarification or wish to discuss in more detail, they can seek advice from their current EV

Previously delivered Qualification		Fast track to:	
Complex No:	Title	Complex no:	Title
1242- NVQ Food and Drink Manufacture Operations			
1242-01/91	Level 1 NVQ in Food and Drink Manufacturing Operations	1245-11/91	Level1 NVQ in Food Manufacture
1242-02/92	Level 2 NVQ in Food and Drink Manufacturing Operations	1245-21/92	Level 2 NVQ in Food Manufacture-Production Control Skills
		1245-22/92	Level 2 NVQ in Food Manufacture-Production Improvement Skills
		1245-28/92	Level 2 NVQ in Food Manufacture-Facilities Support Skills
		1245-29/92	Level 2 NVQ in Food Manufacture-Distribution Skills
1242-03/93	Level 3 NVQ in Food and Drink Manufacturing Operations	1245-33/93	Level 3 NVQ in Food Manufacture Specialist Management Skills
		1245-34/93	Level 3 NVQ in Food Manufacture Specialist Supply Chain Skills
		1245-35/93	Level 3 NVQ in Food Manufacture Specialist Technical Skills
		1245-36/93	Level 3 NVQ in Food Manufacture Specialist Improvement Skills
1206- NVQ in Bakery			
1206-01/91	Level 1 NVQ in Bakery	1245-11/91	Level 1 NVQ in Food Manufacture
1206-02/92	Level 2 NVQ in Bakery	1245-23/92	Level 2 NVQ in Food Manufacture-Craft Bakery Skills
		1245-24/92	Level 2 NVQ in Food Manufacture-Process Bakery Skills
		1245-27/92	Level 2 NVQ in Food Manufacture-Retail Service & Support
		1245-28/92	Level 2 NVQ in Food Manufacture-Facilities Support Skills
		1245-29/92	Level 2 NVQ in Food Manufacture-Distribution Skills

Previously delivered Qualification		Fast track to:	
Complex No:	Title	Complex no:	Title
1206- NVQ in Bakery (continued)			
1206-03/93	Level 3 NVQ in Bakery	1245-31/93	Level 3 NVQ in Food Manufacture-Specialist Craft Bakery Skills
		1245-33/93	Level 3 NVQ in Food Manufacture-Specialist Management Skills
		1245-34/93	Level 3 NVQ in Food Manufacture-Specialist Supply Chain Skills
		1245-35/93	Level 3 NVQ in Food Manufacture-Specialist Technician Skills
6962- Progression Award Bakery			
6962-02	VRQ Level 2 Progression Award: Bakery	1246-01/11	Level 2 Award in Food Manufacture
		1246-02/12	Level 2 Certificate in Food Manufacture
		1246-03/13	Level 2 Diploma in Food Manufacture

4 Centre resource requirements

4.2 Registration and certification

Registration and certification period

Centres should be aware of time constraints regarding the registration and certification periods for the NVQ, as specified in the City & Guilds *Directory of qualifications*.

Please check the *Directory of qualifications* for the latest information on length of registration and the last registration and certification dates.

Where the period of access to assessment offered by a centre is less than the period covered by the candidates' registration with City & Guilds, centres must ensure that this is understood by the candidates

5 Assessment method requirements

This guidance is based on and amplifies the assessment strategy developed for the N/SVQ in Food Manufacture Level 2, by Improve.

External quality control

External quality control is provided by the usual City & Guilds external verification process which includes the use of the electronically scannable report form which is designed to provide an objective risk analysis of individual centre assessment and verification practice.

Performance evidence requirements

Usually evidence of candidate performance will be derived from assessor observation and/or testimony from an expert witness of the candidate carrying out work activities in the workplace. Detailed additional guidance is provided on a unit basis for the use of these or other acceptable performance assessment methods.

Knowledge evidence requirements

The knowledge evidence requirements are specified in the units.

Guidance on the recurring underpinning knowledge statement (below) in the Units of Competence within Food Manufacture N/SVQ Pathways

Statement;

What the legal or regulatory requirements, the organisational health and safety, hygiene and environment standards and instructions are and what may happen if they are not followed

Guidance

In seeking evidence to meet the requirements of this statement, assessors and internal verifiers are advised to consider the following;

- That evidence must relate to the function performed by the candidate, within scope of the unit title and that summarised in the unit summary.
- That evidence must be in the context of the candidate's working practices and procedures, and the limits of their responsibility or authority at work
- That evidence must focus on the specific requirements of the legal or regulatory framework in which the candidate operates. There is no requirement for detailed evidence of the broader understanding of the legislation itself.
- That evidence must focus on what the candidate is required to understand in respect of the company's health and safety policy and practice. And how this fits in with the regulatory requirements for health and safety.
- That evidence must focus on what the candidate is required to understand in respect of the company's food hygiene or food safety policy and practice. And how this fits in with the regulatory requirements for food hygiene/safety.
- That evidence must focus on what the candidate is required to understand in respect of the company's environmental policy and practice, especially that for control of waste products and effluent. And how this fits in with the regulatory requirements for environmental controls.

- That evidence must focus on what the consequences are of non-compliance at company or candidate level with any of the areas of regulation, policy or practice listed in the statement.

Simulation

Simulation is **not** allowed for any of the units in this qualification.

The overarching principle to be applied to units identified as suitable for simulation is that it should only be undertaken in a minority of cases where:

- there is a high risk to the security or safety of the candidate, individuals, key people in their lives and others
- the opportunity to present evidence from work-based practice happens infrequently and therefore insisting that candidates wait for such an occurrence would be unreasonable or create blockages in the assessment system and might carry the risk of de-motivating candidates
- there would otherwise be a breach of confidentiality or privacy.

Additional assessment requirements

Realistic Work Environment

Where Realistic Work Environment (RWE) is necessary, the candidate should be provided an environment which allows the experience and use of tools and equipment, procedures and accommodation which are similar to that found in a place of work in the sector.

Some work environments may be impossible to replicate e.g. highly automated, high volume manufacturing and processing plants in sub-sectors like bakery, dairy etc. However, most sub-sectors have examples of food manufacturing and processing on a smaller scale which are replicable. If a RWE is provided, it should:

Clearly state the type of work situation being represented by the RWE.

Demonstrate that the tools, equipment, furnishings and accommodation are in good repair, satisfy health and safety requirements, satisfy food safety requirements and are open to internal and external inspection by relevant authorities.

Show that assessment and work activities carried out are 'as closely as practical' similar to that found in the sector.

Demonstrate that the quality of products manufactured or processed are typical of the current industry standards for the type of work situation being represented by the RWE.

Show that the RWE has policies and uses systems and procedures which are commonplace in the sector, and compliant with regulatory and internal organisational requirements.

Realistic Work Environment guidance

The Improve Assessment Strategy (section 5.6) states that:

The use of a Realistic Work Environment (RWE) to assess candidates by observation as evidence of competent performance is permitted at N/SVQ level 1, but **not** permitted at N/SVQ level 2 or above also

A RWE is defined for the purpose of the assessment strategy as an off-the-job training production environment where food and drink processes, equipment, procedures and products are typical of the practices in companies across the sector or specified part of the sector.

This statement has been included following feedback from the sector about the purpose and focus of N/SVQs as competency-based qualifications which have been designed to confirm occupational competence in the workplace. Their purpose is to assess and certify individuals as competent to carry out functions in the workplace to national standards of performance. Therefore, it is imperative that the most critical aspect of assessment namely, observation of competent performance, takes place only in the workplace. The credibility and value of the N/SVQ to employers is vital as a dependable measure of candidate performance at work.

Observation of performance evidence for Food Manufacture N/SVQs, therefore, can only take place in a workplace whose primary purpose is the commercial production of food or drink products, and not the training or development of learners. Quantity of throughput, timescales for production, organisational procedures and operatives' time at 'work' must be typical of commercial activities.

Those centres offering off-the-job practical skills training may wish to consider the City & Guilds vocationally-related qualifications (VRQs) in food manufacture (scheme 1246). They have been designed to be delivered off the job, using RWEs, if appropriate. These VRQs provide teaching, learning and assessment, which certifies the acquisition of skills and knowledge defined as learning outcomes in a unit based syllabus or curriculum. Centres may design practical and theoretical courses, aimed at developing skills and knowledge **without** demonstrating the need to prove competence in the workplace.

6 Roles and occupational expertise requirements

Assessment must be carried out by competent assessors who hold, or are working towards achieving the relevant assessor qualifications approved by the qualifications regulatory authorities and set out in national requirements and guidance for N/SVQ assessment.

Assessors must provide current evidence of competence and understanding in the areas to be assessed, to the satisfaction of the external verifier. This may be achieved through experience and or/continuing professional development which may include the achievement of vocational qualifications relevant to the areas being assessed.

In addition, the assessors must have a full understanding of the units of competence and requirements of the qualifications being assessed.

It is strongly recommended that assessors hold or achieve within three months of assessment practice a Certificate in Food Safety for Manufacturing, at Level 2 NQF or level 5 SCQF, if assessing N/SVQs at levels 1 and 2. Equivalent qualifications can be utilised where these are based upon Food Safety Units of Learning agreed by the Improve Awarding Body Forum 2006 and compliant with the SQS.

It is also strongly recommended that assessors hold or achieve within six months of assessment practice a Certificate in Food Safety Supervision for Manufacturing, at Level 3 NQF or Level 6 SCQF, if assessing N/SVQs at levels 3 or 4. Equivalent qualifications can be utilised where these are based upon Food Safety Units of Learning agreed by the Improve Awarding Body Forum 2006 and compliant with the SQS.

Internal verifier

Internal verifiers should demonstrate sufficient and current understanding of the qualifications to be internally verified and know how they are applied in the sector area(s) concerned, to the satisfaction of the external verifier.

Internal verifiers should hold or be working towards achieving the relevant internal verifier qualifications approved by the qualifications regulatory authorities and set out in national requirements and guidance for N/SVQ assessment. They should also know where and when to access specialist sector advice where additional specialist or technical knowledge relating to assessment and verification decisions are concerned.

It is strongly recommended that internal verifiers hold a Certificate in Food Safety for Manufacturing, at Level 2 NQF or Level 5 SCQF, or an equivalent qualification based upon Food Safety Units of Learning agreed by the Improve Awarding Body Forum 2006 and compliant with the SQS.

Internal verifier definition

“Demonstrate sufficient and current understanding of the qualifications to be internally verified”
(page 9, section 7.2)

This is defined as:

The Assessment Strategy doesn't require IVs to be competent, as they are not required specifically to re-assess assessment decisions. However, some reference could be made to experience (due to Age Discrimination Legislation we can not state how long) and understanding in the areas to be internally verified. Additionally, the IV is now required to demonstrate that he/she has access to and is making use of expert knowledge and advice to support their IV judgements and feedback.

Continuous Professional Development requirements

City & Guilds expects all those with formal roles in the assessment or verification process to participate in a minimum of two CPD activities per annum. This can be to update either vocational competence or assessment and verification practice.

7 Recording assessment and evidence

7.1 Data protection and confidentiality

Data protection and confidentiality

Data protection and confidentiality must not be overlooked when assessing candidates.

Centres offering these NVQs may need to provide City & Guilds with personal data for staff and candidates. Guidance on data protection and the obligations of City & Guilds and centres are explained in *Providing City & Guilds qualifications*.

Protecting identity

It is extremely important to protect the identity of the service users encountered by candidates in the work setting, eg customers and clients.

Confidential information must not be included in candidate portfolios or assessment records. Confidential information should remain in its usual location, and a reference should be made to it in the portfolio or assessment records.

7 Recording assessment and evidence

7.2 Recording forms to use

City & Guilds has developed a set of *Recording forms* including examples of completed forms, for new and existing centres to use as appropriate (see *NVQ Guide for centres and candidates - Recording forms*, available on the City & Guilds website).

Although it is expected that new centres will use these forms, centres may devise or customise alternative forms, which must be approved for use by the external verifier, before they are used by NVQ candidates and assessors at the centre. City & Guilds also endorses the electronic recording systems *Quick Step* and *Paper Free*.

Please note: The Level 2 NVQ in Food Manufacture uses different terminology from the generic recording forms. Differences in this qualification are as follows:

Performance criteria is 'what you must do'

Range is 'what you must cover'

Knowledge and understanding is 'what you must know'.

Amendable (MS Word) versions of the forms are available on the City & Guilds website.

City & Guilds has developed a recording forms specifically for these NVQs, *Recording forms for Level 2 NVQ in Food Manufacture*.

They are available from the City & Guilds website or can be ordered from Publications.

Although it is expected that new centres will use these forms, centres may devise or customise alternative forms, which must be approved for use by the external verifier, before they are used by NVQ candidates and assessors at the centre. City & Guilds also endorses the electronic recording systems *Quick Step* and *Paper Free*.

Please note: The Level 2 NVQ in Travel and Tourism Services uses different terminology from the generic recording forms. Differences in this qualification are as follows:

Performance criteria is 'what you must do'

Range is 'what you must cover'

Knowledge and understanding is 'what you must know'.

8 The qualifications structure

Qualification structure

To achieve the Level 2 NVQ in Food Manufacture candidates must complete two mandatory core units, plus a minimum of four optional units and a maximum of two specified units from within their selected pathway (eight units to be taken in total).

1245 NVQ in Food Manufacture- Levels 2 and 3

Level 2	224	Maintaining the safety and the security of the load, self and property (Skills for Logistics, DGV 7)
201 Plan and organise your own work activities in food manufacture	225	Planning the route and timings for the delivery and collection of loads (Skills for Logistics, DGV 2)
202 Work effectively with others in food manufacture	226	Complete pre-journey and post-journey procedures (Skills for Logistics, LOG 3)
203 Store, retrieve and archive information (CfA, Unit 209)	227	Transport goods and materials (Skills for Logistics, TGR 6)
204 Maintain product quality in food manufacture	228	Sort and classify livestock for sale or despatch in food manufacture
205 Contribute to improvements in food manufacture	229	Display livestock to potential buyers in food manufacture
206 Maintain workplace food safety standards in manufacture	230	Prepare, move and re-locate livestock in food manufacture
207 Maintain the workplace and health & safety in food manufacture	231	Receive livestock in food manufacture
208 Lift and handle materials safely in food manufacture	232	Receive poultry in food manufacture
209 Contribute to environmental safety in food manufacture	233	Contribute to bio-security in livestock holding in food manufacture
210 Contribute to the maintenance of plant and equipment in food manufacture	234	Maintain reception and holding areas for livestock in food manufacture
211 Receive goods and materials in food manufacture	235	Care for livestock pre-slaughter in food manufacture
212 Store goods and materials in food manufacture	236	Care for poultry pre-slaughter in food manufacture
213 Control stock levels in food manufacture	237	Monitor the health and welfare of livestock pre-slaughter in food manufacture
214 Supply materials for production in food manufacture	238	Prepare and monitor feed and water supplies to livestock in food manufacture
215 Carry out and finish bulk filling in food manufacture	239	Contribute to developing production specifications in food manufacture
216 Carry out and finish transfer of materials in food manufacture	240	Report and record production operations in food manufacture
217 Process customer orders in food manufacture	241	Carry out task hand-over procedures in food manufacture
218 Pick orders and store for despatch in food manufacture	242	Carry out product changeovers in food manufacture
219 Produce individual packs by hand in food manufacture	246	Operate central control systems in food manufacture
220 Pack orders for despatch in food manufacture	247	Control manual size reduction in food manufacture
221 Assemble different products to a pre-determined pattern in food manufacture	248	Control size reduction in food manufacture
222 Palletise and wrap products in food manufacture	249	Control weighing in food manufacture
222 Palletise and wrap products in food manufacture	250	Control mixing in food manufacture
223 Load consignments for despatch in food manufacture	251	Control heat treatment in food manufacture

252	Control separation in food manufacture	283	Prepare and clear areas for table/tray service (People 1st, 1FS1/04)
253	Control temperature reduction in food manufacture	284	Provide a table/tray service (People 1st, 1FS2/04)
254	Control batching in food manufacture	285	Assemble and process products for food service
255	Control conversion in food manufacture	286	Select weigh and measure bakery ingredients
256	Control conditioning in food manufacture	287	Prepare and mix dough
257	Control forming in food manufacture	288	Prepare and mix craft dough
258	Control depositing in food manufacture	289	Hand divide, mould and shape fermented doughs
259	Control enrobing in food manufacture	290	Hand divide, mould and shape craft fermented dough
260	Control wrapping & labelling in food manufacture	291	Produce laminated pastry
261	Control bottling & packing in food manufacture	292	Produce craft laminated pastry
262	Control pelletising in food manufacture	293	Pin, block and shape dough
263	Control milling in food manufacture	294	Fill and close pastry products
264	Control slicing and bagging in food manufacture	295	Tin and tray up dough products
265	Prepare ingredients and store sweet fillings and toppings in food manufacture	296	Tin and tray up craft dough products
266	Prepare ingredients and store savoury fillings and toppings in food manufacture	297	Retard and prove dough products
267	Slice and bag individual food products	298	Retard and prove craft dough products
268	Bake-off food products for sale	299	Oven bake dough products
269	Clean in place (CIP) plant and equipment in food manufacture	300	Oven bake craft dough products
270	Carry out disinfection in food manufacture	301	Fry dough products
271	Control washing and drying machinery in food manufacture	302	Fry craft dough products
272	Contribute to keeping the workplace secure (Skills for Logistics, DWSO.E.12)	303	Batch finish dough products
273	Contribute to maintaining stock security and minimising losses in food manufacture	304	Batch finish craft dough products
274	Control effluent treatment operations in food manufacture	305	Prepare and mix flour confectionery
275	Contribute to the effectiveness of food retail operations	306	Prepare and mix craft flour confectionery
276	Sell food products in a retail environment	307	Hand deposit pipe and sheet flour confectionery
278	Display food products in a retail environment	308	Deposit and fry hot plate products
279	Deliver reliable customer service (ICS, Unit 22)	309	Deposit and fry craft hot plate products
280	Resolve customer service problems (ICS, Unit 31)	310	Tray up and prepare flour confectionery for bakery
281	Prepare and clear areas for counter/take-away service (People 1st, 1FS3/04)	311	Oven bake flour confectionery
282	Provide a counter/take-away service (People 1st, 1FS4/04)	312	Oven bake craft flour confectionery
		313	Batch finish flour confectionery
		314	Batch finish craft flour confectionery
		315	Assemble and fill celebration cakes
		316	Mask and cover celebration cakes
		317	Decorate celebration cakes
		318	Provide accessories and store celebration cakes
		319	Operate an automated stunning system
		320	Operate an automated bleeding system
		321	Operate an automated evisceration system

322	Operate an automated de-hairing or de-feathering system	514	Recruit, select and keep colleagues (MSC, D3)
323	Operate an automated pig processing system	516	Manage and store information (CfA, SAS 4)
324	Carry out manual slaughter in meat & poultry	517	Interpret and communicate information and data in food manufacture
325	Carry out manual bleeding operations	518	Plan how to improve your sales and marketing (SFEDI, B1)
326	Eviscerate animals or birds manually	519	Improve your sales and marketing (SFEDI, B2)
327	Skin animals	520	Implement business to business motivation activity (MSSSB, 4.7.3)
328	Process offal or by products of slaughter	521	Monitor and solve customer service problems (ICS, Unit 32)
329	Carry out primal cutting in meat & poultry	522	Monitor and evaluate customer service in food manufacture
330	Carry out boning in meat & poultry	523	Control product quality in food manufacture
331	Carry out seaming or filleting in meat & poultry	524	Carry out sampling for quality control in food manufacture
332	Carry out trimming in meat & poultry	525	Carry out testing for quality control in food manufacture
333	Produce portion controlled raw meat products	526	Monitor and control quality of work activities in food manufacture
334	Use powered tools or equipment for processing meat	527	Monitor and control throughput to achieve targets in food manufacture
335	Inject meat	528	Implement and evaluate an improvement programme in food manufacture
336	Massaging boneless meat	529	Carry out quality audits in food manufacture
337	Fill or extrude meat and meat-based mixtures	530	Raise food safety awareness in manufacture
338	Cure or marinate meat products	531	Monitor food safety at critical control points in manufacture
339	Prepare meat and meat product orders for customers	532	Contribute to continuous improvement of food safety in manufacture
340	Carry out butchery in a retail outlet	534	Control and monitor safe supply of raw materials and ingredients in food manufacture
341	Manufacture meat products in a retail outlet	535	Monitor procedures to control risk to health and safety (ENTO, Unit B)
342	Pack meat products for retail sale	536	Promote a health and safety culture within the workplace (ENTO, Unit E)
Level 3		537	Conduct an assessment of risks in the workplace (ENTO, Unit G)
501	Develop and implement operational plans for your area of responsibility (MSC, B1)	538	Maintain, promote and improve environmental good practice in food manufacture
502	Manage a project (MSC, F1)	541	Monitor health, safety and environmental systems in food manufacture
504	Communicate effectively (CfA, SAS1)	542	Support commissioning of plant, equipment and processes in food manufacture
505	Organise planning and review meetings in food manufacture (MSC 1997)	543	Maintain plant and equipment in food manufacture
506	Develop productive working relationships with colleagues (MSC, D1)		
510	Enable learning through coaching (ENTO, L12)		
511	Enable learning through demonstrations and instructions (ENTO, L11)		
512	Allocate and monitor the progress and quality of work in your area of responsibility (MSC, D6)		
513	Monitor and maintain required standards of conduct in food manufacture		

545	Develop test samples in food manufacture	572	Evaluate the receipt of payment from customers (Skillsmart Retail C.309(P)/C.310(P))
547	Develop product specifications in food manufacture	574	Plan and co-ordinate food services
548	Organise the receipt and storage of goods in food manufacture	575	Contribute to converting livestock into meat
549	Monitor and maintain storage conditions in food manufacture	576	Monitor and control the recovery and disposal of meat processing by-products
550	Monitor stored goods and materials in food manufacture	577	Monitor and control meat and poultry processing
551	Monitor and maintain storage systems and procedures in food manufacture	578	Arrange transport scheduling for delivery of livestock in food manufacture
552	Set up and maintain picking and packing orders in food manufacture	579	Monitor and control reception of livestock in food manufacture
553	Monitor effectiveness of picking and packing operations in food manufacture	580	Maintain lairage and antemortem facilities in food manufacture
554	Plan resources to meet anticipated demand for products in food manufacture	581	Control production of bakery products
555	Monitor wrapping and labelling of products in food manufacture	582	Design and develop specialist individual dough based products
556	Set up and maintain despatch and transport of products in food manufacture	583	Produce specialist individual dough based products
557	Monitor effectiveness of despatch and transport operations in food manufacture	584	Evaluate specialist individual dough based products
559	Evaluate and improve production in food manufacture	585	Design and develop specialist individual flour confectionery products
560	Plan production schedules in food manufacture	586	Produce specialist individual flour confectionery products
561	Monitor and report on production progress in food manufacture	587	Evaluate specialist individual flour confectionery products
562	Diagnose and solve production problems in food manufacture	588	Set up and maintain retail operations in food manufacture
563	Carry out process control of production in food manufacture	589	Monitor effectiveness of retail operations in food manufacture
564	Produce production specifications in food manufacture	590	Set up and maintain food service operations in food manufacture
565	Plan and co-ordinate bake-off operations in food manufacture	591	Monitor effectiveness of retail operations in food manufacture
566	Start up plant and equipment in food manufacture	592	Contribute to optimising work areas in food manufacture
567	Shut down plant and equipment in food manufacture	593	Resolve production problems in food manufacture
568	Start up multi-stage operations in food manufacture	594	Diagnose production problems in food manufacture
569	Shut down multi-stage operations in food manufacture	595	Maximise sales of food products in a retail environment
570	Contribute to security planning and implementation in food manufacture		
571	Monitor and control the recovery of by-products and waste disposal in food manufacture		

Pathway Structure explanation

Candidates must achieve 8 units from each pathway in levels 2 and 3.

Level 2 pathways

a) 2 mandatory units + a minimum of 4 units from group A and 2 units from group B

OR

b) 2 mandatory units + a maximum of 6 units from group A

Level 3 pathways

a) 1 mandatory unit + a minimum of 5 units from group A and 2 units from group B

OR

b) 1 mandatory unit + a maximum of 7 units from group A

1245 NVQ in Food Manufacture- Level 2 Certificates will be endorsed as below when the correct combination of units has been undertaken

-21 and -92 Production Control Skills

Mandatory

206 + 207

Group A

204, 208, 239-242, 246-267

Group B

201, 202, 203,205, 209-238, 268-276, 278-285, 319-334, 339-342, 560-569, 592-594

-37 and 92 Operational Skills

Mandatory

206 + 207

Group A

201-205, 208-209, 211, 213-214, 219, 220, 239-242, 272, 275, 280

Group B

206, 207, 210, 212, 215-218, 221-238, 246-271, 273, 274, 276, 278, 279, 281-342, 510-511, 523, 529-530, 532, 555, 560-562, 592

-23 and 92 Craft Bakery Skills	<p>Mandatory 206 +207</p> <hr/> <p>Group A 288, 290, 292, 296, 298, 300, 302, 304, 306, 309, 312, 314-18</p> <hr/> <p>Group B 201-205, 208-242, 268-276, 278-286, 293, 294, 307, 310, 319-342, 565, 581-587</p>
-24 and 92 Process Bakery Skills	<p>Mandatory 206+207</p> <hr/> <p>Group A 286, 287, 289, 291, 293-295 297, 299, 301, 303, 305, 307, 308, 310, 311, 313</p> <hr/> <p>Group B 201-205, 208-242, 268-276, 278-285, 315-342, 581-587</p>
-25 and 92 Meat & Poultry Processing Skills	<p>Mandatory 206+207</p> <hr/> <p>Group A 247-258, 319-338</p> <hr/> <p>Group B 201-205, 208-242, 246, 259-276, 278-285, 288, 290, 292, 296, 298, 300, 302, 304, 306, 309, 312, 314-318, 339-342, 518, 519, 552, 553, 555, 575-577</p>
-26 and 92 Butchery Retail Skills	<p>Mandatory 206+207</p> <hr/> <p>Group A 248, 250, 251, 253, 257, 275, 276, 278-280, 329-342</p> <hr/> <p>Group B 201-205, 208-242, 246, 247, 249, 252, 254-256, 258-274, 277, 281-285, 288, 290, 292, 296, 298, 300, 302, 304,306, 309, 312, 314-328, 518, 519, 552, 553, 575-577, 595</p>
-27 and 92 Retail Service and Support	<p>Mandatory 206+207</p> <hr/> <p>Group A 268, 275, 276, 278-285, 339-342</p> <hr/> <p>Group B 201-205, 208-242, 246-267, 269-274, 286-338, 530, 572, 574, 595</p>
-28 and 92 Facilities Support Skills	<p>Mandatory 206+207</p> <hr/> <p>Group A 208-210, 269-274</p>

	<p>Group B 201-205, 211-242, 246-268, 275-342, 542, 543, 567, 568, 569, 570, 571</p>
-29 and 92 Distribution Skills	<p>Mandatory 206-207</p>
	<p>Group A 208, 211-227</p>
	<p>Group B 201-205, 209, 210, 228-242, 246-342, 548-557</p>
-30 and 92 Livestock Droving Skills	<p>Mandatory 206-207</p>
	<p>Group A 228-238</p>
	<p>Group B 201-205, 208-227, 239-242, 246-276, 278-342, 575-580</p>
<p>1245 NVQ in Food Manufacture- Level 3 Certificates will be endorsed as below when the correct combination of units has been undertaken</p>	
-31 and 93 Specialist Craft Bakery Skills	<p>Mandatory 531</p>
	<p>Group A 503, 504, 506, 535, 565, 581-587</p>
	<p>Group B 501, 502, 505, 507, 510-532, 534, 536-538, 541-543, 545, 547-557, 559-564, 566-572, 574-580, 588-595, 701-737</p>
-32 and 93 Specialist Meat and Poultry Skills	<p>Mandatory 531</p>
	<p>Group A 503, 504, 506, 535, 575-580</p>
	<p>Group B 501, 502, 505, 510-514, 516-530, 532, 534, 536-538, 541-543, 545, 547- 557, 559-572, 574, 581-595, 701-737</p>
-33 and 93 Specialist Management Skills	<p>Mandatory 504</p>
	<p>Group A 501, 503, 506, 510-514, 516-522, 531, 560-569, 572, 574, 588-591</p>
	<p>Group B 502, 505, 523-530, 532, 534-538, 541-543, 545, 547-557, 559, 570, 571, 575-583, 584-587, 592-595, 701-737</p>

-34 and 93 Specialist Supply Chain Skills**Mandatory**

504

Group A

503, 531, 548-557

Group B

501, 502, 505-507, 510-514, 516-530, 532, 534-538, 541-543, 545, 547, 559-572, 574-595, 701-737

-35 and 93 Specialist Technician Skills**Mandatory**

504

Group A

503, 523-532, 534-538, 541-543, 545, 547, 559

Group B

501, 502

-36 and 93 Specialist Improvement Skills**Mandatory**

504

Group A

503, 523-529, 531, 559

Group B

501, 502, 505-507, 510-522, 530-532, 534-538, 541-543, 545, 547-557, 560-572, 574-595, 715-716

Administration for -21, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 92 and 93	
Certificate	Certificates at level 2 or 3 are awarded to candidates who achieve all the required components for a particular pathway at that level or at a higher level
Registration	Use Form S or Walled Garden, tick Named Registration. Registration lasts for 2 years from date made or until the certification end date, whichever is earlier
Result/grade entry	Use Form S, tick Results submission. Enter P for all components claimed

Additional information			
<i>Award number</i>	<i>QCA reference</i>	<i>Last registration</i>	<i>Last certification</i>
1245-21 and 23-30 and 92	500/2048/1	31/12/2010	31/12/2012
1245-31-36 and 93	500/3008/5	31/12/2010	31/12/2013

Price

Please refer to the catalogue for a comprehensive coverage of the prices.

8 The qualifications structure

8.1 Key / core skills

These qualifications include opportunities to develop and practise many of the underlying skills and techniques described in Part A of the standard for each key skills qualification in England, Northern Ireland and Wales. In Scotland these opportunities can be used to build confidence if the candidate is seeking to complete any workplace core skills units.

Where candidates are working towards any key skills alongside these qualifications they will need to be registered with City & Guilds for the key skills qualifications. Similarly, any workplace core skills candidates in Scotland will need to be registered for the core skills units.

The 'signposts' below identify the **potential** for key skills portfolio evidence gathering that can be naturally incorporated into the completion of each unit. Any key skills evidence needs to be separately assessed and must meet the relevant standard defined in the QCA document 'Key skills qualifications standards and guidance'.

These qualifications include opportunities to develop and practise many of the underlying skills and techniques described in Part A of the standard for each key skills qualification in England, Northern Ireland and Wales.

Where candidates are working towards any key skills alongside these qualifications they will need to be registered with City & Guilds for the key skills qualifications.

The 'Improve Key Skills Mapping document identifies the **potential** for key skills portfolio evidence gathering that can be naturally incorporated into the completion of each unit. Any key skills evidence needs to be separately assessed and must meet the relevant standard defined in the QCA document 'Key skills qualifications standards and guidance'.

These qualifications include opportunities to build confidence and gather evidence if the candidate is seeking to complete any workplace core skills units. Where candidates are working towards any core skills they will need to be registered with City & Guilds for the workplace core skills units.

If these qualifications are being delivered alongside an Essential Skills Communication and/or Application of Number programme in **Northern Ireland**, it is good practice to emphasise the relevance of these skills to candidates when completing their Action-Based Activities.

8 The qualifications structure

8.2 Value statements

Value statements

The Food Manufacture NVQ Framework offers the flexibility to reflect the diverse nature of the food and drink manufacturing sector in the U.K. The simple single qualification meets sub-sector specific craft and technical needs and will continue to develop to keep pace with this fast moving, innovative industry. It offers realistic progression from levels 1 to 3 and aims to raise standards in an already highly competitive industry.

9 The units

Rationale

The aim of this unit is to enable the candidate to plan and organise their own work activities. They will need to plan the actions they need to take to meet their work activities and check that the resources they require are available. They need to work efficiently and safely.

This unit is suitable for candidates working in food and drink manufacturing operations.

Practical skills

The candidate will be able to:

Plan and organise their own work activities

- 1 check that they understand their work objectives
- 2 plan the actions they need to take in order to meet their work objectives
- 3 prioritise their work activities
- 4 check that the resources they require are available and suitable for their use and take action if there is any problem

Work effectively

- 5 work efficiently and safely, making good use of time available
- 6 use shared resources efficiently and ensure that they are left in a fit state for others to use

Communicate with others

- 7 keep their **colleagues** up to date and accurately informed on progress of work activity which may affect them
- 8 make suggestions to the **appropriate person** on ways to improve their work activities
- 9 inform the **appropriate person** as soon as possible about any difficulties which may prevent or delay you from completing their work objectives.

Underpinning knowledge

The candidate will be able to explain:

- 1 their own work objectives and how it fits with the team objectives
- 2 their work responsibilities, when and who you should ask for help, and why it is important to do so
- 3 why it is important to have a clear plan of what to do before starting work
- 4 how to read and interpret work instructions
- 5 how to plan, organise and prioritise their work activities
- 6 how to deal with conflicting demands on their time
- 7 why it is important to check availability of resources required
- 8 different types of information and why it is important to communicate relevant information to the **appropriate person** clearly and promptly
- 9 how to communicate effectively with others
- 10 where information is stored in the workplace
- 11 why it is important to keep accurate, complete and up to date records.

Unit 201 Plan and organise your own work activities in food manufacture

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 planning and organising their own work activities in accordance with workplace procedures and within the limits of their own responsibilities.
- 2 working effectively in accordance with workplace procedures and within the limits of their own responsibilities
- 3 checking two different types of resources
- 4 communicating with others in accordance with workplace procedures
- 5 making two suggestions on ways to improve work activities

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Unit 201

Plan and organise your own work activities in food manufacture

Glossary

Term	Meaning
Appropriate person	A manager or someone similar
Colleagues	People you work with

Unit 202

Work effectively with others in food manufacture

Rationale

This unit is about working effectively with others in a food manufacturing environment. The candidate will likely be working as part of a team and will need to work together to complete work activities. They will need to make use of communication skills in giving and receiving **information** to others in the team and make suggestions in how to **improve** the work activities.

This unit is suitable for candidates who work in food and drink manufacturing operations.

Practical skills

The candidate will be able to:

Work within a team to complete work activities

- 1 work with others to meet team, company and their own **objectives**
- 2 make positive suggestions to **improve** work activities
- 3 provide assistance to other team members in a helpful and willing manner when appropriate using own initiative
- 4 **respond** positively and helpfully to suggestions made by **colleagues** for the organisation of work
- 5 deal with differences of **opinion** in ways that do not cause offence
- 6 respect the **opinions** and beliefs of **colleagues** from different ethnic and religious backgrounds to their own

Give and receive information to others in the team

- 7 check they have the correct instructions for their work and they understand what is required of you and the team
- 8 actively seek **information** to help them complete their work effectively
- 9 give up to date, relevant and accurate **information** and advice to others on request
- 10 give **information**, which will help others to achieve team work tasks

Work with the team to improve the way work is done

- 11 let the **appropriate person** know when tasks cannot be completed
- 12 look for ways to **improve** the way work is organised
- 13 make suggestions about how work could be organised.

Underpinning knowledge

The candidate will be able to explain:

- 1 the **objectives** of the organisation, department, self and the team
- 2 their organisation's health and safety **procedures**, and food safety and environmental standards and why it is important to follow them
- 3 their organisation's grievance and disciplinary **procedures**
- 4 their work responsibilities, when and who they should ask for help, and why it is important to do so
- 5 why it is important to develop and keep good working relationships with their team
- 6 different types of **information** and why it is important to communicate relevant **information** to the **appropriate person** clearly and promptly
- 7 why it is important to share **opinions** and **information** and what may happen if this is not done
- 8 why it is important to give suggestions to **improve** work tasks
- 9 how to offer useful advice and help and why it is important to do so
- 10 how to deal with differences of **opinion** without causing offence
- 11 why it is important to show respect for **colleagues** and how to do this
- 12 why it is important to refer unresolved difficulties to the **appropriate person**.

8 The qualifications structure

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 carrying out tasks to meet their responsibilities
- 2 working safely, and accurately following the working methods they have been given
- 3 asking for help and offer support to others when appropriate
- 4 reporting any difficulties in meeting their own responsibilities and the action they took
- 5 identifying their own and others opinions on what has gone well and less well in carrying out activities
- 6 identifying ways of improving work with others to help achieve objectives

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Glossary

Term	Meaning
Appropriate person	A manager or someone similar
Colleagues	People you work with
Improve	Make better
Information	A collection of useful facts, messages, communications
Objectives	What you want to get done, targets, aims
Opinion	A person's ideas, viewpoint, or thoughts about something
Procedures	A series of clear steps or instructions on how to do things; rules
Respond	Answer to, or act upon something (eg a request, query, situation)

Unit 203

Store, retrieve and archive information

Rationale

This unit is about using a manual or electronic information system to store, retrieve and archive information.

This unit is suitable for candidates who work in food and drink manufacturing operations.

Practical skills

The candidate will be able to:

Process information

- 1 identify and collect required information
- 2 follow agreed procedures and legislation for maintaining security and confidentiality
- 3 store information accurately in approved locations
- 4 update information as required

Retrieve information

- 5 confirm information for retrieval
- 6 comply with procedures and legislation for accessing an information system
- 7 locate and retrieve the required information
- 8 identify and report problems with information systems
- 9 provide information in the agreed format and within agreed timescales

Archive information

- 10 confirm information to be archived
- 11 comply with procedures and legislation for archiving information
- 12 archive information correctly and within agreed timescales
- 13 maintain a record of archived information
- 14 retrieve archived records on request.

Underpinning knowledge

The candidate will be able to explain:

- 1 why it is important to store, retrieve and archive information effectively and efficiently
- 2 the different information systems and their main features
- 3 legal and organisational requirements covering the security and confidentiality of information
- 4 why it is important to confirm information to be collected, stored, retrieved and archived
- 5 the methods which can be used to collect required information
- 6 the procedures you should follow to access information systems
- 7 how to make sure information is accurate
- 8 the types of problems that occur with information systems and who to report them to
- 9 why it is important to provide information in the required format and within agreed timescales
- 10 when information should be archived and the procedures to follow.

Unit 203 Store, retrieve and archive information

Evidence Requirements

In order to be assessed as competent, candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 processing information in accordance with workplace procedures
- 2 retrieving information in accordance with workplace procedures
- 3 archiving information in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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
- witness testimony

Rationale

The aim of this unit is to enable the candidate to maintain product quality in food and drink manufacturing operations. This can be applied to either processing or packaging operations. Candidates need to be able to check products and materials against the required quality standards, record results and take appropriate action if there are problems.

This unit is relevant to candidates whose role requires them to check products and materials against the required quality standards within food and drink manufacturing operations.

Practical skills

The candidate will be able to:

Maintain quality checks effectively

- 1 follow the health, safety and hygiene requirements when carrying out quality checks
- 2 follow the specified methods and procedures for checking product quality
- 3 compare accurately the results of quality checks against required standards
- 4 record correctly the results of quality checks
- 5 take action within the limits of your authority to maintain product quality

Report to others clearly

- 6 communicate accurate results of both quality checks and actions taken to the relevant people at the appropriate time
- 7 check that all required records are accurate, complete and written clearly.

Underpinning knowledge

The candidate will be able to explain:

- 1 what the required standards of health and safety, hygiene and quality are and the possible consequences of not meeting them
- 2 how to carry out quality checks and why it is important to do so
- 3 what to do if quality checks show that there is a non-conformance with the required standard
- 4 how to keep records safe and secure and why it is important to do so
- 5 what the lines and methods of communication are within their organisation
- 6 what the limits of their own authority and competence are and why it is important to work within them.

Unit 204 Maintain product quality in food manufacture

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 maintaining quality checks in accordance with workplace procedures during high level production
- 2 reporting quality checks and actions in accordance with workplace procedures when production is impaired

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Unit 205

Contribute to improvements in food manufacture

Rationale

This unit is about contributing to identifying opportunities for improving food and drink manufacturing operations. This includes working in teams and groups; applying problem solving techniques; communicating ideas and making presentations; and handling questions and clarifying potential problems. Candidates will need to identify improvement opportunities by suggesting improvement ideas and contribute to developing an action plan.

This unit is relevant to candidates who work in food and drink manufacturing operations and those who may have responsibilities for maintaining quality and contributing to making improvements in the workplace.

Practical skills

The candidate will be able to:

Identify improvements in the workplace

- 1 identify and make positive suggestions about areas for improvement
- 2 gather accurate information about potential improvements
- 3 check that your suggestions for improvement can be justified and are realistic

Share and communicate your ideas for improvement

- 4 share your ideas for improvement with the relevant people and react positively to feedback you receive
- 5 communicate your finalised ideas in sufficient detail to enable further action to be agreed

Agree and test plan for improvements

- 6 work with others to agree an effective action plan for putting improvement ideas into action
- 7 make a positive contribution to putting the plan into action
- 8 test and accurately check improvements to find out how effective they are before recommending further action

Evaluate the improvements

- 9 evaluate the effectiveness of improvements that have been introduced.

Underpinning knowledge

The candidate will be able to explain:

- 1 work practices and procedures that are relevant to any identified improvements
- 2 why continuous improvement is necessary and what are the benefits from it
- 3 how to identify the short and long term benefits from improvements
- 4 the possible implications of any proposed improvement
- 5 where and when to get help and advice
- 6 the lines and methods of effective communication and why it is important to communicate effectively
- 7 what information is required to produce an effective action plan
- 8 how to produce an effective action plan
- 9 how to evaluate the implications of putting improvement ideas into action
- 10 why it is important to check improvements for effectiveness and how to carry out these checks
- 11 how to handle discussions and possible disagreements in a positive and constructive manner.

Unit 205 **Contribute to improvements in food manufacture**

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor

Candidates will need to show evidence of:

- 1 identifying improvements in accordance with workplace procedures, this **must** include two different applications or contexts
- 2 sharing ideas for improvements with relevant personnel and reacting positively to feedback, this includes communicating their ideas in sufficient detail to enable further action to be agreed
- 3 agreeing and testing plans for improvements in accordance with workplace procedures , this **must** include two different applications or contexts
- 4 evaluating improvements in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning;
- evidence from company systems (e.g. 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

Rationale

The aim of this unit is to enable the candidate to understand the importance of keeping themselves and the workplace clean and hygienic. It involves understanding the importance of minimising the risks of product **contamination**, **Cross-contamination** and **food poisoning**, pests and **infestation**, storage and disposal of waste.

This unit is for candidates who work in food and drink operations and whose job requires them to enter the food manufacturing or processing area.

Practical skills

The candidate will be able to:

Keep the workspace clean

- 1 keep their immediate work area clean and tidy
- 2 keep tools, utensils and equipment in good order, in a hygienic condition and stored correctly
- 3 keep ingredients and products separate and in their assigned places

Work in a way that keeps food safe

- 4 follow **procedures** to dispose of food waste and scrap promptly and hygienically
- 5 avoid product **contamination** and **Cross-contamination** at all stages of processing operations
- 6 follow the correct **procedures** for dealing with product **contamination** and **Cross-contamination**
- 7 follow their organisation's **procedures** for items that may cause allergic reactions.

Underpinning knowledge

The candidate will be able to explain:

- 1 how personal hygiene and behaviour affects food safety in the workplace
- 2 the relevant **statutory** and non-**statutory** reportable diseases
- 3 why it is important to treat and cover cuts, boils, skin infections and grazes and how to do so
- 4 how **Food handling practices** affect food safety in the workplace
- 5 how the methods and frequency of cleaning and maintenance of equipment, surfaces and environment affects food safety in the workplace
- 6 the main types of pests and **infestation**; how they can occur; how to prevent **infestation**; how to recognise them and what to do if they discover **infestation** in the workplace
- 7 the types of product **contamination** and **Cross-contamination**; how they can occur; how to prevent or minimise the risk of it occurring; and what they can do if they discover **contamination** or **Cross-contamination**
- 8 the types of **food poisoning**; how **food poisoning** organisms enter food; the factors that affect the growth of these organisms; how they can be transferred from one food to another; the symptoms of **food poisoning**; and how to prevent this from happening
- 9 why food needs to be kept at specified temperatures and how to ensure this
- 10 the causes of food **spoilage**, how to recognise it and what to do if they discover food **spoilage**.

Unit 206

Maintain workplace food safety standards in manufacture

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 keeping the workspace clean in accordance with workplace procedures
- 2 keeping food safe in accordance with workplace procedures
- 3 following the correct procedures for dealing with two types of contamination

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Glossary

Term	Meaning
Allergen	A food or food ingredient that can cause an allergic reaction
Contamination	An unwanted substance (hazard) in the product, such as: Bacteria and other organisms Chemicals (for example, cleaning agents) Physical objects (for example, glass or metal) Substances that cause an allergic reaction (for example, nuts, milk, eggs)
Cross-contamination	The transfer of harmful bacteria from contaminated food or allergens to other foods by direct contact (including dripping of fluids onto the food) or indirect contact (eg via the hands, clothing, cloths or other surfaces)
Food handling practices	Food handling practices include: Keeping finished products separate from other materials Keeping fresh and cooked meat products separate Having separate storage areas and utensils for the major food allergens Keeping non-food items (eg cleaning materials) away from food Procedures for disposal of waste, contaminated or damaged products Procedures for storage of waste, contaminated or damaged products
Food poisoning	Serious illness, usually with diarrhoea and/or being sick, feeling dizzy, stomach pains, caused by eating contaminated food
Infestation	The presence of insects, rodents, vermin or other pests in the workplace, putting food safety at a risk
Procedures	A series of clear steps or instructions on how to do things; rules
Spoilage	When food goes bad and produces a noticeable change in its taste, smell and/or appearance
Statutory	Required and enforced by law

Unit 207

Maintain the workplace and health and safety in food manufacture

Rationale

The aim of this unit is to enable the candidate to work safely in a food and drink manufacturing environment.

This unit is for candidates who work in food and drink operations and whose job requires them to enter the food manufacturing or processing area.

Practical skills

The candidate will be able to:

Work within defined safety limits

- 1 behave responsibly and work without causing risks to yourself and others
- 2 carry out instructions on safety notices and hazard signs
- 3 follow operational requirements
- 4 report hazards, defects and faults promptly
- 5 keep workplace and surfaces clean and clear of hazards
- 6 follow your organisation's procedures in the case of infectious disease

Follow emergency procedures

- 7 follow the correct procedures on discovery, or being alerted to, an emergency
- 8 keep emergency escape routes clear of obstruction
- 9 use safety systems and alarms correctly

Use personal protective equipment correctly

- 10 wear appropriate personal protective equipment as stated in organisational procedures
- 11 dispose of personal protective equipment correctly after use.

Underpinning knowledge

The candidate will be able to explain:

- 1 health and safety hazards and risks and identify them in the workplace
- 2 the main health risks in the workplace and steps that can be taken to control them
- 3 the most common causes of accidents in the workplace and steps that help to prevent them
- 4 the safety precautions required in the workplace
- 5 the reasons for taking safety precautions and the consequences of not doing so
- 6 the safe working practices and why it is important to follow them
- 7 how to contact and obtain help from colleagues with first aid qualifications
- 8 the procedures that should be followed in different emergencies and why they should be followed
- 9 why it is important to plan the task and take the necessary precautions and what might happen if this is not done
- 10 how to report accidents and incidents and why reporting them is important
- 11 the need for safety notices and hazard warning signs
- 12 the hazards, defects and faults which could arise in the workplace and how they can be avoided or minimised

- 13 the rules and hazards associated with particular equipment
- 14 the reasons for using correct tools and equipment and how they should be used
- 15 why tools and equipment should be maintained and stored correctly
- 16 how to isolate faulty and defective equipment
- 17 the range and care of personal protective equipment
- 18 why it is important to adjust workplace equipment to suit the individual
- 19 the hazardous substances that are in the workplace and steps that should be taken to protect you and others from them
- 20 the range and care of personal protective equipment.

Unit 207 **Maintain the workplace and health and safety in food manufacture**

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 working within defined safety limits in accordance with workplace procedures
- 2 following emergency procedures in accordance with workplace procedures
- 3 using personal **two** pieces of protective equipment correctly in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Glossary

Term	Meaning
Emergencies	Emergencies could include: Illness, Accidents, Fire, Flood, Power loss, Bomb threats.
Health and safety hazards	A hazard is anything with the potential to cause harm. Specific health and safety hazards include: Manual handling, Repetitive work, Noise and vibration, Hazardous substances, Computers, Animals, Slips, trips, falls, Falling from height, Machinery/equipment, Electricity, Transport/vehicles, Fire/explosions, Confined spaces, Pressure systems, People/stress.
Personal protective equipment (PPE)	Personal protective equipment (PPE) could include: Ear defenders, Face masks, Face shields, Safety helmets, Steel toe-capped boots, Aprons, Overalls, Chain mail, Waterproofs, Goggles, Gloves.
Risk	A risk is the likelihood that a hazard will cause a specified harm to someone or something, and the level of severity of potential harm.
Safety notices and warning signs	These are signs that give information about safety in the workplace. Types of safety notices and signs include: Prohibition signs, Warning signs, Safe condition signs, Mandatory signs, Fire signs.

Unit 208

Lift and handle materials safely in food manufacture

Rationale

The aim of this unit is to enable the candidate to keep healthy and safe when moving and handling materials in the workplace. They will learn to follow the relevant health, safety and hygiene requirements and procedures for moving and handling materials and to use transport routes and equipment correctly.

Practical skills

The candidate will be able to:

Lift and handle according to their organisation's standards and instruction

- 1 wear appropriate personal protective equipment
- 2 follow their organisation's standards and instruction on health and safety
- 3 follow their organisation's standards and instruction on food safety
- 4 follow their organisation's standards and instruction on environmental safety

Accurately assess risks before lifting and handling

- 5 take precautions to protect themselves
- 6 take precautions to protect other people
- 7 take precautions to protect the products from damage
- 8 seek assistance when required

Use handling equipment correctly

- 9 check that any required handling equipment is fit for use
- 10 use handling equipment correctly
- 11 return handling equipment to the correct place after use

Move or transport material

- 12 obtain the required materials and make sure that they are of the correct quantity and quality
- 13 use the correct lifting and handling techniques
- 14 avoid injury to themselves and others
- 15 use the correct transport route to move materials to the correct place
- 16 complete all records accurately and promptly.

Underpinning knowledge

The candidate will be able to explain:

- 1 the relevant health and safety and food safety standards when moving and handling materials and why it is important that they follow them
- 2 why it is important to wear the appropriate **personal protective equipment** and what may happen if this is not done
- 3 the correct manual handling techniques and what may happen if they are not used
- 4 the safe lifting limits for themselves and any equipment that they use
- 5 how to carry out safety checks on lifting equipment and why it is important to do so
- 6 why it is important to check that the load is suitable to be moved and that they use the right handling equipment for the task
- 7 the transport routes to take and why it is important to stick to them
- 8 the **hazards** to themselves and others when moving and handling materials
- 9 what to do if they find that the materials or handling equipment are defective

- 10 the rules and procedures for the different work areas that affect them when moving and handling materials
- 11 the limits of their own authority and competence and why it is important to work within these limits
- 12 how to determine what the handling and moving will require in terms of assistance from others and the use of equipment
- 13 the recording and communication needed and how to carry this out correctly and the reasons why it is important to do so.

Unit 208

Lift and handle materials safely in food manufacture

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 lifting and handling according to workplace procedures
- 2 assessing and taking precautions in the context of **two** types of **risk** before lifting and handling in accordance with workplace procedures
- 3 handling equipment correctly in accordance with workplace procedures
- 4 moving or transporting material in accordance with workplace procedures. This must include lifting and handling in **two** of the following situations: lifting manually on your own, lifting manually with the help of another person and using a device which aids lifting and handling

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Glossary

Term	Meaning
Hazard	<p>A hazard is anything with the potential to cause harm. Specific health and safety hazards include:</p> <ul style="list-style-type: none"> • Manual handling • Repetitive work • Noise and vibration • Hazardous substances • Computers • Animals • Slips, trips, falls • Falling from height • Machinery/equipment • Electricity • Transport/vehicles • Fire/explosions • Confined spaces • Pressure systems • People/stress.
Personal protective equipment (PPE)	<p>Personal protective equipment (PPE) could include:</p> <ul style="list-style-type: none"> • Ear defenders • Face masks • Face shields • Safety helmets • Steel toe-capped boots • Aprons • Overalls • Chain mail • Waterproofs • Goggles • Gloves.
Risk	<p>A risk is the likelihood that a hazard will cause a specified harm to someone or something.</p>

Unit 209

Contribute to environmental safety in food manufacture

Rationale

The aim of this unit is to enable the candidate to work in an environmentally safe way. They will need to follow safe working practices; identify, minimise and report environmental damage and incidents; and dispose of waste in an environmentally safe way.

This unit is for candidates who work in food and drink manufacturing operations.

Practical skills

The candidate will be able to:

Contribute to environmental safety at work

- 1 follow environmentally safe working practices and take precautions to minimise environmental damage
- 2 identify accurately any incidental damage
- 3 take prompt action to minimise any incidental damage
- 4 report promptly and accurately environmental incidents and any actions they take in response of them
- 5 follow procedures to dispose of waste materials safely.

Underpinning knowledge

The candidate will be able to explain:

- 1 the different methods that can be used to minimise environmental damage
- 2 how to choose the most suitable materials and equipment, given the nature of the work activity, and its potential impact on the environment
- 3 the different types of environmental damage
- 4 the organisational and legislative requirements relating to environmental damage
- 5 types of damage that may occur, the impact these can have on the environment, and what corrective actions can be taken
- 6 how to dispose of waste in ways that minimise the risk to the environment
- 7 reporting procedures for environmental incidents.

Unit 209 **Contribute to environmental safety in food manufacture**

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 contributing to environmental safety in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Unit 210

Contribute to the maintenance of plant and equipment in food manufacture

Rationale

The aim of this unit is to enable the candidate to care and effective operation of plant and equipment in order to minimise machine down time and facilitate optimum production. It covers preparing for the maintenance of plant and equipment and undertaking maintenance of plant and equipment. Working safely, in the optimum time, using correct tools, equipment and materials, and carrying out maintenance in accordance with statutory and organisational procedures are essential features of this unit.

Practical skills

The candidate will be able to:

Prepare for the maintenance of plant and equipment

- 1 monitor and adhere to hygiene, health and safety and environmental procedures
- 2 access relevant information and instructions, interpret them correctly and evaluate them for impact on operations
- 3 identify what resources will be required and ensure that they are available and fit for use
- 4 access and prepare the work area in a manner which promotes effective and safe work practices
- 5 prioritise your work activities to achieve optimum productivity within the limits of your own contribution
- 6 ensure that maintenance activities are correctly authorised
- 7 establish effective spoken and written communication with your managers and colleagues
- 8 complete the necessary documentation accurately and legibly and process it correctly

Undertake maintenance of plant and equipment

- 9 monitor and adhere to hygiene, health and safety environmental procedures
- 10 ensure that maintenance activities are undertaken using correct tools, materials, equipment and techniques
- 11 accurately identify defects and discrepancies in components and take the necessary corrective action
- 12 minimise the wastage of consumable items and other materials and dispose of non-reusable materials correctly
- 13 evaluate maintenance activities for effectiveness, seek areas for improvement and make any recommendations for improvements to your immediate line manager
- 14 ensure that work which cannot be completed within the agreed schedule is recorded and reported to the relevant people
- 15 maintain effective spoken and written communication with your managers and colleagues
- 16 complete the necessary documentation accurately and legibly and process it correctly
- 17 leave plant and equipment safe, tidy and fit for future use.

Underpinning knowledge

The candidate will be able to explain:

- 1 what the standards of health and safety and hygiene that you are required to work to are and why it is important that you do so
- 2 what the limits of your own authority and competence are and why it is important to work within them
- 3 what the lines and methods of effective communication are and why it is important to use them
- 4 what the documentation requirements are and why it is important to meet them
- 5 What the relevant plant and equipment operating systems are and what the maintenance needs are
- 6 how to access information and resources
- 7 what to do in situations where the resources are not available or are not fit for use
- 8 what the possible implications of not undertaking maintenance are
- 9 what impact maintenance may have on operations
- 10 what the standards of health and safety and hygiene that you are required to work to are and why it is important that you do so
- 11 what the limits of your own authority and competence are and why it is important to work within them
- 12 what the lines and methods of effective communication are and why it is important to use them
- 13 what the documentation requirements are and why it is important to meet them
- 14 which maintenance activities are necessary, when and how to carry them out
- 15 How to select the correct materials and why it is important to do so
- 16 what defects and discrepancies are likely to occur and their implications for maintenance
- 17 what to do if maintenance uncovers unexpected problems
- 18 how to minimise wastage and why it is important to do so
- 19 how to leave plant and equipment safe, tidy and fit for future use and why it is important to do so
- 20 how to dispose of all waste safely and effectively and why it is important to do so
- 21 how to establish the effectiveness of maintenance activities.

Unit 210

Contribute to the maintenance of plant and equipment in food manufacture

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below and must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 preparing for the maintenance of plant and equipment in accordance with workplace procedures by gathering and interpreting **two** types of information and instructions
- 2 undertaking maintenance of plant and equipment in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Rationale

The aim of this unit is to enable the candidate to receive food and drink goods and materials for storage. They need to check that goods and materials entering storage match documentation; identify and record any discrepancies; complete any necessary preparation and labelling; and update stock control systems.

This unit is relevant to candidates whose role is within food and drink operations and their job requires them to receive goods and materials for storage.

Practical skills

The candidate will be able to:

Check goods and materials

- 1 check that **goods and materials** entering storage match the type, quality and quantity as stated in the documentation
- 2 take immediate action within your limit of authority to deal with any **discrepancies** and report your actions accurately to the relevant person
- 3 complete accurately any necessary preparation and labelling

Move and handle goods and materials safely and hygienically

- 4 follow health and safety, hygiene and environmental standard and instructions when receiving **goods and materials**
- 5 use safe and hygienic methods for handling **goods and materials**
- 6 use methods to accept **goods and materials** that minimise damage to stock
- 7 carry out the operation in optimum time
- 8 deliver the consignment to the right place
- 9 take correct action when there is damage or loss to **goods and materials**

Update records and stock control systems

- 10 identify and record accurately any **discrepancies**
- 11 record accurately the reasons for refusing **goods and materials** into storage and communicate this information clearly to the relevant person
- 12 update stock control systems to record the progress of **goods and materials** into storage
- 13 make sure that documentation is complete, accurate and up to date

Finish goods and materials intake

- 14 inform those who need to know that the delivery is about to finish
- 15 store required equipment correctly when the delivery is completed
- 16 deal with waste, spillage or rubbish correctly.

Underpinning knowledge

The candidate will be able to explain:

- 1 what checks need to be made on the **goods and materials**
- 2 what handling equipment is required in the unloading of **goods and materials**
- 3 what checks need to be made on handling equipment before they are used for unloading
- 4 why it is important to position the vehicle correctly for unloading
- 5 why it is important to make sure the vehicle is safe and secured for unloading
- 6 procedures for setting up handling equipment if used
- 7 methods of handling **goods and materials** to avoid risks to personnel and product safety
- 8 visual checks to be carried out during unloading process
- 9 temperature controls and other hygiene and food safety controls relating to the goods and materials during the unloading process
- 10 relevant legislation relating to health & safety, and food safety.

Unit 211 Receive goods and materials in food manufacture

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 checking **two** types of goods and materials in accordance with workplace procedures
- 2 moving and handling **two** types of goods and materials safely and hygienically in accordance with workplace procedures
- 3 updating records and stock control systems in accordance with workplace procedures and taking effective action in response to two operating problems
- 4 finishing **two** types of goods and materials intake in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Unit 211

Receive goods and materials in food manufacture

Glossary

Term	Meaning
Discrepancies	Things that do not match up between what is received and what is in the documentation. This may include differences in quantity, quality or type of item received.
Goods and materials	This can either be goods and materials delivered by suppliers or goods and materials returned by customers.

Rationale

The aim of this unit is to enable the candidate to store goods and materials in a food manufacturing environment. Candidates will need to identify the different types of stock and their storage requirements. They will also need to put goods and materials into correct locations using correct **handling techniques** to minimise damage to or contamination of the goods and materials.

This unit is for candidates who work in food and drink operations and whose job requires them to put goods and materials into storage.

Practical skills

The candidate will be able to:

Select goods and materials for storage and correct locations

- 1 identify the right stock to be put in selection and storage locations
- 2 identify the correct storage location and keep it hygienic and safe
- 3 meet customers' requirements regarding storage where possible, taking into account what facilities are available and the storage conditions

Arrange and put stock in allocated locations

- 4 follow safe and hygienic working practices when handling stock
- 5 maintain stock condition by using the correct **handling techniques**
- 6 check the product visually to make sure it meets customer or company specification
- 7 put the correct stock in the correct location and in the allocated space within the time specified
- 8 place goods and materials so that they can be accessed in the order required to meet stock rotation requirements
- 9 store goods and materials in a way that makes best use of available space

Report difficulties and check documentation

- 10 report difficulties in placing goods and materials which cannot be immediately resolved to the relevant person
- 11 complete stock records accurately and pass them on promptly as required
- 12 make sure that documentation is complete and accurate.

Underpinning knowledge

The candidate will be able to explain:

- 1 types of goods and materials held in storage
- 2 types of location designed specifically for the storage of particular types of goods and materials
- 3 what storage facilities and locations are available and their characteristics
- 4 why it is important to select suitable storage locations
- 5 how to assess the suitability of storage locations, including its suitability to maintain the quantity and quality of goods and materials in storage, and the suitability of the location to support the goods and materials for the duration of the storage period
- 6 what the storage requirements are for the range and types of goods and materials held in storage and where to get information about them

- 7 why it is important to check the transfer route to storage and hazards
- 8 the different security, safety and environmental conditions required for different types of goods and materials
- 9 relevant regulations that apply to the storage of goods and materials (eg COSHH)
- 10 methods of handling goods and materials to protect them from damage and possible contamination, and to protect personnel and equipment
- 11 checks required to make sure goods and materials meet customer or company specifications
- 12 types of equipment defects and how to deal with them
- 13 types of handling and securing equipment, including mobile equipment and vehicles
- 14 what costs are associated with damaged goods and materials, and why it is important that damaged goods and materials reported immediately
- 15 why it is important to store items in the allocated location, and the procedures to follow when the allocated location is not suitable or available
- 16 what information contained on goods and materials or in documentation is relevant to storage requirements
- 17 why complete and accurate documentation is important
- 18 what the communication structures and procedures are within your company
- 19 why it is important to communicate effectively and what may happen if this is not done.

Unit 212 Store goods and materials in food manufacture

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 selecting **two** types of goods and materials for storage and correct locations in accordance with workplace procedures
- 2 arranging and putting stock in allocated locations in accordance with workplace procedures. This must include identifying the necessary conditions, e.g. security, safety and environment, for **two** types of goods and materials. This must also include identifying the storage requirements, e.g. duration, volume, accessibility, for **two** types of goods and materials
- 3 reporting difficulties and checking documentation in accordance with workplace procedures in order to take effective action in response to **one** operating problem

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Unit 212

Store goods and materials in food manufacture

Glossary

Term	Meaning
Handling techniques	The methods used to handle goods and materials, which may include: manual handling and handling with machinery.

Rationale

The aim of this unit is to enable the candidate to control sufficiency and safety of stock levels. This will cover two main areas: understanding how to monitor the level of stock and ensuring the safe use and rotation of stock.

This unit is for candidates who work in food and drink operations and whose job requires them to control stock levels.

Practical skills

The candidate will be able to:

Monitor the level of stock

- 1 monitor effectiveness of systems and facilities for safe and sufficient storage of stock in accordance with legal and standard operational requirements
- 2 report difficulties, discrepancies, actual or potential risks in respect of stock levels to relevant people promptly and accurately
- 3 monitor achievement of standards and targets for storage of stock
- 4 provide support to enable your team to contribute to achievement of required stock levels
- 5 report proactively the potential shortfalls of stock levels against planned requirements
- 6 take action to increase or reduce stock levels to meet customer requirements

Ensure the safe use and rotation of stock

- 7 ensure that stock is not retained beyond its specified shelf-life or sell-by date
- 8 ensure that stock is stored in accordance with legal and standard operational requirements
- 9 identify correctly and report promptly actual and potential risks to stock to relevant people
- 10 identify correctly and report promptly any potential defects in stock storage systems
- 11 inform your team of all factors influencing effective, safe and correct storage and use of stock.

Underpinning knowledge

The candidate will be able to explain:

- 1 the key features of legal and operational requirements
- 2 the requirements for shelf life/sell by date of products and their importance
- 3 the implications of stock levels falling below or over planned demand
- 4 the methods for monitoring stock levels
- 5 the requirements for storage of stock
- 6 the influences on contamination or damage to stock
- 7 the importance of sell-by dates.

Unit 213 Control stock levels in food manufacture

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 monitoring the level of stock in accordance with workplace procedures and taking effective action in response to **two** operating problems
- 2 ensuring safe use and rotation of stock and taking effective action in response to **two** operating problems

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Rationale

The aim of this unit is to enable the candidate to ensure that there are sufficient and timely supplies of food and drink materials to meet production requirements.

This unit is for candidates work in food and drink operations and whose job requires them to arrange for supplies of food and drink materials for the production area.

Practical skills

The candidate will be able to:

Match production needs with availability of supplies

- 1 find out the service and supply needs of the production area and work stations
- 2 obtain and check the supplies to meet the demands of production
- 3 report discrepancies in the supplies to the relevant person

Maintain supply of materials to production area and work stations

- 4 transfer the required quantities of supplies to the production areas and work stations
- 5 store the supplies for the production area and work stations at the specified levels to meet the demands of production
- 6 maintain the supplies to the production area and work stations at the specified levels to meet the demands of production
- 7 follow safe and hygienic working practices.

Underpinning knowledge

The candidate will be able to:

- 1 how to find out the service and supply needs of the production area and work stations
- 2 why service and supply needs should be accurately and regularly identified
- 3 the specific levels of supplies to be maintained at the production area and work stations
- 4 how to identify and select supplies
- 5 why discrepancies in supplies should be reported
- 6 allocated specific areas for supplies to the production area and work stations, and why these must be used
- 7 how to store supplies
- 8 what the operational requirements are
- 9 types and quantities of materials used in the production process
- 10 how short supplies of materials affect production runs.

Unit 214 Supply materials for production in food manufacture

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 matching production needs with the availability of supplies and take effective action in response to **two** operating problems
- 2 maintaining the supply of materials to production

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Rationale

The aim of this unit is to enable the candidate to prepare and carry out bulk filling in food and drink operations.

This unit is for candidates who work in food and drink manufacturing operations and whose role requires them to control bulk filling operations.

Practical skills

The candidate will be able to:

Prepare for bulk filling

- 1 receive and confirm bulk filling instructions
- 2 check that containers for filling are available and fit for use
- 3 confirm that services and filling equipment are available and are fit for use
- 4 identify correctly the product for filling and confirm that it is available
- 5 check that equipment is in correct working order
- 6 check that records are completed accurately and promptly

Carry out and monitor bulk filling

- 7 carry out bulk filling to specification
- 8 monitor to ensure that output rates are in line with specification
- 9 monitor containers and deal correctly with any which do not meet specification

Finish bulk filling

- 10 achieve the required output to specification
- 11 finish bulk filling according to specification
- 12 close down the plant and equipment correctly
- 13 deal correctly with any operational loss or gain
- 14 deal correctly with any loss or spillage
- 15 check that records are completed accurately and promptly

Follow industry regulations and standards

- 16 follow health and safety, hygiene and environmental standards or instructions when preparing and carrying out bulk filling
- 17 follow industry regulations when preparing and carrying out bulk filling.

Underpinning knowledge

The candidate will be able to:

- 1 relevant health and safety, hygiene and environmental standards and instructions and what may happen if they are not followed
- 2 relevant industry regulations (eg Customs and Excise) and what may happen if they are not followed
- 3 how to get information about product, containers and filling equipment and why this is important
- 4 how to get information about rates of filling and why this is important
- 5 what to do if you discover faults in products, equipment or containers
- 6 what to do if there is an interruption to supply
- 7 what services are required and what may happen if they are not available or out of specification
- 8 why it is important to check that containers meet specification
- 9 acceptable loss and gain limits and the consequences if these are exceeded
- 10 why it is important to deal correctly with any loss or spillage and what may happen if this is not done
- 11 what actions you can take to correct faults within the limits of your authority
- 12 why complete and accurate records are important
- 13 what needs to be communicated effectively and to which people, and why this is important.

Unit 215 Carry out and finish bulk filling in food manufacture

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 preparing **two** types of containers for bulk filling in accordance with workplace procedures
- 2 preparing to carry out and monitor bulk filling of **two** types of containers
- 3 finishing bulk filling in accordance with workplace procedures
- 4 following industry regulations and standards

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Unit 216

Carry out and finish transfer of materials in food manufacture

Rationale

The aim of this unit is to enable the candidate to prepare and carry out the transfer of food and drink materials in the work area using approved procedures. It will cover the transfer of materials on conveyors, elevators and pipework and associated equipment. It will not cover manual handling or the use of a fork-lift truck or other vehicles.

This unit is for you if you work in food and drink operations and your job requires you to use mechanical movement systems to transfer materials in the workplace.

Practical skills

The candidate will be able to:

Prepare to transfer materials

- 1 establish transfer requirements correctly
- 2 identify and locate the correct materials
- 3 check that the material to be transferred is fit for use

Carry out transfer of materials

- 4 transfer identified materials, without damage, to the correct destination
- 5 follow company procedures and deal with materials which are not fit for use
- 6 follow the required health, safety and hygiene standards when preparing and carrying out transfer of materials

Finish transfer of materials

- 7 follow the required health, safety and hygiene standards when preparing and carrying out transfer of materials
- 8 confirm that materials have arrived at the correct destination
- 9 account for any operational discrepancy and report as required
- 10 close down plant and equipment correctly
- 11 complete all records accurately and promptly.

Underpinning knowledge

The candidate will be able to explain:

- 1 relevant health, safety and hygiene standards and instructions and why it is important to follow them
- 2 relevant industry regulations (eg customs and excise) and why it is important to follow them
- 3 how to establish transfer requirements correctly
- 4 how to establish fitness for use and how to deal with material which is not fit for use
- 5 what needs to be communicated effectively and why this is important
- 6 how relevant storage and mechanical movement systems work, and what may happen if these are not understood
- 7 why it is important to shut down the plant and equipment correctly and what may happen if this is not done
- 8 why it is important to complete records accurately and promptly.

Unit 216 Carry out and finish transfer of materials in food manufacture

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 preparing to transfer materials in accordance with workplace procedures
- 2 carrying out transfer of materials in accordance with workplace procedures
- 3 finishing transfer of materials in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Rationale

The aim of this unit is to enable the candidate to take requests from customers for goods and do everything necessary to meet these requests apart from physically picking out and despatching the goods. Candidates will need to find out whether the goods the customer wants are available, and order them if they are not in stock. They also need to pass the customer's order to the people responsible for picking out and despatching the goods, and pass details to the invoicing department where appropriate. Candidates should talk with customers in a helpful and polite way and ensure that they communicate with them clearly. They may need to get customer details such as credit card numbers which need to be stored securely, and demonstrate that they know where to keep such information and who should have access to it.

This unit is for candidates work in food and drink operations and whose job requires them to process customer orders.

Practical skills

The candidate will be able to:

Check the availability of goods for orders

- 1 accurately find out what the customer wants, through appropriate questions
- 2 identify the goods that will meet the customer's requirements and check with the customer that these are satisfactory
- 3 find out who can supply the goods
- 4 give the customer information about the goods

Process customer orders

- 5 check the customer's identity and credit status
- 6 offer to order goods the customer requires which are not in stock, if appropriate
- 7 pass on the order to the people who are responsible for fulfilling it
- 8 give the invoicing information to the people who will issue the invoice
- 9 advise their manager if they cannot process an order and give reasons
- 10 tell the customer promptly and politely if their order cannot be delivered within the time originally agreed
- 11 store customer's details securely and only show them to people who have a right to see them.

Underpinning knowledge

The candidate will be able to explain:

Finding out what the customer wants and whether it is available

- 1 how to ask the right questions to find out exactly what the customer wants
- 2 how to check that there is enough stock to fulfil the order
- 3 which items are held in stock and which are available by order

Processing customer orders

- 4 how to order stock to fulfil customer requests
- 5 how to check customers' identity and credit status
- 6 how long orders normally take to fulfil, and what to do if it is not possible to fulfil an order in the usual time
- 7 the information you must give to the people who will issue the invoice
- 8 the importance of customer confidentiality, how to store customer's personal and financial details securely, and who is entitled to see those detail.

Unit 217 Process customer orders in food manufacture

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 checking the availability of goods for orders in accordance with workplace procedures
- 2 processing customer orders in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Rationale

The aim of this unit is to enable the candidate to obtain the specifications to pick orders, follow the documentation correctly to carry out the picking of food and drink products, and store the products safely and securely ready for despatch or delivery, as directed in the workplace.

Candidates will need to work safely and hygienically and be able to identify potential hazards.

This unit is for candidates who work in food and drink operations, particularly in the stores work area, and whose job requires them to pick orders of products and store them for despatch.

Practical skills

The candidate will be able to:

Check specifications and documentation for picking and storing orders

- 1 collect the specifications and confirm that you have the correct picking documentation and that it includes all the necessary details
- 2 confirm the arrangements for picking of orders within scheduled time for despatch or delivery

Prepare to carry out order picking

- 3 identify the correct location, equipment and method for storing food and drink products
- 4 check that the product is in the correct place and carry out a visual inspection
- 5 check that there is enough space to receive the completed order
- 6 report any problems to the appropriate person

Pick and store orders correctly

- 7 check off items to ensure that the stored order matches specified picking documentation
- 8 position and use storage equipment correctly and check that moving items are immobilised
- 9 report to the appropriate person any difficulties or differences between the order and what was requested on the specifications

Work safely and hygienically

- 10 wear correct personal protective clothing and equipment for handling food and drink products
- 11 identify and report any defects or deficiencies with storage, product and orders, and report these to the relevant people
- 12 check that the work area is kept clean, tidy and free from hazards and obstructions
- 13 follow the health, safety and hygiene requirements consistently when carrying out order picking.

Underpinning knowledge

The candidate will be able to explain:

- 1 the hygiene, health and safety requirements and why it is important to follow them
- 2 why it is important to avoid contamination and damage and what might happen if this is not done

- 3 why it is important to monitor the quality of the products (eg by date codes, damage to the boxes, correct labelling and temperature)
- 4 when wrapping of the products is appropriate and why the completed order has to be wrapped correctly
- 5 types of personal protective clothing and equipment and their appropriate use for products of high, medium or low risk
- 6 the reasons for different locations for picked orders and how to ensure that goods are ready for the next stage of despatch or delivery
- 7 the categories of products sold by the company you work for
- 8 how to pick orders against specified picking notes
- 9 the importance of picking orders correctly and within specified timescales
- 10 why it is important to report any problems, errors or mismatches to the appropriate person
- 11 types of storage equipment and their use
- 12 defects in storage equipment and why it is important to report them immediately
- 13 the possible consequences of leaving mobile equipment unsecured
- 14 why the relevant records must be completed accurately and on time when the order is completed
- 15 why staff must be trained before using dangerous machinery
- 16 why safety checks must be done before using machinery
- 17 why it is important to maintain machinery regularly.

Unit 218 Pick orders and store for despatch in food manufacture

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 checking specifications and documentation for picking and storing orders in accordance with workplace procedures
- 2 preparing to carry out order picking in accordance with workplace procedures
- 3 picking and storing orders correctly in accordance with workplace specifications and take effective action in response to two difficulties or discrepancies e.g. unavailability, malfunction, damage or contamination
- 4 working safely and hygienically in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Unit 218

Pick orders and store for despatch in food manufacture

Glossary

Term	Meaning
Specifications	This may also be referred to as an order sheet

Rationale

The aim of this unit is to enable the candidate to pack products into a single package or container. They will need to produce packs by hand.

This unit is for candidates who work in food and drink and whose job requires them to carry out packing operations.

Practical skills

The candidate will be able to:

Prepare to produce packs by hand

- 1 follow health, safety and hygiene standards when preparing to produce packs by hand
- 2 check packing specifications at the right time
- 3 make sure that there is sufficient packing material available and fit for use
- 4 make sure that the product to be packed is available and fit for use
- 5 take effective action in response to operating problems
- 6 maintain effective communication with the relevant people

Carry out production of packs by hand

- 7 follow health, safety and hygiene standards when carrying out production of individual packs
- 8 use the correct lifting and handling techniques
- 9 monitor pack quality and quantity and take effective action in response to defects
- 10 achieve the required quality and quantity of output within the specified time
- 11 make sure that there is minimal waste
- 12 maintain effective communication with the relevant people

Finish production of packs by hand

- 13 follow health, safety and hygiene standards when finishing production of individual packs
- 14 dispose of surplus consumables correctly
- 15 deal correctly with waste, scrap and non-standard products
- 16 make work area ready for future use after the completion of the process
- 17 maintain effective communication with the relevant people.

Underpinning knowledge

The candidate will be able to explain:

- 1 relevant health, safety and hygiene standards and why it is important that they follow them
- 2 how to obtain information about products, materials and coding
- 3 how to identify different types of packing materials and products
- 4 the functions of the main packing materials being used
- 5 the required manual handling techniques for the packing materials being used
- 6 what action to take if they discover faults in products, materials, equipment settings and equipment condition

- 7 why it is important to have checking procedures and what might happen if checking is not carried out accurately
- 8 how to establish fitness for use and how to deal with materials and products which are unfit for use
- 9 why it is important to communicate effectively and what might happen if this is not done
- 10 the physical characteristics of products and these characteristics affect packing
- 11 the expected rate of use of product and materials, and what action to take if the supply of product and materials is interrupted
- 12 the main types of packing materials and sealing methods
- 13 what precautions to take to avoid injury when handling packing materials
- 14 why it is important to control consumables to match the packing run and what might happen if this is not done
- 15 how to measure the quantity of product to go into the packs
- 16 the expected quality, output and wastage standards and what might happen if these are not met
- 17 why it is important to have quality standards
- 18 how to monitor operations and why it is important to do so
- 19 why it is important to supply the right materials in the correct quantity and at the right time, and what might happen if this is not done
- 20 the limits of their own authority and abilities, and why it is important to work within them
- 21 why it is important to meet output targets and what might happen if they are not met
- 22 why it is important to control consumables to match the packing run and what might happen if this is not done
- 23 why it is important to have a shut-down sequence and what might happen if this is not followed
- 24 what might happen if the correct waste and scrap disposal procedures are not followed
- 25 what preparations are required for the next phase in the cycle
- 26 how to prepare the work area for future use
- 27 why it is important to communicate effectively and what might happen if this is not done
- 28 why it is important to keep accurate records and what might happen if this is not done.

Unit 219 Produce individual packs by hand in food manufacture

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 preparing to produce packs by hand in accordance with workplace procedures and take effective action in response to operate problems
- 2 carrying out production of packs by hand in accordance with workplace procedures and minimising **two** types of waste
- 3 finishing production of packs by hand in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Rationale

The aim of this unit is to enable the candidate to correctly pack orders to given specifications, as directed in the workplace. They also learn to use packing equipment and materials appropriately, to identify potential hazards and follow safety and hygiene requirements.

Practical skills

The candidate will be able to:

Pack orders to specification

- 1 follow the health, safety and hygiene requirements consistently
- 2 identify the correct order documentation, packing location, equipment and materials and method for storing packed bakery goods
- 3 identify and report any damage to or problems with packing or storage equipment to the appropriate person
- 4 position packed orders correctly and check that moving items are immobilised
- 5 check that their packed order matches quality and quantity specifications.

Underpinning knowledge

The candidate will be able to explain:

- 1 the hygiene, health and safety requirements and why it is important to follow them
- 2 why it is important to avoid contamination and damage and what might happen if this is not done
- 3 types of personal protective clothing and equipment for packing activity and their appropriate use
- 4 how to work from verbal and written instructions
- 5 types of packing equipment and materials and how to use them
- 6 methods of packing orders to specified quality and quantity
- 7 defects in packing equipment and why it is important to report them immediately
- 8 consequences of leaving mobile equipment unsecured
- 9 why it is important to pack within the required timescales for despatch
- 10 potential hazards relating to work areas for packing food and drink products.

Unit 220 Pack orders for despatch in food manufacture

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 packing orders to specification in accordance with workplace procedures and taking effective in response to **two** types of operating problems.

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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.

Unit 221

Assemble different products to a pre-determined pattern in food manufacture

Rationale

The aim of this unit is to enable the candidate arrange and pack different individual products to a specific layout and then enclose them in an outer container or material. This includes:

- checking and maintaining the assembly process
- taking correct action when operating problems occur
- continuous monitoring to ensure that the specified layout is maintained
- complying with legislation and your company's requirements
- communicating with the necessary people
- completing the necessary records.

Practical skills

The candidate will be able to:

Prepare to assemble products

- 1 operate to the relevant health, safety and hygiene standards when preparing to assemble products
- 2 check packing specifications at the right time
- 3 set up equipment according to specification
- 4 make sure that sufficient packing material and product is available and fit for use
- 5 take effective action in response to operating products
- 6 maintain effective communication

Carry out assembly of products

- 7 operate to the relevant health, safety and hygiene standards when carrying out the assembly of products
- 8 make sure that equipment is correctly supplied with materials
- 9 make sure that the presentation and content of the assembled products meet the specification
- 10 monitor pack quality and quantity and take any necessary action to remedy defects
- 11 make sure that the required output is achieved to the correct specification
- 12 make sure that no unnecessary waste is incurred
- 13 correctly dispose of materials and packs which do not meet specification
- 14 maintain effective communication

Finish assembly of products

- 15 operate to the relevant health, safety and hygiene standards when finishing the assembly of products
- 16 dispose of surplus consumables correctly
- 17 discharge packs correctly to the right place
- 18 deal correctly with waste, scrap and non-standard products
- 19 stop the packaging run at the right time
- 20 make equipment ready for future use after the completion of the process
- 21 maintain effective communication
- 22 complete all records accurately and promptly.

Underpinning knowledge

The candidate will be able to explain:

- 1 what the relevant health, safety and hygiene standards are when assembling products and why it is important that you operate to them
- 2 how to obtain information about product, material and coding
- 3 how to identify different types of packing materials and product
- 4 what the functions are of the main packing materials being used
- 5 what the required manual handling techniques are for the packing materials being used
- 6 what action to take if you discover faults in products, materials, equipment settings and equipment condition
- 7 what the functions of equipment in the packing line are and how they affect one another
- 8 why it is important to have checking procedures and what might happen if checking is not carried out accurately
- 9 how to establish fitness for use and how to deal with materials and products which are unfit for use
- 10 what the physical characteristics of products are and how these characteristics affect packing
- 11 what the expected rate of use is of product and materials, and what action to take if the supply of product and materials is interrupted
- 12 what the main types of packing materials and sealing methods are
- 13 what precautions to take to avoid injury when handling packing materials
- 14 what the expected quality, output and wastage standards are and what might happen if these are not met
- 15 why it is important to have quality standards
- 16 how to monitor operations and why it is important to do so
- 17 why it is important to supply the right materials in the correct quantity and at the right time and what might happen if this is not done
- 18 what might happen if the correct waste and scrap disposal procedures are not followed
- 19 why it is important to stop the packaging run at the right time
- 20 how to make equipment ready for future use
- 21 why it is important to keep accurate records and what might happen if this is not done
- 22 why it is important to communicate effectively and what might happen if this is not done
- 23 what the limits of your own authority and competence are and why you should work within them.

Unit 221

Assemble different products to a pre-determined pattern in food manufacture

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 preparing to assemble products in accordance with workplace procedures and taking effective action in response to **two** operating problems
- 2 carrying out the assembly of products in accordance with workplace procedures and while minimising **two** types of waste
- 3 finishing assembly of products in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Rationale

The aim of this unit is to enable the candidate to carry out operations that are integral to the automatic or manual control of palletising and wrapping of products after bottling/packing.

This unit is for candidates who work in food and drink operations and whose job requires them to control palletising and wrapping of products in the workplace.

Practical skills

The candidate will be able to:

Perform checks before carrying out palletising and wrapping

- 1 follow the required health and safety, hygiene, security and environmental standards and instructions
- 2 receive and confirm palletising and wrapping instructions
- 3 make sure that palletising and wrapping materials and products are available
- 4 make sure that equipment and services are available and fit for use
- 5 identify correctly the cases to be palletised and wrapped
- 6 check that equipment is in the correct operating condition and ready for use

Carry out palletising and wrapping

- 7 start equipment in the correct order and use it correctly
- 8 make sure that materials, cases and pallet builds remain within specification and take appropriate action to correct those which do not

Finish palletising and wrapping

- 9 follow the required health and safety, hygiene, security and environmental standards and instructions
- 10 achieve the required output to the correct specification
- 11 control palletising and wrapping materials to match the packing run and return surplus to the correct place
- 12 shut down equipment correctly
- 13 deal with waste or scrap correctly
- 14 make sure the equipment is made ready for the next production run
- 15 make packs and pallets ready for movement to the correct location
- 16 complete all records accurately and promptly
- 17 maintain effective communication as required

Ensure that the process works efficiently

- 18 monitor and replenish packing materials as required
- 19 maintain required output rates
- 20 ensure that services, materials and equipment are used economically
- 21 complete all records accurately and promptly
- 22 maintain effective communication as required.

Underpinning knowledge

The candidate will be able to explain:

- 1 relevant health, safety and hygiene standards and instructions and why it is important to follow them
- 2 relevant industry regulations (eg customs and excise) and why it is important to follow them
- 3 how to obtain information about pallet builds, materials, quality of product, material and coding
- 4 the correct condition of tools and equipment
- 5 the correct action to take if faults are discovered in cases, materials, equipment settings and equipment condition, and what may happen if this is not done
- 6 what services are required and the consequences of them being unavailable or out of specification
- 7 handling requirements for palletising and wrapping and how damage or deterioration can be avoided
- 8 what the correct action is when there are interruptions to supply of products, materials or services
- 9 the purpose of coding and labelling information
- 10 why it is necessary to prepare for the next production run and what may happen if this is not done
- 11 why it is necessary to ensure that packed or wrapped products are ready for movement to the next location
- 12 the limits of your authority and what may happen if they are exceeded
- 13 why complete and accurate records are important
- 14 what should be communicated effectively and why is it important.

Unit 222 Palletise and wrap products in food manufacture

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 performing checks before carrying out palletising in accordance with workplace procedures
- 2 carrying out palletising and wrapping in accordance with workplace procedures
- 3 finishing palletising and wrapping in accordance with workplace procedures
- 4 ensuring that the process works efficiently in accordance in workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Unit 223

Load consignments for despatch in food manufacture

Rationale

The aim of this unit is to enable the candidate to load consignments for despatch, as directed in the workplace.

The candidate needs to safely handle the goods, transit and loading equipment and identify the hazards involved in their use. They also need to follow the relevant health, safety and hygiene regulations.

This unit is for candidates who work in food and drink operations and whose job requires them to load goods for despatch.

Practical skills

The candidate will be able to:

Check consignment and equipment

- 1 check that the consignment matches the documentation and instructions before they are loaded onto the vehicle
- 2 identify and report any defects, damage, mismatches or errors in equipment and consignments
- 3 take action within the limits of your authority to correct any defects, damage, mismatches or errors, and report to the relevant person immediately

Load consignment

- 4 load consignments safely and securely both on your own and with others
- 5 make sure that the load is distributed and secured to avoid damage
- 6 make sure that the load is arranged in a well-balanced, secured way and that there is enough room to unload easily and safely
- 7 make sure that mixed consignments are loaded in a way that avoids contamination

Work safely

- 8 clarify individual responsibilities when working with others to load consignments and protect others from avoidable risks during loading
- 9 follow health, safety and hygiene requirements when loading products.

Underpinning knowledge

The candidate will be able to explain:

- 1 the relevant health and safety, hygiene and environmental requirements and why it is important to follow them
- 2 the relevant industry regulations (eg customs and excise) and why it is important to follow them
- 3 why it is important to identify and avoid contamination and damage and what might happen if this is not done
- 4 temperature controls and other food safety controls for the handling of food and drink products during the loading process
- 5 why it is important to complete preparation work to meet delivery schedules
- 6 why accurate and complete documentation is important and what might happen if it is incorrect
- 7 why it is important to understand and follow relevant documentation and instructions
- 8 how to identify problems that may arise in the consignment and what actions you can take
- 9 the communications structures and procedures within your organisation
- 10 why and what is important to communicate effectively and what may happen if this is not done
- 11 the nature and characteristics of goods and materials being loaded
- 12 what checks need to be made on the consignments before and during loading
- 13 how to use packing and storing equipment ready for loading
- 14 how to prepare a work area for loading and why it is important to follow good housekeeping practices
- 15 types of loading equipment and their use
- 16 types of handling equipment required and their use
- 17 what checks need to be made on vehicles and equipment before loading
- 18 how to identify problems in loading equipment and why it is important to report them immediately
- 19 why it is important to secure vehicles and mobile equipment before loading and the possible consequences of not doing so
- 20 safe manual handling and lifting techniques and why they are important
- 21 how to decide which loading methods are suitable for different types of consignments and loading conditions
- 22 why it is important to load consignments securely and prevent contamination
- 23 why it is important to load consignments in a way that makes it easy to unload safely.

Unit 223 Load consignments for despatch in food manufacture

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 checking consignment and equipment in accordance with workplace procedures and taking effective action in response to **two** operating problems
- 2 loading consignment in accordance with workplace procedures
- 3 working safely in accordance with workplace procedures by dealing with **two** types of obstructions or hazards

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Rationale

The aim of this unit is to enable the candidate to maintain the safety and the security of the load, self and property. They need to follow legal, safety and operating requirements that relate to the vehicles they drive, the loads carried and the roads used. Candidates also need to contribute to the protection of vehicles and loads from security risks in different locations.

This unit is for candidates who work in food and drink operations and whose job requires them to drive a vehicle to deliver goods.

Practical skills

The candidate will be able to:

Identify the legal, safety and operating requirements for the vehicle and the load

- 1 obtain information on the legal, safety and operating requirements that apply to driving their vehicles, carrying the loads and the roads used
- 2 demonstrate knowledge of the legal, safety and operating requirements of the vehicle and the load before driving
- 3 confirm that the correct driving licence for the vehicle being driven is held
- 4 check their own fitness to drive safely in compliance with all relevant legal, safety and operating requirements
- 5 identify any problems in complying with relevant legal, safety and operating requirements and take appropriate action

Protect the vehicle and load from security risks

- 6 demonstrate the organisational security procedures to the vehicle and load in different locations
- 7 demonstrate the correct emergency procedures
- 8 report any theft or damage according to organisational procedures.

Underpinning knowledge

The candidate will be able to explain:

Identify the legal, safety and operating requirements for the vehicle and the load

- 1 where to obtain information on legal, safety and operating requirements for driving, drivers hours regulations, axle loads, projections of load (front, rear, side) and vehicle movements on the road
- 2 types of problems with legal, safety and operating requirements for driving, drivers hours regulations, axle loads, projections of load (front, rear, side) and vehicle movements on the road
- 3 the legal, safety and operating requirements for driving, drivers hours regulations, axle loads, projections of load (front, rear, side) and vehicle movements on the road

Protect the vehicle and load from security risks

- 4 the security risks associated with the vehicle and load
- 5 the security risks associated with different loads

- 6 the security risks of different locations
- 7 the organisation's procedures relating to the security of the vehicle
- 8 the actions that should be taken for different types of security risk.

Unit 224 **Maintaining the safety and the security of the load, self and property**

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 identifying the legal, safety and operating requirements for the vehicle and the load in accordance with workplace procedures
- 2 protecting the vehicle and load from security risks in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning;
- evidence from company systems (e.g. 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

Unit 225

Planning the route and timings for the delivery and collection of loads

Rationale

The aim of this unit is to enable the candidate to plan the route and timings for the delivery and collection of loads.

This unit is for candidates who work in food and drink operations and whose job requires them to drive a vehicle to deliver goods.

Practical skills

The candidate will be able to:

Identify a route to the destination

- 1 review all relevant information on the destination
- 2 identify any effect the consignment might have on the selection of the route
- 3 get relevant maps and information needed to reach the destination
- 4 identify the main and minor roads for reaching the destination
- 5 identify any potential problems with using the roads
- 6 identify alternative routes where necessary
- 7 comply with all relevant legal, safety and operating requirements

Estimate driving distances and times for the route

- 8 review all relevant information on the route and the schedule
- 9 get all relevant information needed to estimate the driving distance
- 10 identify the potential average speed for the different roads on the route
- 11 estimate the driving distances and time required to achieve the route and schedule
- 12 comply with all relevant legal, safety and operating requirements

Plan driving stages

- 13 review all relevant information on driving distances and times
- 14 identify any load requirements that have an impact on the driving stages
- 15 determine the most effective way to use the available driving time
- 16 identify appropriate stops that have the facilities required for self, vehicle and load
- 17 inform the relevant people of the driving stages
- 18 comply with all relevant legal, safety and operating requirements.

Underpinning knowledge

The candidate will be able to explain:

Identify a route to the destination

- 1 how to get relevant maps and information
- 2 what type of effect might a consignment have on the selection of a route
- 3 what is the vehicle height and weight
- 4 how to identify low bridges and other restrictions
- 5 how to work out routes
- 6 relevant legal, safety and operating requirements

Estimate driving distances and times for the route

- 7 how to get relevant information on the route
- 8 how to estimate driving distances
- 9 how to estimate driving times
- 10 relevant legal, safety and operating requirements for the vehicle and consignment

Plan driving stages

- 11 how to get relevant information on driving distances and times
- 12 what type of load requirements could affect the driving stages
- 13 when stops might be required
- 14 what type of facilities are required at stops
- 15 relevant legal, safety and operating requirements for the vehicle and consignment.

Unit 225

Planning the route and timings for the delivery and collection of loads

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 identifying a route to the destination in accordance with workplace procedures
- 2 estimating driving distances and times for the route in accordance with workplace procedures
- 3 planning driving stages in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Rationale

The aim of this unit is to enable the candidate to prepare, setting up the vehicle and completing pre-journey procedures as well as carrying out end of journey and debrief procedures.

Practical skills

The candidate will be able to:

Carry out pre-journey procedures

- 1 identify the vehicle and equipment being used for transporting the load
- 2 carry out pre-journey inspections on the vehicle in line with manufacturer's instructions and relevant legislation, regulation and industry codes of practice
- 3 complete all pre-journey documentation
- 4 prepare and set up the vehicle to optimise performance and efficiency for the journey
- 5 confirm the safety and security of loads in accordance with relevant legislation, regulation and industry codes of practice
- 6 confirm vehicle and loads are protected and free from contamination and damage in line with manufacturer's and industry guidelines
- 7 determine appropriate action to resolve any problems or difficulties found with the vehicle or the load
- 8 report and record any defects or damage in line with operational and organisational procedures

Carry out end of journey close-down procedures

- 9 refuel the vehicle when required in line with manufacturer's operating instructions and operational and organisational procedures
- 10 park the vehicle in a safe and secure position ready to drive away
- 11 shut down vehicle in line with manufacturer's operating instructions
- 12 ensure the vehicle's braking system is applied for parking in line with manufacturer's operating instructions
- 13 remove or put away any items of value and activate any security devices in line with manufacturer's operating instructions
- 14 check the vehicle for any damage or maintenance defects and report them in line with operational and organisational procedures

Carry out end of journey debrief procedures

- 15 confirm the load has been collected or delivered in line with the schedule
- 16 confirm that all the necessary documentation has been completed and signed by the relevant person(s) and copies returned to the appropriate office
- 17 completed driver's records and make sure they comply with relevant legislation, regulation and industry codes of practice
- 18 report any damage or road traffic accidents to the relevant person(s) in line with operational and organisational procedures
- 19 complete a vehicle defect report where required in line with operational and organisational procedures
- 20 report any customer feedback in line with operational and organisational procedures.

Underpinning knowledge

The candidate will be able to explain:

Carry out pre-journey procedures

- 1 type of load for delivery or collection
- 2 type of vehicle transporting the consignment
- 3 relevant legislation, regulations and industry codes of practice related to pre-journey inspections
- 4 health and safety issues relating to contamination of vehicles and consignments
- 5 environmental issues relating to aerodynamics and driving efficiency
- 6 manufacturers and industry guidelines for preventing contamination and damage to the goods in transport
- 7 operational and organisation procedures for reporting and recording damage and defects
- 8 relevant legislation, regulations and industry codes of practice for loading and unloading (eg distribution and re-distribution, restraints and protection of consignments)
- 9 methods of communication (eg oral, written, electronic)
- 10 documentation systems for pre-journey procedures

Carry out end of journey close-down procedures

- 11 types of vehicles
- 12 relevant manufacturers operating instructions
- 13 refuelling operational and organisational procedures
- 14 security implications when parking
- 15 health and safety issues relevant to the vehicle
- 16 relevant legislation, regulations and industry codes of practice related to end of journey close down procedures
- 17 operational and organisational procedures for reporting and recording damage and defects
- 18 methods of communication (eg oral, written, electronic)

Carry out end of journey debrief procedures

- 19 type of consignment delivered or collected
- 20 type of vehicle transporting the consignment
- 21 documentation systems and procedures
- 22 relevant legislation, regulation and codes of practice (eg driver's hours)
- 23 vehicle defect recording procedures
- 24 operational and organisational procedures for reporting and recording damage and defects
- 25 methods of communication (eg oral, written, electronic).

Unit 226 Complete pre-journey and post-journey procedures

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 carrying out pre-journey procedures in accordance with workplace procedures
- 2 carrying out end of journey close-down procedures in accordance with workplace procedures
- 3 carrying out end of journey debrief procedures in accordance with workplace procedures.

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Rationale

The aim of this unit is to enable the candidate to operate and control a laden vehicle. They will establish the stability of the load before moving the vehicle and then manoeuvre the vehicle in a safe, effective and controlled manner. The candidate will drive the vehicle in a way that optimises fuel consumption and minimises wear and tear and the risk of accidental damage. They will correctly secure the vehicle and its load when it is left unattended and you must follow all relevant regulations.

Candidates will follow established procedures in the event of an accident, breakdown or any other problems that may arise. They identify any changes to the operating schedule and any decisions they make to amend the agreed route must be within the limits of their own authority and communicated promptly to the relevant person.

Practical skills

The candidate will be able to:

Operate and control a laden vehicle

- 1 correctly establish the stability of the load before moving the vehicle
- 2 manoeuvre the vehicle in a safe, effective and controlled manner
- 3 drive the vehicle in a way that optimises fuel consumption within operational constraints
- 4 drive the vehicle in a way that minimises wear and tear and risk of accidental damage
- 5 constantly display an awareness of, and consideration for, the action of others
- 6 constantly display an awareness of, and consideration for, the loads they carry
- 7 accurately identify any hazards within their work area and take any remedial action needed promptly
- 8 take remedial action that minimises the risk of accident, damage and disruption to vehicles, property and other road uses
- 9 correctly secure the vehicle and its load when the vehicle is left unattended.

Underpinning knowledge

The candidate will be able to explain:

Operate and control a laden vehicle

- 1 why it is necessary to establish the stability of the load
- 2 how the vehicle controls and equipment function and operate
- 3 the characteristics, capabilities and handling of the vehicle
- 4 the techniques of safe driving and manoeuvring
- 5 the importance of optimising vehicle performance
- 6 the characteristics of the load, and problems that could occur in transit
- 7 what remedial action to take when hazards occur
- 8 the relevant regulations that affect vehicle operation and control, and how to apply them
- 9 the highway code.

Monitor and review progress

- 10 the nature and characteristics of the load and their effect on vehicle performance
- 11 the procedures for dealing with problems that occur

- 12 how deviations from the operating schedule will impact on operations
- 13 the limits of their own authority and the consequences of operating outside these limits
- 14 the regulations that affect the transport of goods and materials and how to apply them
- 15 the communication structures and procedures within their organisation
- 16 the importance of effective communication and what could happen if they do not communicate effectively
- 17 what an operating schedule covers.

Unit 227 Transport goods and materials

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 operating and controlling a laden vehicle in accordance with workplace procedures
- 2 monitoring and reviewing progress in accordance with workplace procedures.

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Rationale

The aim of this unit is to enable the candidate to sort and classify livestock for sale or despatch.

This unit is for candidates who work in meat and/or poultry operations and whose role requires them to sort and/or classify livestock.

Practical skills

The candidate will be able to:

Sort and classify livestock

- 1 prepare the work area and the equipment to be used properly
- 2 sort the livestock correctly according to instructions received (eg by size and weight, by age, by appearance, by number, by condition)
- 3 assess the condition of livestock in line with instructions
- 4 collect the selected livestock and move them to the allocated location
- 5 handle livestock safely and minimise stress throughout the sorting process
- 6 monitor all livestock effectively to keep them in optimum condition
- 7 complete all relevant records accurately
- 8 use safe working methods and practices in line with relevant legislation and industry codes of practice

Sort livestock for despatch

- 9 identify accurately and sort livestock for loading in line with requirements
- 10 move the sorted livestock into a suitable area for collection
- 11 communicate information relating to the loading of livestock accurately
- 12 identify any situations that prevent the loading of livestock and either stop the process or inform the relevant person
- 13 make sure the site, equipment and materials are prepared ready for re-use
- 14 maintain effective communication throughout the sorting and loading process.

Underpinning knowledge

The candidate will be able to explain:

- 1 the type and condition of the equipment used for sorting livestock
- 2 how to prepare the area and equipment for sorting livestock
- 3 how to assess and classify different types of livestock and the reasons for using different methods
- 4 how livestock are collected and contained
- 5 how to identify and prepare livestock for sale and despatch, and why this is important
- 6 how to keep livestock in optimum condition
- 7 different methods for moving and sorting the livestock
- 8 correct methods for handling livestock, individually and in groups
- 9 how the sorting process might cause stress to livestock

- 10 what welfare and commercial considerations you need to take into account when the livestock become stressed
- 11 the optimum condition of the livestock during the sorting process and what problems can arise
- 12 what situations might prevent the livestock from being moved and what actions to take
- 13 why it is important to maintain effective communication throughout the process
- 14 the format and purpose of records used in the livestock market
- 15 your responsibilities under animal health and welfare regulations and legislation
- 16 your responsibilities under health and safety regulations and legislation.

Unit 228 Sort and classify livestock for sale or despatch in food manufacture

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 sorting and classifying livestock in accordance with workplace procedures
- 2 sorting livestock for despatch in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Unit 229

Display livestock to potential buyers in food manufacture

Rationale

The aim of this unit is to enable the candidate to receive and display livestock to potential buyers. Candidates should be able to receive livestock into the display area, follow directions from the auctioneer and display livestock to potential buyers.

This unit is for candidates who work in meat and/or poultry operations and whose role requires them to display livestock.

Practical skills

The candidate will be able to:

Receive livestock into the display area

- 1 recognise and act on signals from relevant people to bring livestock, individually and in groups, into the display area
- 2 bring the livestock into the display area in the right order for the sale
- 3 move the livestock from the weighbridge to the display area at a pace suited to the livestock being displayed
- 4 maintain effective communication with relevant people to ensure the health and safety of self and others and to optimise the auction activity
- 5 use safe working methods and practices in line with relevant legislation and industry codes of practice

Display livestock

- 6 guide the livestock, individually and in groups, around the display area
- 7 display the livestock, individually and in groups, to their best effect to potential buyers
- 8 co-ordinate the display of the livestock with the auction activity and with any actions of the vendor
- 9 take action to deal with any difficulties that arise when displaying livestock
- 10 recognise the start and end of bidding activity
- 11 guide the livestock out of the display area at the correct time.

Underpinning knowledge

The candidate will be able to explain:

- 1 the practices and procedures involved in a livestock auction and their role in the auction
- 2 how to recognise different stages in the auction
- 3 why it is important to respond to signals from the auctioneer
- 4 how to communicate effectively
- 5 how to control, direct and handle livestock
- 6 how to bring different classes of livestock to the display area
- 7 how the weighbridge operates and who is responsible for ensuring that livestock are weighed properly
- 8 why it is important to identify the livestock correctly
- 9 how to display livestock to their best effect
- 10 how to guide livestock out of the display area

- 11 types of difficulties that can occur when displaying livestock and how to handle or respond to them
- 12 potential hazards when displaying livestock and how to avoid them.

Unit 229

Display livestock to potential buyers in food manufacture

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 receiving livestock into the display area in accordance with workplace procedures
- 2 displaying livestock in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Rationale

The aim of this unit is to enable the candidate to prepare, move and re-locate livestock.

This unit is for candidates who work in meat and/or poultry processing operations and whose role requires them to move and re-locate livestock.

Practical skills

The candidate will be able to:

Prepare to move livestock

- 1 identify and locate livestock which are to be re-located, in line with instructions received
- 2 check livestock destinations and routes before livestock are moved and take remedial action to correct problems
- 3 report livestock showing any signs of injury, stress, abnormal physical condition or behaviour to the relevant person
- 4 identify how they would deal with any problems which may arise before approaching livestock
- 5 identify livestock needing isolation to the relevant person

Move livestock

- 6 approach livestock in a calm, confident manner and move them at a suitable pace from the holding area without causing injury and minimal stress
- 7 monitor the livestock's behaviour and control their movement to ensure the livestock reach their destination safely
- 8 ask for help immediately when there are difficulties in moving the livestock
- 9 restrain livestock safely and correctly in line with instructions
- 10 re-locate livestock safely to the correct destination at the end of the procedure

Work safely and hygienically

- 11 use personal protective equipment in line with health, safety and hygiene requirements
- 12 follow safe hygienic working practices when moving and re-locating livestock..

Underpinning knowledge

The candidate will be able to explain:

- 1 what personal protective equipment may be required and how it should be used
- 2 how to maintain livestock holding areas
- 3 why it is important to inspect livestock holding areas
- 4 how to identify livestock that need to be separated and reasons why livestock may need to be isolated
- 5 how to isolate livestock safely
- 6 procedures for restraining livestock
- 7 types of hazards that they may face when restraining livestock

- 8 why it is important to know their physical limitations and experience in dealing with specific livestock
- 9 why it is important to ask for assistance when this becomes necessary
- 10 how to identify the correct holding areas for different livestock
- 11 how to make sure livestock are moved correctly to the right destination
- 12 how to identify different types of livestock
- 13 what is normal and abnormal behaviour in both female and male livestock
- 14 how to approach livestock and why it is important to do so calmly and quietly
- 15 why it is important to check the welfare of livestock
- 16 why livestock are held in different holding areas and have different destination routes
- 17 why it is important to check livestock holding areas, destinations and routes before moving livestock
- 18 why it is important to use suitable personal protective equipment
- 19 how to re-locate livestock
- 20 how to avoid stress and injury to livestock when moving them
- 21 procedures for moving livestock between different locations on site
- 22 how to plan the route and destination of livestock
- 23 how to secure holding areas
- 24 why livestock need to be monitored after being moved
- 25 how to recognise signs of injured or stressed livestock, abnormal conditions and behaviour in livestock
- 26 when livestock should be moved and the pace of that movement
- 27 how to keep records of incidents relating to animal welfare and why that is important
- 28 their responsibilities under health and safety regulations and legislation
- 29 their responsibilities under animal health and welfare regulations and legislation.

Unit 230 Prepare, move and re-locate livestock in food manufacture

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 preparing to move livestock in accordance with workplace procedures
- 2 moving livestock in accordance with workplace procedures
- 3 working safely and hygienically in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Rationale

The aim of this unit is to enable the candidate to receive livestock for food and drink manufacturing operations.

This unit is for candidates who work in meat and/or poultry processing operations and whose role requires them to receive livestock.

Practical skills

The candidate will be able to:

Prepare to receive livestock

- 1 direct vehicles to the holding area for unloading of livestock
- 2 make sure that the delivery vehicle is in the correct position and it is safe to unload
- 3 check that the vehicle is secured and safe to unload
- 4 arrange for appropriate space to receive the livestock
- 5 check that the holding area is suitable and in the correct condition to receive livestock
- 6 make sure the route from the vehicle to the holding area is clear
- 7 check that all ramps, rails and handling equipment are available, safe and secure to unload livestock
- 8 report any problems to the appropriate person

Accept livestock

- 9 check the condition of the livestock and whether they are suitable to be accepted
- 10 receive documentation from the delivery driver and carry out appropriate checks
- 11 identify and report any discrepancies to the relevant person
- 12 follow instructions to deal with any unacceptable livestock

Unload and pen livestock

- 13 gather livestock and move them to their holding area in a safe and humane way
- 14 pen livestock in their holding area in a safe and humane way
- 15 check that livestock have a readily available constant supply of drinking water
- 16 check that all livestock are correctly located in the holding areas in the correct numbers
- 17 deal with any difficulties within the limits of their authority
- 18 direct vehicles away from holding area when unloading is completed.

Underpinning knowledge

The candidate will be able to explain:

- 1 their responsibilities under animal welfare regulations and legislation
- 2 their responsibilities under health and safety regulations and legislation
- 3 why dead, diseased, injured or dirty livestock must be identified
- 4 how to recognise signs of ill-health, stress and potential problems in different species of livestock in relation to appearance, posture, movement and behaviour, and what to do if any problems are observed
- 5 how to keep livestock healthy during transport and minimise the chances of stress or injury

- 6 methods of handling different species of livestock safely
- 7 how to introduce livestock into holding areas in a way which minimises their stress
- 8 why it is important for animals to be moved along a clear route from vehicle to holding area
- 9 the effects of stress and damage on carcase meat
- 10 methods of securing the vehicle and preparing it for unloading and why it is important
- 11 how to check and prepare holding areas and equipment for unloading, and why preparations are important
- 12 types of holding facilities for different livestock and how to prepare them
- 13 why the size and type of holding facility is important
- 14 regulations relating to holding locations for vehicles containing livestock
- 15 why environmental conditions for holding livestock are important
- 16 potential hazards to livestock and people which may occur in the holding areas and how these can be minimised
- 17 procedures for receiving and unloading livestock
- 18 documentation and reporting procedures
- 19 reasons for keeping records accurately and why it is important
- 20 reasons for checking records and identifying mismatches
- 21 limits of their authority in dealing with difficulties and concerns.

Unit 231 Receive livestock in food manufacture

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 preparing to receive livestock in accordance with workplace procedures
- 2 accepting livestock in accordance with workplace procedures
- 3 unloading and penning livestock in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Rationale

The aim of this unit is to enable the candidate to show that they can follow animal welfare procedures and understand how to deal with animal welfare problems. They will also need to demonstrate that they can deal correctly with the documents recording the delivery.

Receiving poultry into a plant is a critical time for animal welfare. This movement between the poultry farm and the poultry plant is also a vital link in the essential chain of traceability.

This unit is appropriate for candidates whose job involves working in a transport yard and pre-slaughter area.

Practical skills

The candidate will be able to:

Receive and prepare to unload poultry

- 1 make sure that the delivery vehicle is in an appropriate position for checking of birds
- 2 assist with parking the vehicle in a position that avoids stress to birds
- 3 arrange for appropriate space to receive birds
- 4 check that handling equipment is available and safe for unloading poultry
- 5 receive documentation from the delivery driver and carry out appropriate checks

Unload poultry

- 6 check the condition of the poultry and their suitability for acceptance
- 7 direct vehicles to the area for unloading of poultry
- 8 check that the vehicle is secured and safe to unload
- 9 assist with or monitor the unloading of poultry to make sure it is safe and humane
- 10 assist with the movement or despatch of vehicles when unloading is completed.

Underpinning knowledge

The candidate will be able to explain:

- 1 their responsibilities under animal welfare regulations and legislation
- 2 their responsibilities under health and safety regulations and legislation
- 3 why dead, moribund, diseased, injured or dirty birds must be identified
- 4 how to recognise signs of ill-health in live poultry
- 5 how to maintain the health of live poultry during transfer and minimise the chances of stress or injury
- 6 effects of stress and damage on carcase meat
- 7 methods of securing the vehicle and preparing it for unloading and why that is important
- 8 how to check and prepare facilities and equipment for unloading
- 9 regulations relating to holding locations for vehicles containing live poultry
- 10 why environmental conditions for holding live poultry are important
- 11 company procedures for the receipt of live poultry
- 12 documentation and reporting procedures
- 13 reasons for keeping records and the importance of accuracy.

Unit 232 Receive poultry in food manufacture

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 preparing to unload poultry in accordance with workplace procedures
- 2 unloading poultry in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Rationale

The aim of this unit is to enable the candidate maintain bio-security and prevent cross-contamination by wearing the correct clothing and using equipment properly. Candidates should also be able to report any concerns they have quickly to the appropriate people.

Practical skills

The candidate will be able to:

Prepare to enter the site

- 1 use personal protective equipment that is clean and hygienic, fit for use and worn correctly
- 2 seek advice from the appropriate person if further explanation is required concerning specific tasks

Maintain bio-security while on site

- 3 work to their organisation's rules on bio-security while on site and when entering and leaving the site
- 4 use personal protective equipment correctly and in accordance with organisational requirements
- 5 take steps to avoid unnecessary contamination and cross-contamination of the site

Report any concerns on bio-security

- 6 communicate clearly and in a way that encourages effective working relationships
- 7 pass on any concerns to the correct person or people as quickly as possible.

Underpinning knowledge

The candidate will be able to explain:

- 1 tasks and activities for which they are responsible
- 2 how to carry out tasks and activities
- 3 who to go to for further information and advice on specific tasks and activities
- 4 the importance of seeking further information or advice on how to do specific tasks and activities and the risks involved if they do not do this
- 5 what clothing, footwear and equipment is suitable and required by their organisation
- 6 bio-security procedures on site and when entering and leaving the site
- 7 how contamination and cross-contamination occurs, and the possible effects on livestock
- 8 standards of bio-security for the work area
- 9 health and safety procedures regarding bio-security
- 10 methods of working effectively with others
- 11 methods of communication effectively
- 12 the reasons why effective communication is important.

Unit 233 **Contribute to bio-security in livestock holding in food manufacture**

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 preparing to enter the site in accordance with workplace procedures
- 2 maintaining bio-security while on site in accordance with workplace procedures
- 3 reporting any concerns on bio-security in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Rationale

The aim of this unit is to enable the candidate to maintain reception and holding areas for livestock.

This unit is for candidates who work in meat and/or poultry processing operations and whose role requires them to maintain reception and holding areas for livestock.

Practical skills

The candidate will be able to:

Prepare and identify areas requiring maintenance

- 1 select tools and materials for cleaning and check that they are working correctly
- 2 report non-conforming tools and materials to the relevant person
- 3 inform the relevant person where remedial need exceeds the limits of their authority

Clean and maintain reception area

- 4 follow cleaning schedules to clean the reception area
- 5 re-position fixtures and fittings and take remedial action within the limits of their authority
- 6 inspect fixtures and fittings for operational fitness and make an accurate report to the relevant person
- 7 identify damaged and faulty fixtures and fittings and take remedial action within the limits of their authority

Work safely and hygienically

- 8 maintain the safety, security and welfare of livestock
- 9 follow safe and hygienic working practices.

Underpinning knowledge

The candidate will be able to explain:

- 1 how to re-position fixtures and fittings after cleaning
- 2 how to carry out cleaning
- 3 what cleaning tools and materials to use
- 4 how to identify non-conforming tools
- 5 how to select the correct tools for the task
- 6 why it is important to carry out maintenance work and the problems which occur if this is not done
- 7 what problems occur if fixtures and fittings are not repositioned after cleaning
- 8 who to report problems to which exceed limits of own authority
- 9 how to look after the safety, security and welfare of livestock and why this is important
- 10 why it is important to inspect the feed facilities.

Unit 234 **Maintain reception and holding areas for livestock in food manufacture**

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 preparing and identifying areas requiring maintenance in accordance with workplace procedures
- 2 cleaning and maintaining reception area in accordance with workplace procedures
- 3 working safely and hygienically in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Rationale

The aim of this unit is to enable the candidate to care for livestock pre-slaughter (the period between the arrival of livestock on the site and movement to the line for slaughter).

This unit is for candidates who work in meat and/or poultry processing operations and whose role requires them to provide pre-slaughter care of livestock.

Practical skills

The candidate will be able to:

Handle and separate livestock safely

- 1 handle livestock safely, humanely and in a way that minimises stress and injury
- 2 separate livestock which are dead-on-arrival, dying, diseased or injured
- 3 follow health, safety and hygiene procedures when caring for livestock

Monitor livestock holding areas

- 4 confirm the suitability of livestock holding area with the relevant person
- 5 keep livestock holding areas clean
- 6 check that livestock are held in numbers that do not cause stress or welfare problems
- 7 check and maintain adequate bedding, ventilation and light for the livestock.

Underpinning knowledge

The candidate will be able to explain:

- 1 their responsibilities under animal welfare regulations and legislation
- 2 their responsibilities under health and safety regulations and legislation
- 3 how to assess the suitability of environmental conditions and why that is important
- 4 why it is necessary to look after livestock
- 5 how to identify livestock that need separating
- 6 why sick, bad-tempered or injured livestock must be separated immediately and what may happen if this is not done
- 7 procedures for separating livestock
- 8 how to separate livestock safely and in a way that minimises stress
- 9 how to handle livestock safely in various locations
- 10 how to minimise stress and injury to livestock
- 11 how stress and injury to livestock affects the quality of meat
- 12 why livestock are located in holding areas and where these are
- 13 who to confirm the correct holding areas with
- 14 different fixtures and fittings required in the isolation areas
- 15 how to follow cleaning schedules using company procedures
- 16 how to clean holding areas efficiently and effectively.

Unit 235

Care for livestock pre-slaughter in food manufacture

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 handling and separating livestock safely in accordance with workplace procedures
- 2 monitoring livestock holding areas in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Rationale

The aim of this unit is to enable the candidate to care for and maintain the condition of poultry during the period between the arrival of poultry on the site and movement to the line for slaughter.

The welfare of poultry is most important throughout this time and can directly affect the quality of the meat after slaughter.

This unit is appropriate for candidates whose job involves dealing with poultry in pre-slaughter.

Practical skills

The candidate will be able to:

Monitor the welfare of poultry

- 1 check the condition of poultry waiting to be unloaded
- 2 identify dead-on-arrival, moribund, diseased or injured birds
- 3 check environmental conditions to ensure the welfare of poultry awaiting slaughter
- 4 follow company procedures to deal with problems with the environmental conditions and the conditions of poultry awaiting slaughter
- 5 follow company procedures to inform appropriate people about dead-on-arrival, moribund, diseased or injured birds

Care for poultry pre-slaughter

- 6 handle birds safely and humanely
- 7 de-crate birds efficiently and humanely
- 8 separate birds which are dead-on-arrival, moribund, diseased or injured
- 9 hang on birds in an efficient and humane manner.

Underpinning knowledge

The candidate will be able to explain:

- 1 their responsibilities under animal welfare regulations and legislation
- 2 their responsibilities under health and safety regulations and legislation
- 3 how to assess the suitability of environmental conditions and why that is important
- 4 how to check vehicles, crates and birds in holding areas
- 5 how to separate and deal with birds that are separated when this is necessary
- 6 company procedures for moving poultry between different locations on site
- 7 company procedures for separating poultry
- 8 company procedures for monitoring poultry
- 9 company procedures for hanging birds
- 10 how to handle poultry in a way that minimises stress
- 11 how to recognise different problems with poultry and how to deal with them
- 12 how to identify birds that need separating
- 13 how to separate poultry safely with minimum stress
- 14 how to recognise stress in poultry.

Unit 236 Care for poultry pre-slaughter in food manufacture

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 monitoring the welfare of poultry in accordance with workplace procedures
- 2 caring for poultry pre-slaughter in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Rationale

The aim of this unit is to enable the candidate to monitor the health and welfare of livestock pre-slaughter (the period between the arrival of livestock on the site and movement to the line for slaughter).

This unit is for candidates who work in meat and/or poultry processing operations and whose role requires them to provide pre-slaughter care of livestock.

Practical skills

The candidate will be able to:

Monitor welfare of livestock

- 1 monitor the safety, security and welfare of livestock
- 2 monitor the condition and behaviour of livestock regularly and report any problems to the appropriate person
- 3 identify problems with livestock and follow procedures to deal with them
- 4 check the condition of livestock waiting to be unloaded
- 5 identify dead-on-arrival, dying, diseased or injured livestock
- 6 follow procedures to inform appropriate people about dead-on-arrival, dying, diseased or injured livestock
- 7 handle livestock safely and minimises stress and injury

Monitor environmental conditions for livestock

- 8 check **environmental conditions** to ensure the welfare of livestock
- 9 identify problems with environmental conditions and follow procedures to deal with them.

Underpinning knowledge

The candidate will be able to explain:

- 1 their responsibilities under animal welfare regulations and legislation
- 2 their responsibilities under health and safety regulations and legislation
- 3 how to assess the suitability of **environmental conditions** and why that is important
- 4 how to check vehicles, equipment and livestock in holding areas
- 5 procedures for monitoring health and wellbeing of livestock
- 6 how to promote the health and welfare of livestock and minimise stress and injury
- 7 how to identify different conditions on livestock
- 8 how to identify livestock that need restraint, separation or isolation
- 9 the different causes that can affect the livestock's behaviour
- 10 how to recognise different problems with different types of livestock in relation to appearance, posture, movement and behaviour, and how to deal with them
- 11 how to recognise stress in livestock
- 12 how to approach and restrain livestock safely with minimum stress.

Unit 237

Monitor the health and welfare of livestock pre-slaughter in food manufacture

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 monitoring welfare of livestock in accordance with workplace procedures
- 2 monitoring environmental conditions for livestock in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Term	Meaning
Environmental conditions	This may include the condition of the holding areas, temperature control, bedding, ventilation and lighting.

Unit 238

Prepare and monitor feed and water supplies to livestock in food manufacture

Rationale

The aim of this unit is to enable the candidate to preparing, monitor and control the supply of feed and water to livestock.

This unit is for candidates who work in meat and/or poultry processing operations and whose role requires them to prepare, monitor and control the supply of feed and water to livestock.

Practical skills

The candidate will be able to:

Prepare feed and water supplies for livestock

- 1 follow instructions to select the right type, quantity and quality of feed
- 2 prepare feed correctly and keep adequate stocks in hygienic conditions
- 3 check feed and water supplies at the correct times and confirm they are fresh and clean
- 4 make sure that feed and water equipment is safe and ready for use
- 5 use safe working methods and practices that are in line with relevant legislation and industry codes of practice
- 6 record relevant information accurately

Monitor and maintain supply of feed and water to livestock

- 7 supply feed to the livestock using the specified method
- 8 supply clean, fresh water to the livestock according to their needs
- 9 report concerns in relation to the feeding and drinking habits of the livestock immediately
- 10 monitor the condition of feed and water correctly, and resolve any problems within the limit of their authority
- 11 clean and maintain equipment in a condition fit for use.

Underpinning knowledge

The candidate will be able to explain:

- 1 what type, quantity and quality of feed and drinking water is required for relevant categories of livestock
- 2 how to obtain feed and maintain adequate stocks
- 3 reasons for checking the condition of feed and water
- 4 how to provide feed and water to livestock
- 5 why it is important to ensure that all livestock have access to feed and water
- 6 normal feeding and drinking behaviour of livestock and possible reasons for changes in their behaviour
- 7 procedures for reporting problems
- 8 types of problems which may occur during feeding and watering
- 9 what they are responsible for in relation to feeding and watering the livestock
- 10 why it is important to monitor the livestock's response to handling and report any signs of negative responses to the relevant person
- 11 how to clean and keep feeding and watering equipment in a fit condition
- 12 how to store and use equipment correctly
- 13 how to remove organic and inorganic waste
- 14 their responsibilities under health and safety regulations and legislation
- 15 why it is important to record information and keep records accurately.

Unit 238 Prepare and monitor feed and water supplies to livestock in food manufacture

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 preparing feed and water supplies for livestock in accordance with workplace procedures
- 2 monitoring and maintaining the supply of feed and water to livestock in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Rationale

This unit is about contributing to developing production specifications for food and drink manufacturing operations. You will need to develop quality criteria and specifications that may be used across a wide range of activities within the industry. You will need to identify and draft criteria, consult with others in agreeing final specifications that are in line with statutory and operational requirements.

Practical skills

The candidate will be able to:

Identify criteria

- 1 consult the relevant person(s) and obtain their opinions to ascertain the criteria required for the development of specifications
- 2 assess the products and processes, relevant information and influencing factors and determine the validity of the identified criteria
- 3 assess the validity of the proposed checking methods against the identified criteria

Draft criteria and consult with others

- 4 assemble the criteria into a consistent order in a draft specification and submit it to the relevant person(s) for comment
- 5 monitor and evaluate the criteria used in specifications to check that they continue to be relevant to customer, product and process requirements
- 6 take corrective action, in line with their limits of authority, to deal with any discrepancies

Agree and submit final specification

- 7 agree with the relevant person(s) which criteria will be incorporated into the final specification
- 8 submit the final specifications, including accurate criteria, in a suitable manner and format for the approval of the relevant person(s).

Underpinning knowledge

The candidate will be able to explain:

- 1 why it is important to consult others and who to consult with on the development of specifications
- 2 how to consult with others and obtain their opinions
- 3 how to develop criteria for inclusion in specifications and the criteria needed
- 4 how to assemble and assess criteria for inclusion for specifications
- 5 the specification formats
- 6 how to draft and submit specifications for approval
- 7 the specification development processes and procedures
- 8 how to monitor and evaluate specifications
- 9 relevant statutory regulations and operational requirements and how they affect specifications development
- 10 what criteria are used to develop specifications
- 11 how to assess the validity of the criteria

- 12 how to ensure that the criteria are relevant to the customer, product and process requirements
- 13 the corrective actions which can be taken when criteria fail to meet the customer, product and process requirements
- 14 what checking methods and techniques are available
- 15 how to assess the validity of the selected checking methods
- 16 how to assess criteria and identify the inputs, outputs and intermediate stages of products and processes
- 17 the sampling, checking and testing procedures that are available
- 18 how to assess the cost-effectiveness of specifications
- 19 how to check that the specification is achievable
- 20 how to assess the best use of resources
- 21 how to identify and solve problems in achieving the specifications
- 22 what constitutes acceptable deviations and concessions – in product and process specifications
- 23 the effect of deviations and concessions in product and process specifications
- 24 how to incorporate acceptable deviations and concessions into specifications
- 25 the impact of food safety, health and safety, and environmental protection regulations on the development of specifications.

Unit 239 **Contribute to developing production specifications in food manufacture**

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 identifying criteria in accordance with workplace procedures and contributing to the development of **two** specifications
- 2 drafting criteria and consultations with others in accordance with workplace procedures and contributing to the development of **two** specifications
- 3 agreeing and submitting final specifications in accordance with workplace specifications and contributing to the development of two specifications

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Unit 240

Report and record production operations in food manufacture

Rationale

The aim of this unit is to enable the candidate to keep accurate and detailed records. These records are particularly important to protect food safety and comply with internal and external quality checks and audits.

Practical skills

The candidate will be able to:

Record operational activities

- 1 identify information and data that needs to be reported
- 2 identify the correct method of recording information and data
- 3 record information and data they have collected
- 4 complete records clearly and accurately within defined timescales
- 5 follow company procedures to process and store records

Report on operational activities

- 6 identify information and events that need to be reported
- 7 report information and events to the appropriate person or people
- 8 make verbal reports of information and events
- 9 make written reports of information and events
- 10 check that their reporting of information and events is to the point and accurate.

Underpinning knowledge

The candidate will be able to explain:

- 1 situations, events, problems and information that needs reporting
- 2 why it is important to report clearly, concisely and accurately
- 3 why it is important to establish facts before reporting
- 4 why it is important to provide adequate detail when reporting
- 5 why it is important to report promptly
- 6 types of information and data that need to be recorded
- 7 people to whom reports should be made
- 8 principles of verbal and written reporting
- 9 reporting by electronic means
- 10 methods of recording information and data
- 11 the importance of working with others to obtain and check information
- 12 consequences of inaccurate reporting
- 13 why it is important to record information and data methodically
- 14 why it is important to record information and data accurately and the consequences of errors in doing so
- 15 the purpose of records in the maintenance of traceability
- 16 the importance of traceability in quality assurance
- 17 the concept of due diligence including legal defence.

Unit 240 Report and record production operations in food manufacture

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 recording operational activities in accordance with workplace procedures
- 2 reporting on operational activities in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Unit 241

Carry out task hand-over procedures in food manufacture

Rationale

The aim of this unit is to enable the candidate the exchange of all relevant information during the hand-over process regarding both what has occurred and what may have to happen in order to maintain continuity of output. This can include shift hand-over and cover for absence and breaks.

Practical skills

The candidate will be able to:

Hand-over responsibility to another person

- 1 hand-over according to the required legal or regulatory requirements, organisational health, safety, environmental and hygiene standards or instructions
- 2 take precautions to ensure that production is not interrupted during hand-over
- 3 maintain quality standards during task hand-over
- 4 provide information accurately and promptly to those who need to know
- 5 exchange information in an appropriate place

Take over responsibility from another person

- 6 take over according to the required legal or regulatory requirements, organisational health, safety, environmental and hygiene standards or instructions
- 7 take precautions to ensure that production is not interrupted during hand-over
- 8 maintain quality standards during hand-over
- 9 obtain required information from the other person and clarify where necessary
- 10 exchange information in an appropriate place.

Underpinning knowledge

The candidate will be able to explain:

- 1 the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions and what may happen if they are not followed
- 2 the operation of the quality systems relevant to the work area
- 3 the production schedules appropriate to the work area
- 4 the specified machine settings to meet quality standards and what may happen if they are not met
- 5 the origins and destinations of materials and products
- 6 why it is important to provide accurate information and what may happen if the information they give is inaccurate
- 7 why it is important to obtain accurate information and what may happen if this is not done
- 8 the reasons why it is important to interpret information accurately and what may happen if this is not done.

Unit 241 Carry out task hand-over procedures in food manufacture

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 handing-over responsibility to another person in accordance with workplace procedures. This must include maintaining quality in **one** of the following types of handover: where there are on-going problems; where there are impending problems
- 2 taking-over responsibility from another person in accordance with workplace procedures. This must include maintaining quality in **one** of the following types of handover: where there are on-going problems; where there are impending problems

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Unit 242

Carry out product changeovers in food manufacture

Rationale

This unit is about the changing of machines or equipment and/or the introduction of different products of materials. It covers preparing for changeovers, carrying out changeovers and completing the process according to the legal or regulatory requirements.

Practical skills

The candidate will be able to:

Prepare for changeovers

- 1 prepare according to the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions
- 2 prepare in a way that minimises operational down time and waste of products and materials
- 3 remove resources from the previous run which are not needed to an appropriate place
- 4 ensure plant surfaces that are in contact with ingredients and product are clean
- 5 assemble required resources in the correct place before changeover begins and make sure they meet specification before the changeover begins
- 6 obtain the necessary information about the changeover at the appropriate time and alert those who need to be involved
- 7 obtain the required authorisation, if appropriate, before changeover begins
- 8 maintain effective communication where required

Carry out changeovers

- 9 carry out according to the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions
- 10 adjust plant and equipment to conform to specification and without affecting any other part of the plant
- 11 maintain effective communication where required

Complete changeovers

- 12 complete according to the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions
- 13 inform those who need to know that changeover is complete
- 14 take appropriate action when change parts are removed
- 15 report the condition of worn or damaged parts to the relevant person
- 16 complete the changeover within the specified time
- 17 ensure that, following changeover, output matches specification and is produced at the required rate
- 18 complete all records promptly and accurately.

Underpinning knowledge

The candidate will be able to explain:

- 1 the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions and what may happen if they are not followed
- 2 the need for authorisation to work, isolation of equipment and services and what may happen if this is not done correctly
- 3 what recording and communication is needed and how to carry this out correctly and the reasons why it is important to do so
- 4 what the limits of their own authority and competence are and why it is important to work within them
- 5 why the changeover is taking place
- 6 where to obtain and how to interpret specifications and what may happen if this is not done correctly
- 7 what the purpose and use is of machine isolation guards, interlocks and safety locks
- 8 functions and use of machine parts, tools and equipment needed for changeovers
- 9 what materials and resources are required and how to check their suitability
- 10 time allowed for changeovers
- 11 difficulties which might arise during changeovers and action to be taken in each case
- 12 the need for cleaning and what may happen if this is not done when required
- 13 critical control settings and their effect on production volumes and quality
- 14 what action to take when problems arise
- 15 how to recognise wear and tear on change parts
- 16 why it is important to notify the relevant person that a changeover has been completed and what may happen if this is not done
- 17 the appropriate action to take when change parts are removed and what may happen if this is not done
- 18 the need for accurate and prompt records.

Unit 242 Carry out product changeovers in food manufacture

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 preparing for changeovers in accordance with workplace procedures
- 2 carrying out changeovers in accordance with workplace procedures
- 3 completing changeovers in accordance with workplace procedures and taking two types of appropriate action e.g. cleaning, checking for wear and damage and storing.

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Rationale

The aim of this unit is to enable the candidate to manage complex and substantial processes through the operation of a central control system.

Practical skills

The candidate will be able to:

Use central control systems

- 1 operate to the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions when using central control systems
- 2 log on if required at the specified time
- 3 monitor the process at the required frequency
- 4 respond to alarms and take appropriate action within the limits of their responsibility
- 5 operate necessary control sequences correctly according to procedures
- 6 accurately complete records
- 7 maintain effective communications

Overcome problems using control systems

- 8 overcome problems according to the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions
- 9 make appropriate alterations to control parameters, auto/manual selection and sequencing as required
- 10 take appropriate corrective action within limits of their authority when problems or possible future problems are identified
- 11 inform those who need to know of any corrective action and its effects
- 12 complete records
- 13 maintain effective communications.

Underpinning knowledge

The candidate will be able to explain:

- 1 the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions and what may happen if they are not followed
- 2 what the plant and equipment layout is
- 3 what the process equipment sequences are and what may happen if controls are not sequenced properly
- 4 what the effect of control systems not performing to specification are on the process and the remedial action to be taken
- 5 what the alarms in the system are and how to respond to them
- 6 what could happen if the process is not monitored at the required frequency
- 7 what may happen if recognised procedures are not followed when sequencing necessary controls
- 8 what the effect of plant, equipment or services not performing to specification is and the remedial action to be taken
- 9 what the limits of their own authority and competence are and why it is important to work within them
- 10 what recording, reporting and communication is needed and how to carry this out correctly and the reasons why it is important to do so.

Unit 246 Operate central control systems in food manufacture

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 using central control systems in accordance with workplace procedures
- 2 overcoming two types of problems using control systems in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Unit 247

Control manual size reduction in food manufacture

Rationale

The aim of this unit is to enable the candidate to change products or ingredients into smaller units and fully remove constituent parts from the whole, by hand. The candidate should be able to meet product specification, respond to problems, complete the necessary records and maintain effective communication with the relevant people.

Practical skills

The candidate will be able to:

Prepare for manual size reduction

- 1 prepare according to the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions
- 2 check product specifications at the right time
- 3 make sure that the material for size reduction is available and fit for use
- 4 take effective action in response to operating problems
- 5 maintain effective communication

Carry out manual size reduction

- 6 operate to the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions when carrying out manual size reduction
- 7 handle and store materials and products in a manner which maintains quality
- 8 achieve the required output to the correct specification
- 9 make sure the product is correctly transferred to the next stage in the manufacturing operation
- 10 take effective action in response to **operating problems**
- 11 maintain effective communication

Finish manual size reduction

- 12 finish according to the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions
- 13 deal correctly with materials that can be re-cycled or re-worked
- 14 dispose of waste correctly
- 15 make equipment and the immediate work area ready for future use after the completion of the process
- 16 maintain effective communication
- 17 accurately complete all records.

Underpinning knowledge

The candidate will be able to explain:

- 1 what the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions are and what may happen if they are not followed
- 2 what equipment and materials to use and in what quantity
- 3 how to obtain and interpret the relevant process specification

- 4 what recording, reporting and communication is needed and how to carry this out correctly and the reasons why it is important to do so
- 5 what action to take when the process specification is not met
- 6 how to establish fitness for use of material and how to deal with material which is not fit for use
- 7 what might happen if material was used which was not fit for use
- 8 what operating problems are associated with size reduction and the appropriate response to make
- 9 the limits of their own authority and competence and why it is important to work within those limits
- 10 how to follow work instructions and why it is important to do so
- 11 how and when to seek assistance
- 12 how to carry out the process in an efficient manner and why it is important to do so
- 13 how to deal with items that can be re-cycled or re-worked
- 14 how to dispose of waste correctly and why it is important to do so
- 15 how to make equipment ready for future use.

Unit 247 Control manual size reduction in food manufacture

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 taking effective action in response to **two** types of operating problems
- 2 finishing manual size reduction in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Unit 247

Control manual size reduction in food manufacture

Glossary

Term	Meaning
Operating problems	These could include problems with materials, equipment or product.

Rationale

The aim of this unit is to enable the candidate to control size reduction in food & drink production. Candidates are required to start up, run and shut down equipment, as well as being able to take the appropriate action should **operating problems** occur. Candidates must also be able to work to product specifications and production schedules.

Practical skills

The candidate will be able to:

Prepare for size reduction

- 1 operate to the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions when preparing for size reduction
- 2 check product specifications at the right time
- 3 set up equipment according to specification
- 4 make sure that material for size reduction is available and fit for use
- 5 make sure that services meet requirements
- 6 start up the plant correctly and check that it is running to specification
- 7 take effective action in response to operating problems
- 8 maintain effective communication

Carry out size reduction

- 9 meet the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions when carrying out size reduction
- 10 use equipment correctly and make sure that it is correctly supplied with materials and services
- 11 achieve the required output to the correct specification
- 12 make sure the product is correctly transferred to the next stage in the manufacturing operation
- 13 take effective action in response to **operating problems** within the limits of their responsibility
- 14 maintain effective communication

Finish size reduction

15 meet the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions when finishing size reduction

- 16 check the specifications to time shut down accurately
- 17 follow procedures to shut down equipment correctly
- 18 deal correctly with items that can be re-cycled or re-worked
- 19 dispose of waste correctly
- 20 make equipment ready for future use after completion of the process
- 21 maintain effective communication
- 22 accurately complete all records.

Underpinning knowledge

The candidate will be able to explain:

- 1 what the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions are and what may happen if they are not followed
- 2 the purpose and importance of the process
- 3 what equipment and tools to use and their correct condition
- 4 what materials to use and in what quantity
- 5 how to obtain and interpret the relevant process or ingredient specification
- 6 what recording, reporting and communication is needed and how to carry this out correctly and the reasons why it is important to do so
- 7 what action to take when the process specification is not met
- 8 how to carry out the necessary pre start checks and why it is important to do so
- 9 how to follow the start up procedures for the process and why it is important to do so
- 10 how to obtain the necessary resources for the process
- 11 how to follow work instructions and why it is important to do so
- 12 common sources of contamination during processing, how to avoid these and what might happen if this is not done
- 13 how to operate, regulate and shut down the relevant equipment
- 14 when it is necessary to seek assistance and how to seek it
- 15 how to follow the relevant process control procedures and why it is important to do so
- 16 different ways to carry out the process
- 17 how to carry out the process in an efficient manner and why it is important to do so
- 18 what the limits of their own authority and competence are and why it is important to work within them
- 19 how to deal with items that can be re-cycled or re-worked
- 20 how to dispose of waste correctly and why it is important to do so
- 21 how to make equipment ready for future use.

Unit 248 Control size reduction in food manufacture

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 preparing for size reduction in accordance with workplace procedures
- 2 carrying out size reduction in accordance with workplace procedures and taking effective action in response to **two** operating problems
- 3 finishing size reduction in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Term	Meaning
Operating problems	This could include problems with materials, services, plant or equipment and product

Rationale

The aim of this unit is to enable the candidate to weigh food products (eg meat products, cheese) in order to price it for sale. Weighing is generally automated so candidates need the skills to mind a weighing machine and to make sure that weighing is accurate and efficient. If weighing is not efficient and accurate, there may be losses because meat is sold cheaply or because customers feel dissatisfied.

This unit is for candidates whose job involves weighing food products.

Practical skills

The candidate will be able to:

Prepare to weigh food products

- 1 assemble equipment and materials for weighing following company procedures
- 2 make sure there is a free flow of product for weighing and follow company procedures to deal with any problems
- 3 set up weighing equipment following company procedures
- 4 check that space is available to receive weighed products and follow company procedures to deal with any problems

Carry out weighing operations

- 5 monitor the flow of product for weighing and follow company procedures to deal with any problems
- 6 mind weighing machinery or carry out the weighing operation
- 7 follow company procedures to deal with any variations to company specifications during weighing
- 8 monitor the output of product to the correct place and follow company procedures to deal with any build-up
- 9 identify and dispose of waste and product not meeting customer specifications to the correct place following company procedures.

Underpinning knowledge

The candidate will be able to explain:

- 1 what the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions are and what may happen if they are not followed
- 2 the purpose and importance of the process
- 3 what equipment and tools to use and their correct condition
- 4 what materials to use and in what quantity
- 5 how to obtain and interpret the relevant process or ingredient specification
- 6 what recording, reporting and communication is needed and how to carry this out correctly and the reasons why it is important to do so
- 7 what action to take when the process specification is not met
- 8 how to carry out the necessary pre start checks and why it is important to do so
- 9 how to follow the start up procedures for the process and why it is important to do so
- 10 how to obtain the necessary resources for the process

- 11 how to follow work instructions and why it is important to do so
- 12 common sources of contamination during processing, how to avoid these and what might happen if this is not done
- 13 how to operate, regulate and shut down the relevant equipment
- 14 when it is necessary to seek assistance and how to seek it
- 15 how to follow the relevant process control procedures and why it is important to do so
- 16 different ways to carry out the process
- 17 how to carry out the process in an efficient manner and why it is important to do so
- 18 what the limits of their own authority and competence are and why it is important to work within them
- 19 how to deal with items that can be re-cycled or re-worked
- 20 how to dispose of waste correctly and why it is important to do so
- 21 how to make equipment ready for future use.

Unit 249 Control weighing in food manufacture

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 preparing to weigh food products in accordance with workplace procedures
- 2 carrying out weighing operations in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Rationale

The aim of this unit is to enable the candidate to combine two or more constituents to produce a whole. It details the skills required to start up, run and shut down equipment, as well as being able to take the appropriate action should operating problems occur in food and drink manufacturing. It is also about working to product specifications and production schedules.

Practical skills

The candidate will be able to:

Prepare for mixing

- 1 operate to the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions when preparing for mixing
- 2 check product specifications at the right time
- 3 set up equipment according to specification
- 4 make sure that material for mixing is available and fit for use
- 5 make sure that services meet requirements
- 6 start up the plant correctly and check that it is running to specification
- 7 take effective action in response to **operating problems**
- 8 maintain effective communication

Carry out mixing

- 9 meet the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions when carrying out mixing
- 10 use equipment correctly and make sure that it is correctly supplied with materials and services
- 11 achieve the required output to the correct specification
- 12 make sure the product is correctly transferred to the next stage in the manufacturing operation
- 13 take effective action in response to **operating problems** within the limits of their responsibility
- 14 maintain effective communication

Finish mixing

- 15 meet the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions when finishing mixing
- 16 check specifications to time shut down accurately
- 17 follow procedures to shut down equipment
- 18 deal correctly with items that can be re-cycled or re-worked
- 19 dispose of waste correctly
- 20 make equipment ready for future use after completion of the process
- 21 maintain effective communication
- 22 accurately complete all records.

Underpinning knowledge

The candidate will be able to explain:

- 1 what the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions are and what may happen if they are not followed
- 2 the purpose and importance of the process
- 3 what equipment and tools to use and their correct condition
- 4 what materials to use and in what quantity
- 5 how to obtain and interpret the relevant process or ingredient specification
- 6 what recording, reporting and communication is needed and how to carry this out correctly and the reasons why it is important to do so
- 7 what action to take when the process specification is not met
- 8 how to carry out the necessary pre start checks and why it is important to do so
- 9 how to follow the start up procedures for the process and why it is important to do so
- 10 how to obtain the necessary resources for the process
- 11 how to follow work instructions and why it is important to do so
- 12 common sources of contamination during processing, how to avoid these and what might happen if this is not done
- 13 how to operate, regulate and shut down the relevant equipment
- 14 when it is necessary to seek assistance and how to seek it
- 15 how to follow the relevant process control procedures and why it is important to do so
- 16 different ways to carry out the process
- 17 how to carry out the process in an efficient manner and why it is important to do so
- 18 what the limits of their own authority and competence are and why it is important to work within them
- 19 how to deal with items that can be re-cycled or re-worked
- 20 how to dispose of waste correctly and why it is important to do so
- 21 how to make equipment ready for future use.

Unit 250 Control mixing in food manufacture

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 preparing for mixing in accordance with workplace procedures
- 2 carrying out mixing in accordance with workplace procedures and taking effective action in response to **two** operating problems
- 3 finishing mixing in accordance with procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Unit 250

Glossary

Control mixing in food manufacture

Term	Meaning
Operating problems	This could include problems with materials, services, plant or equipment and product.

Rationale

The aim of this unit is to enable the candidate apply heat to bring about a change in the condition of a product. The candidate must be able to start up, run and shut down equipment, as well as being able to take the appropriate action should **operating problems** occur. They must also demonstrate the ability to work to product specifications and production schedules.

Practical skills

The candidate will be able to:

Prepare for heat treatment

- 1 operate to the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions when preparing for heat treatment
- 2 check product specifications at the right time
- 3 set up equipment according to specification
- 4 make sure that material for heat treatment is available and fit for use
- 5 make sure that services meet requirements
- 6 start up the plant correctly and check that it is running to specification
- 7 take effective action in response to **operating problems**
- 8 maintain effective communication

Carry out heat treatment

- 9 meet the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions when carrying out heat treatment
- 10 use equipment correctly and make sure that it is correctly supplied with materials and services
- 11 achieve the required output to the correct specification
- 12 make sure the product is correctly transferred to the next stage in the manufacturing operation
- 13 take effective action in response to **operating problems** within the limits of their responsibility
- 14 maintain effective communication

Finish heat treatment

- 15 meet the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions when finishing heat treatment
- 16 check the specifications to time shut down accurately
- 17 follow procedures to shut down equipment correctly
- 18 deal correctly with items that can be re-cycled or re-worked
- 19 dispose of waste correctly
- 20 make equipment ready for future use after completion of the process
- 21 maintain effective communication
- 22 accurately complete all records.

Underpinning knowledge

The candidate will be able to explain:

- 1 what the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions are and what may happen if they are not followed
- 2 the purpose and importance of the process
- 3 what equipment and tools to use and their correct condition
- 4 what materials to use and in what quantity
- 5 how to obtain and interpret the relevant process or ingredient specification
- 6 what recording, reporting and communication is needed and how to carry this out correctly and the reasons why it is important to do so
- 7 what action to take when the process specification is not met
- 8 how to carry out the necessary pre start checks and why it is important to do so
- 9 how to follow the start up procedures for the process and why it is important to do so
- 10 how to obtain the necessary resources for the process
- 11 how to follow work instructions and why it is important to do so
- 12 common sources of contamination during processing, how to avoid these and what might happen if this is not done
- 13 how to operate, regulate and shut down the relevant equipment
- 14 when it is necessary to seek assistance and how to seek it
- 15 how to follow the relevant process control procedures and why it is important to do so
- 16 different ways to carry out the process
- 17 how to carry out the process in an efficient manner and why it is important to do so
- 18 what the limits of their own authority and competence are and why it is important to work within them
- 19 how to deal with items that can be re-cycled or re-worked
- 20 how to dispose of waste correctly and why it is important to do so
- 21 how to make equipment ready for future use.

Unit 251 Control heat treatment in food manufacture

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 preparing for heat treatment in accordance with workplace procedures
- 2 carrying out heat treatment with in accordance with workplace procedures and taking effective action to **two** operating problems
- 3 finishing heat treatment in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Unit 251
Glossary

Control heat treatment in food manufacture

Term	Meaning
Operating problems	This could include problems with materials, services, plant or equipment and product

Rationale

The aim of this unit is to enable the candidate to partially or fully remove constituent parts from the whole. Candidates will be required to start up, run and shut down equipment, as well as being able to take the appropriate action should **operating problems** occur. They must also be able to work to product specifications and production schedules.

Practical skills

The candidate will be able to:

Prepare for separation

- 1 operate to the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions when preparing for separation
- 2 check product specifications at the right time
- 3 set up equipment according to specification
- 4 make sure that material for separation is available and fit for use
- 5 make sure that services meet requirements
- 6 start up the plant correctly and check that it is running to specification
- 7 take effective action in response to **operating problems**
- 8 maintain effective communication

Carry out separation

- 9 meet the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions when carrying out separation
- 10 use equipment correctly and make sure that it is correctly supplied with materials and services
- 11 achieve the required output to the correct specification
- 12 make sure the product is correctly transferred to the next stage in the manufacturing operation
- 13 take effective action in response to operating problems within the limits of their responsibility
- 14 maintain effective communication

Finish separation

- 15 meet the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions when finishing separation
- 16 check the specifications to time shut down accurately
- 17 follow procedures to shut down equipment correctly
- 18 deal correctly with items that can be re-cycled or re-worked
- 19 dispose of waste correctly
- 20 make equipment ready for future use after completion of the process
- 21 maintain effective communication
- 22 accurately complete all records.

Underpinning knowledge

The candidate will be able to explain:

- 1 what the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions are and what may happen if they are not followed
- 2 the purpose and importance of the process
- 3 what equipment and tools to use and their correct condition
- 4 what materials to use and in what quantity
- 5 how to obtain and interpret the relevant process or ingredient specification
- 6 what recording, reporting and communication is needed and how to carry this out correctly and the reasons why it is important to do so
- 7 what action to take when the process specification is not met
- 8 how to carry out the necessary pre start checks and why it is important to do so
- 9 how to follow the start up procedures for the process and why it is important to do so
- 10 how to obtain the necessary resources for the process
- 11 how to follow work instructions and why it is important to do so
- 12 common sources of contamination during processing, how to avoid these and what might happen if this is not done
- 13 how to operate, regulate and shut down the relevant equipment
- 14 when it is necessary to seek assistance and how to seek it
- 15 how to follow the relevant process control procedures and why it is important to do so
- 16 different ways to carry out the process
- 17 how to carry out the process in an efficient manner and why it is important to do so
- 18 what the limits of their own authority and competence are and why it is important to work within them
- 19 how to deal with items that can be re-cycled or re-worked
- 20 how to dispose of waste correctly and why it is important to do so
- 21 how to make equipment ready for future use.

Unit 252 Control separation in food manufacture

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 preparing for separation in accordance with accordance workplace procedures
- 2 carrying out separation in accordance with accordance workplace procedures and taking effective action in response to **two** operating problems
- 3 finishing separation in accordance with accordance workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Unit 252

Glossary

Control separation in food manufacture

Term	Meaning
Operating problems	This could include problems with materials, services, plant or equipment and product

Rationale

The aim of this unit is to enable the candidate to remove heat to achieve the required change in the condition of the product or to preserve the product state and/or quality. Candidates will be required to start up, run and shut down equipment, as well as being able to take the appropriate action should **operating problems** occur. They must also be able to work to product specifications and production schedules.

Practical skills

The candidate will be able to:

Prepare for temperature reduction

- 1 operate to the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions when preparing for temperature reduction
- 2 check product specifications at the right time
- 3 set up equipment according to specification
- 4 make sure that material for temperature reduction is available and fit for use
- 5 make sure that services meet requirements
- 6 start up the plant correctly and check that it is running to specification
- 7 take effective action in response to **operating problems**
- 8 maintain effective communication

Carry out temperature reduction

- 9 meet the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions when carrying out temperature reduction
- 10 use equipment correctly and make sure that it is correctly supplied with materials and services
- 11 achieve the required output to the correct specification
- 12 make sure the product is correctly transferred to the next stage in the manufacturing operation
- 13 take effective action in response to operating problems within the limits of their responsibility
- 14 **maintain effective communication**

Finish temperature reduction

- 15 meet the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions when finishing temperature reduction
- 16 **check the specifications to time shut down accurately**
- 17 follow procedures to shut down equipment correctly
- 18 deal correctly with items that can be re-cycled or re-worked
- 19 dispose of waste correctly
- 20 make equipment ready for future use after completion of the process
- 21 maintain effective communication
- 22 accurately complete all records.

Underpinning knowledge

The candidate will be able to explain:

- 1 what the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions are and what may happen if they are not followed
- 2 the purpose and importance of the process
- 3 what equipment and tools to use and their correct condition
- 4 what materials to use and in what quantity
- 5 how to obtain and interpret the relevant process or ingredient specification
- 6 what recording, reporting and communication is needed and how to carry this out correctly and the reasons why it is important to do so
- 7 what action to take when the process specification is not met
- 8 how to carry out the necessary pre start checks and why it is important to do so
- 9 how to follow the start up procedures for the process and why it is important to do so
- 10 how to obtain the necessary resources for the process
- 11 how to follow work instructions and why it is important to do so
- 12 common sources of contamination during processing, how to avoid these and what might happen if this is not done
- 13 how to operate, regulate and shut down the relevant equipment
- 14 when it is necessary to seek assistance and how to seek it
- 15 how to follow the relevant process control procedures and why it is important to do so
- 16 different ways to carry out the process
- 17 how to carry out the process in an efficient manner and why it is important to do so
- 18 what the limits of their own authority and competence are and why it is important to work within them
- 19 how to deal with items that can be re-cycled or re-worked
- 20 how to dispose of waste correctly and why it is important to do so
- 21 how to make equipment ready for future use.

Unit 253 Control temperature reduction in food manufacture

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 preparing for temperature reduction in accordance with workplace procedures
- 2 carrying out temperature reduction in accordance with workplace procedures and taking effective action in response to **two** operating problems
- 3 finishing temperature reduction in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Unit 253

Control temperature reduction in food manufacture

Glossary

Term	Meaning
Operating problems	This could include problems with materials, services, plant or equipment and product

Rationale

The aim of this unit is to enable the candidate to weigh or measure different ingredients to a pre-determined specification for inclusion in the process. Candidates will be required to start up, run and shut down equipment, as well as being able to take the appropriate action should **operating problems** occur. They must also be able to work to product specifications and production schedules.

Practical skills

The candidate will be able to:

Prepare for batching

- 1 operate to the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions when preparing for batching
- 2 check product specifications at the right time
- 3 set up equipment according to specification
- 4 make sure that material for batching is available and fit for use
- 5 make sure that services meet requirements
- 6 start up the plant correctly and check that it is running to specification
- 7 take effective action in response to **operating problems**
- 8 maintain effective communication

Carry out batching

- 9 meet the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions when carrying out batching
- 10 use equipment correctly and make sure that it is correctly supplied with materials and services
- 11 achieve the required output to the correct specification
- 12 make sure the product is correctly transferred to the next stage in the manufacturing operation
- 13 take effective action in response to **operating problems** within the limits of their responsibility
- 14 **maintain effective communication**

Finish batching

- 15 meet the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions when finishing batching
- 16 **check the specifications to time shut down accurately**
- 17 follow procedures to shut down equipment correctly
- 18 deal correctly with items that can be re-cycled or re-worked
- 19 dispose of waste correctly
- 20 make equipment ready for future use after completion of the process
- 21 maintain effective communication
- 22 accurately complete all records.

Underpinning knowledge

The candidate will be able to explain:

- 1 what the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions are and what may happen if they are not followed
- 2 the purpose and importance of the process
- 3 what equipment and tools to use and their correct condition
- 4 what materials to use and in what quantity
- 5 how to obtain and interpret the relevant process or ingredient specification
- 6 what recording, reporting and communication is needed and how to carry this out correctly and the reasons why it is important to do so
- 7 what action to take when the process specification is not met
- 8 how to carry out the necessary pre start checks and why it is important to do so
- 9 how to follow the start up procedures for the process and why it is important to do so
- 10 how to obtain the necessary resources for the process
- 11 how to follow work instructions and why it is important to do so
- 12 common sources of contamination during processing, how to avoid these and what might happen if this is not done
- 13 how to operate, regulate and shut down the relevant equipment
- 14 when it is necessary to seek assistance and how to seek it
- 15 how to follow the relevant process control procedures and why it is important to do so
- 16 different ways to carry out the process
- 17 how to carry out the process in an efficient manner and why it is important to do so
- 18 what the limits of their own authority and competence are and why it is important to work within them
- 19 how to deal with items that can be re-cycled or re-worked
- 20 how to dispose of waste correctly and why it is important to do so
- 21 how to make equipment ready for future use.

Unit 254 Control batching in food manufacture

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 preparing for batching in accordance to workplace procedures
- 2 carrying out batching in accordance to workplace procedures and taking effective action in response to **two** operating problems
- 3 finishing batching in accordance to workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Unit 254
Glossary

Control batching in food manufacture

Term

Meaning

Operating problems

This could include problems with materials, services, plant or equipment and product.

Rationale

The aim of this unit is to enable the candidate to manufacture part or finished products from a raw material. Candidates will be required to start up, run and shut down equipment, as well as being able to take the appropriate action should **operating problems** occur. They must also be able to work to product specifications and production schedules.

Practical skills

The candidate will be able to:

Prepare for conversion

- 1 operate to the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions when preparing for conversion
- 2 check product specifications at the right time
- 3 set up equipment according to specification
- 4 make sure that material for conversion is available and fit for use
- 5 make sure that services meet requirements
- 6 start up the plant correctly and check that it is running to specification
- 7 take effective action in response to **operating problems**
- 8 maintain effective communication

Carry out conversion

- 9 meet the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions when carrying out conversion
- 10 use equipment correctly and make sure that it is correctly supplied with materials and services
- 11 achieve the required output to the correct specification
- 12 make sure the product is correctly transferred to the next stage in the manufacturing operation
- 13 take effective action in response to **operating problems** within the limits of their responsibility
- 14 maintain effective communication

Finish conversion

- 15 meet the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions when finishing conversion
- 16 check the specifications to time shut down accurately
- 17 follow procedures to shut down equipment correctly
- 18 deal correctly with items that can be re-cycled or re-worked
- 19 dispose of waste correctly
- 20 make equipment ready for future use after completion of the process
- 21 maintain effective communication
- 22 accurately complete all records.

Underpinning knowledge

The candidate will be able to explain:

- 1 what the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions are and what may happen if they are not followed
- 2 the purpose and importance of the process
- 3 what equipment and tools to use and their correct condition
- 4 what materials to use and in what quantity
- 5 how to obtain and interpret the relevant process or ingredient specification
- 6 what recording, reporting and communication is needed and how to carry this out correctly and the reasons why it is important to do so
- 7 what action to take when the process specification is not met
- 8 how to carry out the necessary pre start checks and why it is important to do so
- 9 how to follow the start up procedures for the process and why it is important to do so
- 10 how to obtain the necessary resources for the process
- 11 how to follow work instructions and why it is important to do so
- 12 common sources of contamination during processing, how to avoid these and what might happen if this is not done
- 13 how to operate, regulate and shut down the relevant equipment
- 14 when it is necessary to seek assistance and how to seek it
- 15 how to follow the relevant process control procedures and why it is important to do so
- 16 different ways to carry out the process
- 17 how to carry out the process in an efficient manner and why it is important to do so
- 18 what the limits of their own authority and competence are and why it is important to work within them
- 19 how to deal with items that can be re-cycled or re-worked
- 20 how to dispose of waste correctly and why it is important to do so
- 21 how to make equipment ready for future use.

Unit 255 Control conversion in food manufacture

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 preparing for conversion in accordance to workplace procedures
- 2 carrying out conversion in accordance to workplace procedures and taking effective action in response to **two** operating problems
- 3 finishing conversion in accordance to workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Unit 255

Glossary

Control conversion in food manufacture

Term	Meaning
Operating problems	This could include problems with materials, services, plant or equipment and product.

Rationale

The aim of this unit is to enable the candidate to physically change the properties of a product through organic or physical processes. Candidates will be required to start up, run and shut down equipment, as well as being able to take the appropriate action should **operating problems** occur. They must also be able to work to product specifications and production schedules.

Practical skills

The candidate will be able to:

Prepare for conditioning

- 1 operate to the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions when preparing for conditioning
- 2 check product specifications at the right time
- 3 set up equipment according to specification
- 4 make sure that material for conditioning is available and fit for use
- 5 make sure that services meet requirements
- 6 start up the plant correctly and check that it is running to specification
- 7 take effective action in response to **operating problems**
- 8 maintain effective communication

Carry out conditioning

- 9 meet the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions when carrying out conditioning
- 10 use equipment correctly and make sure that it is correctly supplied with materials and services
- 11 achieve the required output to the correct specification
- 12 make sure the product is correctly transferred to the next stage in the manufacturing operation
- 13 take effective action in response to **operating problems** within the limits of their responsibility
- 14 maintain effective communication

Finish conditioning

- 15 meet the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions when finishing conditioning
- 16 check the specifications to time shut down accurately
- 17 follow procedures to shut down equipment correctly
- 18 deal correctly with items that can be re-cycled or re-worked
- 19 dispose of waste correctly
- 20 make equipment ready for future use after completion of the process
- 21 maintain effective communication
- 22 accurately complete all records.

Underpinning knowledge

The candidate will be able to explain:

- 1 what the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions are and what may happen if they are not followed
- 2 the purpose and importance of the process
- 3 what equipment and tools to use and their correct condition
- 4 what materials to use and in what quantity
- 5 how to obtain and interpret the relevant process or ingredient specification
- 6 what recording, reporting and communication is needed and how to carry this out correctly and the reasons why it is important to do so
- 7 what action to take when the process specification is not met
- 8 how to carry out the necessary pre start checks and why it is important to do so
- 9 how to follow the start up procedures for the process and why it is important to do so
- 10 how to obtain the necessary resources for the process
- 11 how to follow work instructions and why it is important to do so
- 12 common sources of contamination during processing, how to avoid these and what might happen if this is not done
- 13 how to operate, regulate and shut down the relevant equipment
- 14 when it is necessary to seek assistance and how to seek it
- 15 how to follow the relevant process control procedures and why it is important to do so
- 16 different ways to carry out the process
- 17 how to carry out the process in an efficient manner and why it is important to do so
- 18 what the limits of their own authority and competence are and why it is important to work within them
- 19 how to deal with items that can be re-cycled or re-worked
- 20 how to dispose of waste correctly and why it is important to do so
- 21 how to make equipment ready for future use.

Unit 256 Control conditioning in food manufacture

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 preparing for conditioning in accordance to workplace procedures
- 2 carrying out conditioning in accordance to workplace procedures and taking effective action in response to **two** operating problems
- 3 finishing conditioning in accordance to workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Unit 256

Glossary

Control conditioning in food manufacture

Term	Meaning
Operating problems	This could include problems with materials, services, plant or equipment and product.

Rationale

The aim of this unit is to enable the candidate to shape the partly finished or final product. Candidates will be required to start up, run and shut down equipment, as well as being able to take the appropriate action should **operating problems** occur. They must also be able to work to product specifications and production schedules.

Practical skills

The candidate will be able to:

Prepare for forming

- 1 operate to the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions when preparing for forming
- 2 check product specifications at the right time
- 3 set up equipment according to specification
- 4 make sure that material for forming is available and fit for use
- 5 make sure that services meet requirements
- 6 start up the plant correctly and check that it is running to specification
- 7 take effective action in response to **operating problems**
- 8 maintain effective communication

Carry out forming

- 9 meet the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions when carrying out forming
- 10 use equipment correctly and make sure that it is correctly supplied with materials and services
- 11 achieve the required output to the correct specification
- 12 make sure the product is correctly transferred to the next stage in the manufacturing operation
- 13 take effective action in response to **operating problems** within the limits of their responsibility
- 14 maintain effective communication

Finish forming

- 15 meet the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions when finishing forming
- 16 check the specifications to time shut down accurately
- 17 follow procedures to shut down equipment correctly
- 18 deal correctly with items that can be re-cycled or re-worked
- 19 dispose of waste correctly
- 20 make equipment ready for future use after completion of the process
- 21 maintain effective communication
- 22 accurately complete all records.

Underpinning knowledge

The candidate will be able to explain:

- 1 what the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions are and what may happen if they are not followed
- 2 the purpose and importance of the process
- 3 what equipment and tools to use and their correct condition
- 4 what materials to use and in what quantity
- 5 how to obtain and interpret the relevant process or ingredient specification
- 6 what recording, reporting and communication is needed and how to carry this out correctly and the reasons why it is important to do so
- 7 what action to take when the process specification is not met
- 8 how to carry out the necessary pre start checks and why it is important to do so
- 9 how to follow the start up procedures for the process and why it is important to do so
- 10 how to obtain the necessary resources for the process
- 11 how to follow work instructions and why it is important to do so
- 12 common sources of contamination during processing, how to avoid these and what might happen if this is not done
- 13 how to operate, regulate and shut down the relevant equipment
- 14 when it is necessary to seek assistance and how to seek it
- 15 how to follow the relevant process control procedures and why it is important to do so
- 16 different ways to carry out the process
- 17 how to carry out the process in an efficient manner and why it is important to do so
- 18 what the limits of their own authority and competence are and why it is important to work within them
- 19 how to deal with items that can be re-cycled or re-worked
- 20 how to dispose of waste correctly and why it is important to do so
- 21 how to make equipment ready for future use.

Unit 257 Control forming in food manufacture

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 preparing for forming in accordance with workplace procedures
- 2 carrying out forming in accordance with workplace procedures and taking effective action in response to **two** operating problems
- 3 finishing forming in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Unit 257
Glossary

Control forming in food manufacture

Term

Meaning

Operating problems

This could include problems with materials, services, plant or equipment and product.

Rationale

The aim of this unit is to enable the candidate to control machinery which deposits filling or topping on products as part of a food & drink manufacturing process. Candidates will be required to start up, run and shut down equipment, as well as being able to take the appropriate action should **operating problems** occur. They must also be able to work to product specifications and production schedules.

Practical skills

The candidate will be able to:

Prepare for depositing

- 1 operate to the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions when preparing for depositing
- 2 check the availability of mixtures against specifications
- 3 set up machinery with the correct nozzles and attachments according to specifications
- 4 start up machinery to specifications and check that it is working correctly
- 5 check the condition of mixtures and load into hoppers correctly
- 6 take effective action in response to **operating problems**
- 7 maintain effective communication

Carry out depositing

- 8 meet the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions when carrying out depositing
- 9 control the supply of clean trays or tins for depositing to specifications
- 10 control depositing machinery to produce individual portions to specifications
- 11 control the storage or racking of trays of deposited products to specifications
- 12 correctly deal with waste mixtures for re-cycling or disposal
- 13 correctly control transfer of deposited products to the next progressing stage

Finish depositing

- 14 meet the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions when finishing depositing
- 15 check the specifications to time shut down accurately
- 16 follow procedures to shut down the machinery correctly
- 17 remove and dispose of unwanted mixtures correctly
- 18 check and ensure that depositing machinery is ready for further use
- 19 communicate with others effectively and complete all records and reports.

Underpinning knowledge

The candidate will be able to explain:

- 1 what the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions are and what may happen if they are not followed
- 2 the purpose and importance of the process
- 3 what equipment and tools to use and their correct condition
- 4 what materials to use and in what quantity

- 5 how to obtain and interpret the relevant process or ingredient specification
- 6 what recording, reporting and communication is needed and how to carry this out correctly and the reasons why it is important to do so
- 7 what action to take when the process specification is not met
- 8 how to carry out the necessary pre start checks and why it is important to do so
- 9 how to follow the start up procedures for the process and why it is important to do so
- 10 how to obtain the necessary resources for the process
- 11 how to follow work instructions and why it is important to do so
- 12 common sources of contamination during processing, how to avoid these and what might happen if this is not done
- 13 how to operate, regulate and shut down the relevant equipment
- 14 when it is necessary to seek assistance and how to seek it
- 15 how to follow the relevant process control procedures and why it is important to do so
- 16 different ways to carry out the process
- 17 how to carry out the process in an efficient manner and why it is important to do so
- 18 what the limits of their own authority and competence are and why it is important to work within them
- 19 how to deal with items that can be re-cycled or re-worked
- 20 how to dispose of waste correctly and why it is important to do so
- 21 how to make equipment ready for future use.

Unit 258 Control depositing in food manufacture

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 preparing for depositing in accordance with workplace procedures
- 2 carrying out depositing in accordance with workplace procedures and taking effective action in response to **two** operating problems
- 3 finishing depositing in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Unit 258
Glossary

Control depositing in food manufacture

Term	Meaning
Operating problems	This could include problems with materials, services, plant or equipment and product.

Rationale

The aim of this unit is to enable the candidate to control enrobing machinery to cover products. Candidates will be required to start up, run and shut down equipment, as well as being able to take the appropriate action should **operating problems** occur. They must also be able to work to product specifications and production schedules.

Practical skills

The candidate will be able to:

Prepare for enrobing

- 1 operate to the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions when preparing for enrobing
- 2 check the availability of products for enrobing against specifications
- 3 set up enrobing machinery according to specifications
- 4 start up enrobers to specifications and check that it is working correctly
- 5 communicate with others effectively
- 6 deal with problems effectively to maintain schedules

Carry out enrobing

- 7 meet the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions when carrying out enrobing
- 8 control the infeed of products for enrobing to specifications
- 9 control the progress of products during enrobing to specifications
- 10 control the output of enrobed products to specifications
- 11 correctly deal with substandard or contaminated products
- 12 correctly control transfer of enrobed products to the next processing stage

Finish depositing

- 13 meet the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions when finishing depositing
- 14 follow procedures to shut down enrobers correctly
- 15 remove and dispose of coatings and product remains correctly
- 16 check and ensure that enrobers are ready for further use
- 17 communicate with others effectively and complete all records and reports.

Underpinning knowledge

The candidate will be able to explain:

- 1 what the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions are and what may happen if they are not followed
- 2 the purpose and importance of the process
- 3 what equipment and tools to use and their correct condition
- 4 what materials to use and in what quantity
- 5 how to obtain and interpret the relevant process or ingredient specification
- 6 what recording, reporting and communication is needed and how to carry this out correctly and the reasons why it is important to do so

- 7 what action to take when the process specification is not met
- 8 how to carry out the necessary pre start checks and why it is important to do so
- 9 how to follow the start up procedures for the process and why it is important to do so
- 10 how to obtain the necessary resources for the process
- 11 how to follow work instructions and why it is important to do so
- 12 common sources of contamination during processing, how to avoid these and what might happen if this is not done
- 13 how to operate, regulate and shut down the relevant equipment
- 14 when it is necessary to seek assistance and how to seek it
- 15 how to follow the relevant process control procedures and why it is important to do so
- 16 different ways to carry out the process
- 17 how to carry out the process in an efficient manner and why it is important to do so
- 18 what the limits of their own authority and competence are and why it is important to work within them
- 19 how to deal with items that can be re-cycled or re-worked
- 20 how to dispose of waste correctly and why it is important to do so
- 21 how to make equipment ready for future use.

Unit 259 Control enrobing in food manufacture

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 preparing for enrobing in accordance with workplace procedures
- 2 carrying out enrobing in accordance with workplace procedures and taking effective action in response to **two** operating problems
- 3 finishing enrobing in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Unit 259
Glossary

Control enrobing in food manufacture

Term

Meaning

Operating problems

This could include problems with materials, services, plant or equipment and product.

Rationale

This unit is about controlling wrapping and labelling machinery to wrap a variety of food and drink products. It details the skills required to start up, run and shut down equipment, as well as being able to take the appropriate action should operating problems occur. It is also about working to product specifications and production schedules.

Practical skills

The candidate will be able to:

Prepare for wrapping and labelling

- 1 operate to the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions when preparing for wrapping & labelling
- 2 check the availability of products for wrapping and labelling
- 3 set up machinery according to specifications
- 4 start up machinery to specifications and check that it is working correctly
- 5 communicate with others effectively
- 6 deal with problems effectively to maintain schedules

Carry out wrapping and labelling

- 7 meet the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions when carrying out wrapping & labelling
- 8 control the infeed of products for flow wrapping to specifications
- 9 control the progress of products during wrapping and labelling to specifications
- 10 control the output of wrapped and labelled products to specifications
- 11 correctly deal with substandard or contaminated products
- 12 take effective action in response to operating problems within the limits of your authority
- 13 correctly control transfer of wrapped products to the next processing stage

Finish wrapping & labelling

- 14 meet the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions when finishing wrapping & labelling
- 15 follow procedures to shut down the machinery correctly
- 16 remove and dispose of waste and by-products correctly
- 17 check and ensure that machinery is ready for further use
- 18 communicate with others effectively and complete all records and reports.

Underpinning knowledge

The candidate will be able to explain:

- 1 what the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions are and what may happen if they are not followed
- 2 the purpose and importance of the process
- 3 what equipment and tools to use and their correct condition

- 4 what materials to use and in what quantity
- 5 how to obtain and interpret the relevant process or ingredient specification
- 6 what recording, reporting and communication is needed and how to carry this out correctly and the reasons why it is important to do so
- 7 what action to take when the process specification is not met
- 8 how to carry out the necessary pre start checks and why it is important to do so
- 9 how to follow the start up procedures for the process and why it is important to do so
- 10 how to obtain the necessary resources for the process
- 11 how to follow work instructions and why it is important to do so
- 12 common sources of contamination during processing, how to avoid these and what might happen if this is not done
- 13 how to operate, regulate and shut down the relevant equipment
- 14 when it is necessary to seek assistance and how to seek it
- 15 how to follow the relevant process control procedures and why it is important to do so
- 16 different ways to carry out the process
- 17 how to carry out the process in an efficient manner and why it is important to do so
- 18 what the limits of their own authority and competence are and why it is important to work within them
- 19 how to deal with items that can be re-cycled or re-worked
- 20 how to dispose of waste correctly and why it is important to do so
- 21 how to make equipment ready for future use.

Unit 260 Control wrapping & labelling in food manufacture

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 preparing for wrapping and labelling in accordance with workplace procedures
- 2 carrying out wrapping and labelling in accordance with workplace procedures and taking effective action in response to **two** operating problems
- 3 finishing wrapping and labelling in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Unit 260

Control wrapping & labelling in food manufacture

Glossary

Term	Meaning
Operating problems	This could include problems with materials, services, plant or equipment and product.

Rationale

The aim of this unit is to enable the candidate to control bottling and packing processes in food & drink manufacturing. Candidates will be required to start up, run and shut down equipment, as well as being able to take the appropriate action should **operating problems** occur. They must also be able to work to product specifications and production schedules.

Practical skills

The candidate will be able to:

Prepare for bottling and packing

- 1 prepare according to the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions
- 2 check product specifications at the right time
- 3 set up equipment according to specification
- 4 make sure that bottling and packing materials and product are available and fit for use
- 5 make sure that services meet requirements
- 6 start up the plant correctly and check that it is running to specification
- 7 take effective action in response to **operating problems**
- 8 maintain effective communication

Carry out bottling and packing

- 9 carry out according to the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions
- 10 use equipment correctly and make sure that it is correctly supplied with materials and services
- 11 achieve the required output to the correct specification
- 12 make sure the product is correctly transferred to the next stage in the manufacturing operation
- 13 take effective action in response to operating problems within the limits of their responsibility
- 14 maintain effective communication

Finish bottling & packing

- 15 finish according to the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions
- 16 check the specifications to time shut down accurately
- 17 follow procedures to shut down equipment correctly
- 18 deal correctly with items that can be re-cycled or re-worked
- 19 return surplus materials and consumables to the correct place at the end of the production run
- 20 dispose of waste correctly
- 21 make equipment ready for future use after completion of the process
- 22 maintain effective communication
- 23 accurately complete all records.

Underpinning knowledge

The candidate will be able to explain:

- 1 what the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions are and what may happen if they are not followed
- 2 the purpose and importance of the process
- 3 what equipment and tools to use and their correct condition
- 4 what materials to use and in what quantity
- 5 how to obtain and interpret the relevant process or ingredient specification
- 6 what recording, reporting and communication is needed and how to carry this out correctly and the reasons why it is important to do so
- 7 what action to take when the process specification is not met
- 8 how to carry out the necessary pre start checks and why it is important to do so
- 9 how to follow the start up procedures for the process and why it is important to do so
- 10 how to obtain the necessary resources for the process
- 11 how to follow work instructions and why it is important to do so
- 12 common sources of contamination during processing, how to avoid these and what might happen if this is not done
- 13 how to operate, regulate and shut down the relevant equipment
- 14 when it is necessary to seek assistance and how to seek it
- 15 how to follow the relevant process control procedures and why it is important to do so
- 16 different ways to carry out the process
- 17 how to carry out the process in an efficient manner and why it is important to do so
- 18 what the limits of their own authority and competence are and why it is important to work within them
- 19 how to deal with items that can be re-cycled or re-worked
- 20 how to dispose of waste correctly and why it is important to do so
- 21 how to make equipment ready for future use.

Unit 261 Control bottling & packing in food manufacture

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 preparing for bottling and packing in accordance with workplace procedures
- 2 carrying out bottling and packing in accordance with workplace procedures and taking effective action in response to **two** operating problems
- 3 finishing for bottling and packing in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Unit 261

Control bottling & packing in food manufacture

Glossary

Term	Meaning
Operating problems	This could include problems with materials, services, plant or equipment and product.

Rationale

The aim of this unit is to enable the candidate to manufacture pellets, for example, as a co-product of the distilling process or in the production of animal feeds. Candidates must be able to prepare and carry out pelletising and finishing. Candidates will be required to start up, run and shut down equipment, as well as being able to take the appropriate action should **operating problems** occur. They must also be able to work to product specifications and production schedules.

Practical skills

The candidate will be able to:

Prepare for pelletising

- 1 operate to the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions when preparing for pelletising
- 2 check product specifications at the right time
- 3 set up equipment according to specification
- 4 make sure that material for pelletising is available and fit for use
- 5 make sure that services meet requirements
- 6 start up the plant correctly and check that it is running to specification
- 7 take effective action in response to operating problems
- 8 maintain effective communication

Carry out pelletising

- 9 meet the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions when carrying out pelletising
- 10 use equipment correctly and make sure that it is correctly supplied with materials and services
- 11 achieve the required output to the correct specification
- 12 make sure the product is correctly transferred to the next stage in the manufacturing operation
- 13 take effective action in response to **operating problems** within the limits of their responsibility
- 14 maintain effective communication

Finish pelletising

- 15 meet the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions when finishing pelletising
- 16 check specifications to time shut down accurately
- 17 follow procedures to shut down equipment
- 18 deal correctly with items that can be re-cycled or re-worked
- 19 dispose of waste correctly
- 20 make equipment ready for future use after completion of the process
- 21 maintain effective communication
- 22 accurately complete all records.

Underpinning knowledge

The candidate will be able to explain:

- 1 what the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions are and what may happen if they are not followed
- 2 the purpose and importance of the process
- 3 what equipment and tools to use and their correct condition
- 4 what materials to use and in what quantity
- 5 how to obtain and interpret the relevant process or ingredient specification
- 6 what recording, reporting and communication is needed and how to carry this out correctly and the reasons why it is important to do so
- 7 what action to take when the process specification is not met
- 8 how to carry out the necessary pre start checks and why it is important to do so
- 9 how to follow the start up procedures for the process and why it is important to do so
- 10 how to obtain the necessary resources for the process
- 11 how to follow work instructions and why it is important to do so
- 12 common sources of contamination during processing, how to avoid these and what might happen if this is not done
- 13 how to operate, regulate and shut down the relevant equipment
- 14 when it is necessary to seek assistance and how to seek it
- 15 how to follow the relevant process control procedures and why it is important to do so
- 16 different ways to carry out the process
- 17 how to carry out the process in an efficient manner and why it is important to do so
- 18 what the limits of their own authority and competence are and why it is important to work within them
- 19 how to deal with items that can be re-cycled or re-worked
- 20 how to dispose of waste correctly and why it is important to do so
- 21 how to make equipment ready for future use.

Unit 262 Control pelletising in food manufacture

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 preparing for pelletising in accordance with workplace procedures
- 2 carrying out pelletising in accordance with workplace procedures and taking effective action in response to **two** operating problems
- 3 finishing pelletising in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning;
- evidence from company systems (e.g. 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

Unit 262
Glossary

Control pelletising in food manufacture

Term

Meaning

Operating problems

This could include problems with materials, services, plant or equipment and product.

Rationale

The aim of this unit is to enable the candidate to prepare and carry out milling and finishing, for example cereals for use in distillation or animal feeds. Candidates will be required to start up, run and shut down equipment, as well as being able to take the appropriate action should **operating problems** occur. They must also be able to work to product specifications and production schedules.

Practical skills

The candidate will be able to:

Prepare for milling

- 1 operate to the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions when preparing for milling
- 2 check product specifications at the right time
- 3 set up equipment according to specification
- 4 make sure that material for milling is available and fit for use
- 5 make sure that services meet requirements
- 6 start up the plant correctly and check that it is running to specification
- 7 take effective action in response to **operating problems**
- 8 maintain effective communication

Carry out milling

- 9 meet the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions when carrying out milling
- 10 use equipment correctly and make sure that it is correctly supplied with materials and services
- 11 achieve the required output to the correct specification
- 12 make sure the product is correctly transferred to the next stage in the manufacturing operation
- 13 take effective action in response to **operating problems** within the limits of their responsibility
- 14 maintain effective communication

Finish milling

- 15 meet the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions when finishing milling
- 16 check specifications to time shut down accurately
- 17 follow procedures to shut down equipment
- 18 deal correctly with items that can be re-cycled or re-worked
- 19 dispose of waste correctly
- 20 make equipment ready for future use after completion of the process
- 21 maintain effective communication
- 22 accurately complete all records.

Underpinning knowledge

The candidate will be able to explain:

- 1 what the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions are and what may happen if they are not followed
- 2 the purpose and importance of the process
- 3 what equipment and tools to use and their correct condition
- 4 what materials to use and in what quantity
- 5 how to obtain and interpret the relevant process or ingredient specification
- 6 what recording, reporting and communication is needed and how to carry this out correctly and the reasons why it is important to do so
- 7 what action to take when the process specification is not met
- 8 how to carry out the necessary pre start checks and why it is important to do so
- 9 how to follow the start up procedures for the process and why it is important to do so
- 10 how to obtain the necessary resources for the process
- 11 how to follow work instructions and why it is important to do so
- 12 common sources of contamination during processing, how to avoid these and what might happen if this is not done
- 13 how to operate, regulate and shut down the relevant equipment
- 14 when it is necessary to seek assistance and how to seek it
- 15 how to follow the relevant process control procedures and why it is important to do so
- 16 different ways to carry out the process
- 17 how to carry out the process in an efficient manner and why it is important to do so
- 18 what the limits of their own authority and competence are and why it is important to work within them
- 19 how to deal with items that can be re-cycled or re-worked
- 20 how to dispose of waste correctly and why it is important to do so
- 21 how to make equipment ready for future use.

Unit 263 Control milling in food manufacture

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 preparing for milling in accordance with workplace procedures
- 2 carrying out milling in accordance with workplace procedures and taking effective action in response to **two** operating problems
- 3 finishing for milling in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Unit 263

Glossary

Control milling in food manufacture

Term	Meaning
Operating problems	This could include problems with materials, services, plant or equipment and product.

Rationale

The aim of this unit is to enable the candidate to control slicing and bagging machinery to slice and bag products in a semi-automated or fully automated food production environment. Candidates will typically slice and bag products for the mass market but machines may be set up to slice more specialist products.

Candidates will need to demonstrate that they can competently start up, operate and shut down slicing and bagging machinery, which may be part of a plant line or stand alone equipment. They will need to demonstrate that they can control the infeed and outputs of the machinery to meet production requirements and effectively deal with problems as they arise.

Practical skills

The candidate will be able to:

Prepare machinery

- 1 check the availability of products for slicing and bagging against their **specifications**
- 2 set up slicing and bagging machinery according to **specifications**
- 3 start up slicers and baggers to **specifications** and check that they are working correctly
- 4 communicate with others effectively
- 5 deal with problems effectively to maintain schedules

Operate slicing and bagging machinery

- 6 control the infeed of products for slicing to **specifications**
- 7 control the progress of products during slicing and bagging to **specifications**
- 8 control the output of bagged products to **specifications**
- 9 deal with substandard or contaminated products
- 10 control transfer of bagged products to the next processing stage

Shut down slicing and bagging machinery

- 11 check their **specifications** to time shut down accurately
- 12 follow procedures to shut down the slicers and baggers correctly
- 13 remove and dispose of waste and product remains correctly
- 14 check and ensure that slicers and baggers are ready for further use
- 15 communicate with others effectively and complete all records and reports

Follow health, safety and hygiene requirements

- 16 comply with health, safety and hygiene requirements
- 17 wear the correct **personal protective clothing and equipment** throughout preparation, production and shutting down operations.

Underpinning knowledge

The candidate will be able to explain:

- 1 what the legal or regulatory requirements, the organisational health and safety, hygiene and environmental standards and instructions are and what may happen if they are not followed
- 2 the purpose and importance of the process
- 3 what equipment and tools to use and their correct condition
- 4 what materials to use and in what quantity
- 5 how to obtain and interpret the relevant process or ingredient specification
- 6 what recording, reporting and communication is needed and how to carry this out correctly and the reasons why it is important to do so
- 7 what action to take when the process specification is not met
- 8 how to carry out the necessary pre start checks and why it is important to do so
- 9 how to follow the start up procedures for the process and why it is important to do so
- 10 how to obtain the necessary resources for the process
- 11 how to follow work instructions and why it is important to do so
- 12 common sources of contamination during processing, how to avoid these and what might happen if this is not done
- 13 how to operate, regulate and shut down the relevant equipment
- 14 when it is necessary to seek assistance and how to seek it
- 15 how to follow the relevant process control procedures and why it is important to do so
- 16 different ways to carry out the process
- 17 how to carry out the process in an efficient manner and why it is important to do so
- 18 what the limits of their own authority and competence are and why it is important to work within them
- 19 how to deal with items that can be re-cycled or re-worked
- 20 how to dispose of waste correctly and why it is important to do so
- 21 how to make equipment ready for future use.

Unit 264 Control slicing and bagging in food manufacture

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 preparing machinery in accordance with workplace procedures
- 2 operating slicing and bagging machinery in accordance with workplace procedures
- 3 shutting down slicing and bagging machinery in accordance with workplace procedures
- 4 following health, safety and hygiene requirements in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Unit 264

Control slicing and bagging in food manufacture

Glossary

Term	Meaning
Health, safety and hygiene requirements	Food hygiene and food safety regulations, health and safety regulations, codes of practice, workplace operational procedures.
Specifications	Written or verbal instructions, production schedules, filling specifications or recipes.
Personal protective clothing and equipment	This may include: headwear, overalls, shoes, gloves.

Rationale

The aim of this unit is to enable the candidate to prepare, mix, store and maintain the supplies of a range of flour confectionery **fillings and toppings** in a food production environment. Candidates must be able to identify and select ingredients or base preparations for **fillings and toppings** and prepare for mixing. They will need to prepare and mix ingredients correctly, adjust mixtures to meet **specifications**, store and maintain the supplies of **fillings and toppings** ready for processing.

Practical skills

The candidate will be able to:

Select, prepare and mix ingredients

- 1 select the correct ingredients according to instructions and **specifications**
- 2 weigh and measure the required ingredients accurately
- 3 isolate and report any substandard ingredients, and obtain authority to source replacement supplies where this is necessary
- 4 select and check the **equipment** is fit for purpose to meet production needs
- 5 prepare and mix ingredients according to **specifications**
- 6 check that they minimise waste and correctly deal with scrap material

Store and maintain supplies and fillings and toppings

- 7 select and check prepared **fillings and toppings** according to their instructions and **specifications**
- 8 place prepared **fillings and toppings** in the correct condition and location, and label where required, ready for further processing
- 9 monitor the quality of **fillings and toppings** against **specifications** and the quantity of these against production needs, and report and inconsistency to the relevant personnel

Follow health, safety and hygiene requirements

- 10 comply with health, safety and hygiene requirements
- 11 wear the correct **personal protective clothing and equipment** throughout preparation and production operations.

Underpinning knowledge

The candidate will be able to explain:

- 1 **health, safety and hygiene requirements** related to mixing and storing flour confectionery **fillings and toppings** and what might happen if they are not met
- 2 the basic purpose of the mixing process for flour confectionery **fillings and toppings**
- 3 how to avoid contamination during mixing and storing flour confectionery **fillings and toppings** and what might happen if this is not done
- 4 how to recognise and report flour confectionery **fillings and toppings** that do not meet specification
- 5 the procedure for rejecting and isolating substandard **fillings and toppings**

- 6 types of personal protective clothing/**equipment** and working practices which are useful in combating potentially harmful effects of dust from ingredients and allergies from skin contact with ingredients, when mixing flour confectionery **fillings and toppings**
- 7 how to report on the quality and quantity of **fillings and toppings** and arrange for the production of supplies to meet production needs
- 8 how to maintain filling condition and deal with time constraints, in readiness for processing.

Unit 265 Prepare ingredients and store sweet fillings and toppings in food manufacture

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 selecting, preparing and mixing three different types of ingredients in accordance with workplace procedures
- 2 storing and maintaining two types of supplies, fillings and toppings in accordance with workplace procedures
- 3 following health, safety and hygiene requirements in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Unit 265

Prepare ingredients and store sweet fillings and toppings in food manufacture

Glossary

Term	Meaning
Health, safety and hygiene requirements	Food hygiene and food safety regulations, health and safety regulations, codes of practice, workplace operational procedures.
Specifications	Written or verbal instructions, production schedules, filling specifications or recipes.
Personal protective clothing and equipment	This may include: headwear, overalls, shoes, gloves.
Fillings and toppings	Flour confectionery fillings typically include: jam, butter-cream and non-dairy confectionery spreads, dairy cream, fruit fillings, mincemeat, and toppings include: fondants, water icing, royal icing, and chocolate covering.
Equipment	This may include preparation and/or mixing equipment .

Rationale

The aim of this unit is to enable the candidate to prepare, mix, store and maintain the supplies of a range of fillings and toppings in a food production environment. They will identify and select ingredients or base preparations for fillings and toppings and prepare for mixing. The candidate will prepare and mix ingredients correctly, adjust mixtures to meet specifications, as well as store and maintain the supplies of fillings and toppings ready for processing.

Practical skills

The candidate will be able to:

Select, prepare and mix ingredients

- 1 select the correct ingredients according to instructions and specifications
- 2 weigh and measure the required ingredients accurately
- 3 isolate and report any substandard ingredients, and obtain authority to source replacement supplies where this is necessary
- 4 select and check the **equipment** is fit for purpose to meet production needs
- 5 prepare and mix ingredients according to specifications
- 6 check that they minimise waste and correctly deal with scrap material

Store and maintain supplies and fillings and toppings

- 7 select and check prepared fillings and toppings according to their instructions and specifications
- 8 place prepared fillings and toppings in the correct condition and location, and label where required, ready for further processing
- 9 monitor the quality of fillings and toppings against specifications and the quantity of these against production needs, and report and inconsistency to the relevant personnel

Follow health, safety and hygiene requirements

10 comply with health, safety and hygiene requirements

- 11 wear the correct personal protective clothing and equipment throughout preparation and production operations.

Underpinning knowledge

The candidate will be able to explain:

- 1 **health, safety and hygiene requirements** related to mixing and storing flour confectionery fillings and toppings and what might happen if they are not met
- 2 the basic purpose of the mixing process for flour confectionery fillings and toppings
- 3 how to avoid contamination during mixing and storing flour confectionery fillings and toppings and what might happen if this is not done
- 4 how to recognise and report flour confectionery fillings and toppings that do not meet specification
- 5 the procedure for rejecting and isolating substandard fillings and toppings
- 6 how to report on the quality and quantity of fillings and toppings and arrange for the production of supplies to meet production needs

- 7 how to maintain filling condition and deal with time constraints, in readiness for processing
- 8 preparation techniques for meat, vegetables, cheese, herbs and spices
- 9 cooking techniques for meat, vegetables, herbs and spices
- 10 the importance of not over mixing or blending savoury fillings.

Unit 266 Prepare ingredients and store savoury fillings and toppings in food manufacture

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 selecting, preparing and mixing **three** types of ingredients in accordance with workplace procedures
- 2 storing and maintaining **two** types of supplies, fillings and toppings in accordance with workplace procedures.

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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.

Unit 266

Prepare ingredients and store savoury fillings and toppings in food manufacture

Glossary

Term	Meaning
Equipment	This may include preparation and/or mixing equipment .
Health, safety and hygiene requirements	Food hygiene and food safety regulations, health and safety regulations, codes of practice, workplace operational procedures.
Instructions and specifications	Written or verbal instructions, production schedules, filling specifications or recipes.
Personal protective clothing and equipment	This may include: headwear, overalls, shoes, gloves.

Rationale

The aim of this unit is to enable the candidate to slice and bag individual food products using a slicing machine in a non automated food production or distribution environment.

Candidates need to show that they can set up the slicing machine correctly, load and slice individual or small numbers of food products. They will need to demonstrate that they can select the correct bags and closures, and bag the product reliably.

Practical skills

The candidate will be able to:

Slice individual products

- 1 comply with health, safety and hygiene requirements and wear the correct personal protective clothing and equipment throughout slicing operations
- 2 check the available products against their instructions and specifications and take prompt action on discovering any discrepancy
- 3 select and check the operating condition of slicing equipment
- 4 load the slicing equipment correctly and ensure safety devices are activated
- 5 slice products correctly and reliably to specification
- 6 position the products correctly for further processing

Bag and close individual products

- 7 comply with health, safety and hygiene requirements and wear the correct personal protective clothing and equipment throughout bagging and closing operations
- 8 check the available sliced products against their instructions and specifications and take prompt action on discovering any discrepancy
- 9 select and check the correct bags and closures for use
- 10 check bagging and closure equipment for cleanliness and operation
- 11 bag sliced products accurately and reliably to specification
- 12 close bagged products accurately and reliably to specification
- 13 place bagged products in the correct condition and location, for further processing.

Underpinning knowledge

The candidate will be able to explain:

- 1 health, safety and hygiene requirements related to slicing and bagging food products and what might happen if they are not met
- 2 requirements of weighing regulations and the importance of correct slicing and bagging to maintain weight and comply with these regulations
- 3 common sources of food product contamination during slicing and bagging
- 4 how to avoid contamination during slicing and bagging food products and what might happen if this is not done
- 5 how to recognise and report sliced food products that do not meet specification
- 6 the procedure for rejecting and isolating non compliant sliced food products
- 7 food product bagging materials and their basic properties in maintaining product quality and shelf life
- 8 the width between the blades of slicing machine that provides for different thickness of slices
- 9 how to recognise and report poor slicing machine performance caused by blunt slicing blades
- 10 how to check colour codes or arrangements for applying correct closures
- 11 how to check the labels on bags to ensure compliance with product specification.

Unit 267 Slice and bag individual food products

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 slicing individual products in accordance with workplace procedures
- 2 bagging and closing individual products in accordance in workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Unit 267
Glossary

Slice and bag individual food products

Term	Meaning
Relevant person	This could be a supervisor, manager or the engineer, the person ultimately responsible for the efficient running of the plant.
Residual materials	These are materials which can be used again and require re-storing, perhaps to avoid spoilage.

Rationale

The aim of this unit is to enable the candidate to prepare bake off products. Candidates will need to be able to understand and work with specifications for baking and finishing a range of bake off products as well as using a variety of different items of equipment correctly and safely.

Hygiene and safety are key factors in the performance of this unit in terms of the way candidates work and the way they look after the products that they are working with. Candidates must be able to ensure that products are available for display as and when required and be able to make decisions about the quality of products and what to do with them if they do not meet the required quality.

Practical skills

The candidate will be able to:

Bake off products for sale

- 1 bake products to specification using required operational procedures
- 2 make sure that baked products meet the requirements of the production schedule and the product specification
- 3 carry out a check of the product and confirm that products have been baked correctly
- 4 take action in line with operational requirements where products fail to meet the product specification
- 5 store products at the correct temperature for the next stage in the bakery process

Glaze and decorate bake off products

- 6 comply with health, safety and hygiene requirements
- 7 confirm that products are in the specified condition for glazing or decorating
- 8 make sure that finishing materials and methods conform to specification for texture, colour and temperature
- 9 confirm that glazed and decorated products conform to the product specification and are correctly positioned for the next stage in the bakery process
- 10 take action in line with operational requirements where finished products fail to meet the product specification
- 11 make sufficient glazed and decorated products available to meet production requirements
- 12 reclaim waste materials or dispose of them according to operational requirements.

Underpinning knowledge

The candidate will be able to explain:

- 1 the factors that affect baking including temperature, time, humidity, weight, shape
- 2 basic changes to products during baking
- 3 the importance of correct cooling conditions
- 4 types of finishing materials for bake off products and their use
- 5 key factors that affect the handling and application of glazes and decorative materials
- 6 assessment procedures for confirming quality
- 7 how to recognise products that fail to meet the specification and the appropriate action that should be taken if products do not meet the required standards
- 8 key features of legal and standard operational requirements, and how they impact on each other and working practices
- 9 reporting procedures.

Unit 268 Bake-off food products for sale

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 baking-off **two** types of products for sale in accordance with workplace procedures
- 2 using **two** methods of glazing and decorating bake-off products in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Unit 268
Glossary

Bake-off food products for sale

Term	Meaning
Relevant person	This could be a supervisor, manager or the engineer, the person ultimately responsible for the efficient running of the plant.
Residual materials	These are materials which can be used again and require re-storing, perhaps to avoid spoilage.

Rationale

The aim of this unit is to enable the candidate clean in place food and drink manufacturing plant and equipment. Candidates should be able to use automated and semi-automated cleaning procedures, ensuring hygienic conditions of the plant and returning plant to a safe and hygienic working condition.

Practical skills

The candidate will be able to:

Prepare to clean in place

- 1 prepare plant and equipment according to legal and regulatory requirements, health, safety, hygiene and hygiene standards and instructions
- 2 prepare plant, equipment and materials as scheduled
- 3 make sure that all actions they take are within the limits of their own authority
- 4 obtain and use the required personal protective equipment and make sure it is fit for use
- 5 obtain and prepare cleaning materials
- 6 prepare required plant and equipment and isolate where required
- 7 maintain effective communication throughout the cleaning process

Carry out clean in place

- 8 carry it out according to legal and regulatory requirements, health, safety, hygiene and hygiene standards and instructions
- 9 carry out and monitor the cleaning process in line with specifications
- 10 carry out cleaning in a way that does not damage plant, materials products and equipment and does not harm themselves or other people
- 11 take the necessary precautions to make sure that product is not contaminated by cleaning materials
- 12 complete cleaning within the required time

Complete clean in place

- 13 complete according to legal and regulatory requirements, health, safety, hygiene and hygiene standards and instructions
- 14 carry out sampling where required
- 15 make sure that plant, equipment and work areas are fit for future use after cleaning
- 16 identify and report any signs of contamination, damage or environmental concerns
- 17 dispose of waste correctly
- 18 return cleaning materials and equipment to safe and secure storage
- 19 inform those who need to know that cip has been completed
- 20 put protective clothing and equipment in the correct place after use
- 21 complete all records accurately and promptly.

Underpinning knowledge

The candidate will be able to explain:

- 1 what the relevant legal and regulatory requirements, health, safety, hygiene and environmental standards and instructions are when cleaning in place and what might happen if they are not met
- 2 what might happen if the required protective clothing is not worn correctly
- 3 types and uses of cleaning materials, COSHH and risk assessment requirements, precautions to be taken when handling or storing cleaning materials and what might happen if this does not happen
- 4 how to use guards and warning notices and why this is important
- 5 where to obtain and how to interpret specifications and what might happen if this is not done correctly
- 6 where a permit to work is required, how it is used, and what might happen if it is not obtained before cleaning starts
- 7 what the CIP system procedures are, where to find them, and what might happen if they are not followed
- 8 what the correct set-up of valves, pipes, pumps, CIP points are and what might happen if they are not set up properly
- 9 why it is important to follow the cleaning specification and what might happen if it is not followed
- 10 why it is important to check for and detect leaks, blockages, pump failures and other problems, and report them promptly
- 11 what precautions to take to make sure that products are not contaminated by cleaning materials
- 12 what evidence of contamination might be found and the actions to take if this evidence is found
- 13 what actions to take in the event of ineffective cleaning
- 14 what the procedures are for checking and why it is important to check that cleaning has been effective
- 15 the need to identify and report any signs of contamination, damage or environmental concerns and what may happen if this is not done
- 16 what might happen if the correct waste disposal procedures are not followed
- 17 why it is important to keep accurate records and what might happen if this is not done
- 18 how to re-assemble plant and equipment and the importance of leaving plant, equipment and work areas fit for use
- 19 why it is important to clean and store equipment correctly after use
- 20 why it is important to communicate effectively and what may happen if this is not done.

Unit 269 Clean in place (CIP) plant and equipment in food manufacture

Evidence Requirements

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.

Candidates will need to show evidence of:

- 1 preparing to clean in place in accordance with workplace procedures, this must include **two** different types of plant or equipment
- 2 carrying out cleaning in place in accordance with workplace procedures, this must include **two** different types of plant or equipment
- 3 completing clean in place in accordance with workplace procedures, this must include **two** different types of plant or equipment

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning;
- evidence from company systems (e.g. 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

Rationale

The aim of this unit is to enable the candidate to keep the working area disinfected. Disinfection is important at different stages of the production process to maintain food safety and the people working in the plant. It is particularly important where there are risks of notifiable diseases that can affect people or product. Disinfection helps in the fight against disease. If it is to be effective disinfections must be carried out efficiently and thoroughly.

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.

Practical skills

The candidate will be able to:

Prepare for disinfection

- 1 prepare for disinfection according to legal and regulatory requirements, health, safety and hygiene standards and instructions
- 2 identify the area to be disinfected and confirm that it is in a state for disinfection to be effective
- 3 assemble the materials and equipment to carry out disinfection
- 4 prepare the disinfection materials following manufacturer's specification
- 5 check specifications to determine distribution and dosage levels

Carry out disinfection procedures

- 6 carry out disinfection according to legal and regulatory requirements, health, safety and hygiene standards and instructions
- 7 distribute disinfectant at the levels set by technical specifications
- 8 distribute disinfectant ensuring all of the area is disinfected
- 9 replace all equipment and materials safely and securely in the correct place
- 10 maintain disinfection facilities and equipment in a condition suitable for use.

Underpinning knowledge

The candidate will be able to explain:

- 1 what the relevant legal and regulatory requirements, health, safety, hygiene and environmental standards and instructions are when preparing and carrying out disinfection and what might happen if they are not met
- 2 the meaning of disinfection
- 3 procedures for preparing an area before disinfection
- 4 condition of areas that make disinfection ineffective
- 5 methods of distributing disinfection and why it is important to distribute disinfectant evenly and cover the area totally
- 6 why it is important to replace all equipment and materials safely and securely in the correct place
- 7 how to maintain disinfection facilities and equipment and why this is important
- 8 materials and equipment required to carry out disinfection
- 9 the difference between disinfectants and detergents
- 10 why it is important to prepare disinfection solutions following manufacturer's specifications
- 11 why it is important to confirm correct distribution and dosage levels of disinfectants

- 12 why it is important to distribute disinfectant in correct quantities
- 13 how to handle, store and use disinfectants
- 14 what records are required for usage of disinfectants.

Unit 270 Carry out disinfection in food manufacture

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 preparing for disinfection in accordance with workplace specifications
- 2 carrying out disinfection procedures in accordance with workplace specifications

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Rationale

The aim of this unit is to enable the candidate to control washing and drying machinery to wash and dry tools, utensils, trays and sundries in a semi-automated or fully automated food and drink production environment.

Candidates must be able to start up, operate and shut down washing and drying machinery, which may be part of a plant line or stand alone equipment. They will need to control the infeed and outputs of the machinery to meet production requirements and effectively deal with problems as they arise. Candidates must correctly control the washing and drying of items to specification, deal with processing problems and work within production procedures.

This unit is for candidates who are required to operate and control washing and drying machinery in a food and drink production environment.

Practical skills

The candidate will be able to:

Prepare machinery for washing and drying

- 1 check the availability of items for washing and drying against their specifications
- 2 set up washing and drying machinery according to specifications
- 3 start up washing and drying machinery to specifications and check that it is working correctly
- 4 communicate with others effectively
- 5 deal with problems effectively to maintain schedules
- 6 follow health, safety and hygiene requirements and wear the correct personal protective clothing and equipment throughout preparations

Operate washing and drying machinery

- 7 control the infeed of items for washing to specifications
- 8 control the progress of items during washing and drying to specifications
- 9 control the output of washed and dried products to specifications
- 10 deal correctly with substandard or damaged items
- 11 control correctly transfer of washed and dried items for further use
- 12 follow health, safety and hygiene requirements and wear the correct personal protective clothing and equipment throughout washing and drying operations

Shut down washing and drying machinery

- 13 check their specifications to time shut down accurately
- 14 follow procedures to shut down the washers and dryers correctly
- 15 remove and dispose of debris correctly
- 16 check and ensure that washers and dryers are ready for further use
- 17 communicate with others effectively and complete all records and reports promptly and accurately
- 18 follow health, safety and hygiene requirements and wear the correct personal protective clothing and equipment throughout shutting down operations.

Underpinning knowledge

The candidate will be able to explain:

- 1 health, safety and hygiene requirements related to washing and drying food and drink items and what might happen if they are not met
- 2 common sources of item damage during washing and drying, how to avoid these and what might happen if this is not done
- 3 how to follow procedures for setting up, starting up, controlling and shutting down washing and drying machinery, where to access these and why it is important to follow these procedures
- 4 how to recognise and deal with items that do not meet specification by isolating and reporting for maintenance or replacement, and why it is important to work within procedures
- 5 what the limits of their own authority are and why it is important to work within them
- 6 what the procedures are for communicating, reporting and recording and why it is important to carry these out correctly
- 7 why it is important to recognise the correct washing and drying settings for the types of items to be washed and dried
- 8 why it is important to check that items have been correctly washed and dried.

Unit 271 Control washing and drying machinery in food manufacture

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 preparing machinery for washing and drying in accordance with workplace procedures
- 2 operating washing and drying machinery in accordance with workplace procedures
- 3 shutting down washing and drying machinery in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Rationale

The aim of this unit is to enable the candidate to keep their workplace secure. Candidates will be expected to know what risks to security can arise.

Candidates must demonstrate that they are alert to security risks and can recognise them. Must show that they can report security risks correctly and follow procedures for dealing with security risks.

Practical skills

The candidate will be able to:

Identify and report security risks

- 1 check how people are behaving and noticing when their behaviour is a security risk
- 2 notice when unlocked or unattended areas or items pose a security risk
- 3 tell the appropriate person about the security risk promptly

Follow procedures for security risks

- 4 follow procedures for securing premises, stock and cash
- 5 follow procedures for dealing with violent behaviour
- 6 note where theft may have occurred and report it to the appropriate authority
- 7 notice security risks and take action to minimise risk and maximise protection
- 8 make sure their reports of incidents are accurate and clear
- 9 act within the boundaries of the law when dealing with suspected thieves.

Underpinning knowledge

The candidate will be able to explain:

Risks to security

- 1 when and by whom people might be physically attacked
- 2 how and when stock could be stolen or deliberately damaged
- 3 how and when cash could be stolen

Protecting stock, premises and cash from damage or theft

- 4 procedures for keeping stock, premises and cash secure
- 5 who to report security risks to

Handling threatened or actual physical violence

- 6 who to ask for help
- 7 how to prevent or stop violent behaviour safely and legally

Dealing with theft or suspected theft of cash or stock

- 8 who to tell your suspicions
- 9 what to do if you see someone stealing.

Unit 272 Contribute to keeping the workplace secure

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 identifying and reporting security risks in accordance with workplace procedures
- 2 following procedures for security risks in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Unit 273

Contribute to maintaining stock security and minimising losses in food manufacture

Rationale

The aim of this unit is to enable the candidate to maintain the security of employees, stock, materials, cash and the workplace, and deal with threats to security. The candidate should be able to follow procedures for dealing with theft and suspected theft, implement methods of managing and minimising security risks and maximising the protection of self, others, cash, stock, materials, equipment and premises.

Practical skills

The candidate will be able to:

Contribute to the maintenance of security

- 1 implement security checks and confirm that checks carried out by others are performed correctly
- 2 check for potential breaches of security from customer pilferage, staff pilferage and external threats
- 3 explain the use of security systems and procedures to the relevant people
- 4 identify potential and actual breaches of security and assess the problem
- 5 make relevant and achievable recommendations for action to control the breach of security, which comply with legal and organisational requirements
- 6 check that the actions agreed to control the breach of security are implemented correctly
- 7 process the necessary documentation completely, accurately, legibly and correctly

Monitor losses and investigate problems within area of responsibility

- 8 assess the actual losses against the potential loss forecast on a regular basis
- 9 identify and investigate indications of theft and unacceptable losses
- 10 establish the cause of losses
- 11 identify improvement opportunities and make recommendations to the relevant people
- 12 check that the actions agreed to minimise the risks of losses and theft are implemented correctly
- 13 check that the implemented actions are effective in minimising losses and theft
- 14 process the necessary documentation completely, accurately, legibly and correctly

Implement procedures to deal with security alerts

- 15 identify and deal with security alerts in accordance with organisational and legal requirements
- 16 identify and deal with hoax security alerts in accordance with organisational and legal requirements
- 17 take action to deal with security alerts in ways which will minimise risks and maximise protection
- 18 report security alerts to the relevant people
- 19 process the necessary documentation completely, accurately, legibly and correctly.

Underpinning knowledge

The candidate will be able to explain:

- 1 the organisational policy, procedures and objectives of security procedures
- 2 implications of statutory legislation on security systems and procedures
- 3 the documentation required to inform and maintain security procedures
- 4 the importance of security and the potential effect of inadequate security systems and procedures
- 5 how to carry out security checks
- 6 how to check that security procedures are being followed correctly
- 7 how to identify breaches of security
- 8 how to assess security problems
- 9 roles, responsibilities and accountability of self and others
- 10 how to communicate effectively
- 11 how to make recommendations to control breaches of security
- 12 how to assess actual losses against forecast losses
- 13 organisational loss policy and parameters
- 14 procedures for dealing with losses and how to identify improvement opportunities
- 15 how to recognise and respond to security alerts
- 16 how to identify and respond to hoax security alerts
- 17 the importance of minimising risks and maximising protection
- 18 how to report security alerts
- 19 the need for accurate and complete records.

Unit 273

Contribute to maintaining stock security and minimising losses in food manufacture

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 contributing to the maintenance of security in accordance with workplace procedures
- 2 monitoring losses and investigating problems within your areas of responsibility and in accordance with workplace procedures
- 3 implementing procedures to deal with security alerts in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Rationale

The aim of this unit is to enable the candidate to perform operations integral to preparing materials for effluent treatment, controlling the process and shutting down the plant. Candidates must be able to prepare equipment and materials, monitor and control operations and complete and shut down the process.

Practical skills

The candidate will be able to:

Prepare equipment and materials

- 1 prepare according to legal and regulatory requirements, organisational health and safety, hygiene and environmental standards or instructions
- 2 confirm that any required documentation is correct and equipment and materials are ready for use
- 3 ensure that the relevant emergency equipment is ready for use, and appropriate personal protective equipment is worn and used correctly
- 4 confirm that the treatment areas are clean and prepared for safe processing
- 5 deal with operating problems promptly or report them to the appropriate person
- 6 maintain effective communication throughout the process

Monitor and control operations

- 7 monitor and control according to legal and regulatory requirements, organisational health and safety, hygiene and environmental standards or instructions
- 8 follow treatment procedures as specified
- 9 adjust process variations promptly to maintain treatment within specification
- 10 if required, sample the process as specified in operating procedures
- 11 confirm that treated effluent and any other products of the process meet specification

Complete and shut down operations

- 12 complete and shut down according to legal and regulatory requirements, organisational health and safety, hygiene and environmental standards or instructions
- 13 shut down services according to operating procedures
- 14 identify treated effluent that is out of specification and report it to the appropriate person
- 15 deal with outcomes of the treatment process in accordance with operating procedures
- 16 ensure that all records are complete.

Underpinning knowledge

The candidate will be able to explain:

- 1 the legal or regulatory requirements, the organisation health and safety, hygiene and environmental standards or instructions
- 2 nature and hazards of effluent and treatment materials and precautions to be used in handling them
- 3 how to confirm agreement between any required documentation and effluent materials
- 4 personal protective equipment appropriate to the hazards and its use

- 5 procedures for checking and making ready process equipment
- 6 the details of the process and function of equipment used
- 7 how to use the process equipment safely
- 8 the availability, working order and how to use safety equipment
- 9 the emergency equipment associated with the process and how to use it
- 10 safe working practices
- 11 procedures for handling effluent and treatment materials
- 12 interpretation of process documentation
- 13 nature and identification of situations which might interfere with processing and corrective action to be taken
- 14 good housekeeping practices and standards
- 15 the consents and authorisations which apply to the operation and what may happen if these are not adhered to
- 16 why and what it is important to communicate effectively and what may happen if this is not done
- 17 the detail of the process and methods of monitoring
- 18 symptoms of out of specification processing
- 19 methods of process adjustment to meet specification range
- 20 limits of corrective action than can be taken within their own authority
- 21 people to inform of circumstances outside their authority to correct
- 22 interpretation of any necessary sampling results
- 23 nature and hazards of effluents and treatment materials and precautions to be used in handling them
- 24 sampling procedures and treatment of samples taken, if required
- 25 procedures for dealing with spillage
- 26 process operating procedures
- 27 documentation, if appropriate, and record-keeping
- 28 the identification of out of specification effluent
- 29 procedures for dealing with effluent, out of specification effluent, any other products of the treatment process, and residual treatment materials from the work area
- 30 nature and hazards of effluent, out of specification effluent, any other products or treatment, and treatment materials
- 31 procedures for normal or maintenance shutdown
- 32 communication of instructions and information to others
- 33 the implications of relevant legislation and the waste management licence on treatment process operations.

Unit 274 Control effluent treatment operations in food manufacture

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 preparing equipment and materials in accordance with workplace procedures
- 2 monitoring and controlling operations in accordance with workplace procedures
- 3 completing and shutting down operations in accordance with workplace procedures and take effective action in response to operating problems

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Unit 275

Contribute to the effectiveness of food retail operations

Rationale

The aim of this unit is to enable the candidate to organise basic tasks and work activity within an already planned retail schedule, it is also about contributing to improvements in a food and drink retail environment. Food and drink retail may involve one or more areas like serving customers, displaying products, preparing and selling take-away foods, serving at fast food counters or at tables.

Candidates must be able to organise tasks so that part of a retail schedule can be worked through efficiently. They will need to make a contribution towards identifying opportunities for improvements in an aspect of retail practice.

Practical skills

The candidate will be able to:

Organise your own activities within food and drink retail operations

- 1 obtain correct instructions and specifications for their retail work schedule
- 2 organise their work activity to make the best use of resources within **operational requirements**
- 3 report any resource deficiencies to the **relevant person**
- 4 check that their retail work schedule is realistic and achievable within the constraints of the workplace
- 5 check that their activity meets health, safety and hygiene requirements and they use the appropriate personal protective clothing and equipment

Contribute to the improvement of food and drink retail operations

- 6 make a positive contribution to recognising improvements in retail operations
- 7 gather accurate information about possible improvements
- 8 suggest improvements which are required and realistic
- 9 share ideas for improvements with the relevant people and react positively to feedback they receive
- 10 communicate their ideas in enough detail to allow further action to be agreed.

Underpinning knowledge

The candidate will be able to explain:

- 1 their duties under hygiene and health and safety requirements and what might happen if they are not met
- 2 how and where to get relevant work instructions, schedules and specifications
- 3 importance of organising activities within a schedule to the best results
- 4 how to organise work activities efficiently and alter these if there are changes in retail needs
- 5 how to organise work activities so that products are always at their best when they are sold
- 6 how, where and when to for make helpful suggestions for possible improvements to retail operations
- 7 why **continuous improvement** is necessary and the benefits from it

- 9 how to identify the benefits from improvements in the short and long term
- 10 where and when to get help and advice
- 11 what the lines and methods of effective communication are and why it is important to communicate effectively.

Unit 275 **Contribute to the effectiveness of food retail operations**

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 organising your own activities within food retail operations in accordance with workplace specifications and using **two** types of resources
- 2 contributing to the improvement of food retail operations in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Term	Meaning
Continuous improvement	This is making sure, through their role, they look to make changes which improve the performance of your business.
Operational requirements	These will be dependent on the aims of the business and could be based on company plans and sales targets.
Relevant person	This could be a supervisor or manager or the person responsible for the sales within the business.

Unit 276

Sell food products in a retail environment

Rationale

The aim of this unit is to enable the candidate to sell food and drink products according to customers' needs in a food retail environment.

Candidates will need to show that they can establish customers' requirements, select the appropriate products and offer alternatives where customers' needs cannot be met. They must demonstrate an understanding of the principles of food handling and packaging to ensure its quality and safety. They must demonstrate that you can politely and securely process the sale of products.

This unit is for candidates who work in a food and drink retail unit and serve customers at the counter.

Practical skills

The candidate will be able to:

Establish customer needs

- 1 greet their customer politely
- 2 find out what and the amount of food & drink product their customer wants
- 3 offer **suitable alternatives** when food or drink products are unavailable or their customer is undecided
- 4 show customers their selected products to confirm they are what they want and wrap or pack the products appropriately

Satisfy customer needs

- 5 provide information to customers about the safe transport, storage and keeping of products, where this is requested or advisable
- 6 conduct the sale courteously, and at a pace which is appropriate to the needs of the customer and the trading conditions
- 7 comply with health, safety and hygiene requirements and wear the correct personal protective clothing and equipment throughout the sale

Process the sale of food and drink products

- 8 confirm with customers the price and the method of payment
- 9 process payment or credit correctly according to the policy of their organisation
- 10 keep payments and stock safe throughout transaction
- 11 report mistakes and problems promptly to the **relevant person** and take corrective action
- 12 thank their customer and say goodbye politely.

Underpinning knowledge

The candidate will be able to explain:

- 1 health, safety and hygiene requirements related to selling food and drink products and what might happen if they are not met.
- 2 why it is important to find out exactly what food and drink products the customer wants
- 3 why it is important to confirm the exact quantities, type and quality of food & drink products the customer wants

- 4 why it is important to work within the customer's price range
- 5 why it is important to provide **suitable alternatives** when the customer's first choice cannot be met and what alternatives can be offered
- 6 the process of taking customer orders for products not in stock
- 7 why it is important not to cause conflict as a result of the customer's change of mind
- 8 ways to keep payments and stock safe
- 9 legal tender and the basic trading rights of the customer and trader
- 10 company procedures for dealing with **methods of payment** available to customers
- 11 the importance of good standards of customer service to retail operations
- 12 what the limits of their own authority are and the consequences of operating outside these limits
- 13 when to provide supporting information about the safe transport, storage and keeping of food and drink products
- 14 the importance of effective communication and the implications of not communicating effectively.

Unit 276 Sell food products in a retail environment

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 establishing customer need in accordance with workplace procedures
- 2 satisfying customer needs in accordance with workplace procedures
- 3 processing the sale of food products in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Term	Meaning
Relevant person	This could be a manager or supervisor or the person responsible for the business's retail operations
Methods of payment	These are the methods that are accepted by the organisation, for example, cash, credit and debit cards
Suitable alternatives	These are products which would meet the customer's requirements.

Rationale

The aim of this unit is to enable the candidate to prepare, arrange and maintain a product display effectively to make it attractive and to conform to the requirements of food safety and other legislation.

This unit is suitable for candidates who are responsible for setting up, maintaining and dismantling product displays in a food & drink retail environment.

Practical skills

The candidate will be able to:

Prepare to display food & drink products

- 1 comply with health, safety and hygiene requirements and wear the correct personal protective clothing and equipment throughout the process
- 2 check the display area, equipment and **Accessories** are clean and take prompt action on finding any problems
- 3 assemble and check products and additional materials and prepare them for use
- 4 review the food & drink products available for display, estimate the quantities required and select those products which are most suitable with regard to shelf life, demand, appeal and promotional requirements
- 5 prepare the display to ensure maximum appeal and to comply with food safety requirements

Label displays of food & drink products

- 6 confirm requirements for labelling of products with the **Relevant people**
- 7 confirm label information is correct and conforms to legal and standard operational requirements, with the **Relevant people**
- 8 position labels for products correctly
- 9 ensure that labels are legible, visible to customers, and securely positioned in the correct place

Arrange and maintain food & drink products for display

- 10 check and take steps to ensure that the display area always meets the requirements of hygiene and food safety
- 11 transfer products safely to the display area according to instructions and specifications
- 12 arrange and promptly replace food & drink products and additional materials in a way this is attractive to customers and meets the requirements of hygiene and food safety
- 13 where product is not available, reposition and reorganise the position of products and **Accessories** to maintain presentation and to meet trading conditions
- 14 monitor displays according to instructions and specifications
- 15 carry out emergency cleaning procedures promptly when required
- 16 take prompt action to address any product or display related problem

Empty and clean the food & drink product display

- 17 withdraw products from the display according to instructions and store correctly
- 18 identify and select the appropriate **Cleaning Materials** for display equipment and **Accessories**
- 19 correctly clean display surfaces, equipment and **Accessories**
- 20 safely store **Cleaning Materials** for further use
- 21 take prompt action to address any display, cleaning or product related problems.

Underpinning knowledge

The candidate will be able to explain:

- 1 food safety and hygiene regulations that affect how food & drink products may be displayed and what might happen if they are not adhered to
- 2 controls involved in the display of food & drink products
- 3 ways to review the display area before assembling materials for the display and why that is important
- 4 ways to estimate the quantities and size of products to be used for display and why that is important
- 5 why it is important to select food & drink products for display to suit specific objectives (e.g. promotional, appeal, seasonal)
- 6 what **Accessories** can and should be used for effective display
- 7 principles of good displays
- 8 how to source product specifications and display information
- 9 basic knowledge of products offered for sale
- 10 information about ingredients of products available for sale
- 11 why labelling is important
- 12 key features of legal and operational requirements for labelling
- 13 how to position of labels and correct information and why that is importance
- 14 how to check labelling information against product specification and sales details
- 15 the basic principles for good display and presentation of food & drink products
- 16 why displays may change as part of the maintenance process
- 17 importance of and procedures and stock rotation
- 18 what the contingencies are for display equipment and accessory failure
- 19 how to recognise and report products that do not meet specification
- 20 the procedure for rejecting and isolating failed products
- 21 how to use assembly and dismantling equipment safety
- 22 types of **Cleaning Materials** appropriate for display equipment and **Accessories** and their purpose and how they work
- 23 the safe handling and application of **Cleaning Materials** for display equipment and **Accessories**
- 24 how to access and interpret the cleaning schedule for display equipment and **Accessories**.

Unit 278 Display food products in a retail environment

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 preparing to display at least **two** different food products in accordance with workplace procedures
- 2 labelling displays of food products in accordance with workplace procedures
- 3 arranging and maintaining food products from at least **two** different product groups in accordance with workplace procedures
- 4 emptying and cleaning, using at least **two** types of cleaning products, the food product display in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Term	Meaning
Accessories	These would be items used to enhance the appearance of the display.
Cleaning Materials	These would include polish, detergents, sanitisers and sterilisers.
Relevant people	This could be a supervisor or manager or someone responsible for the promotion and sales of food & drink products.

Rationale

The aim of this unit is to enable the candidate to prepare for each transaction with a customer, deal with different types of customers in different circumstances and check that what they have done has met customer expectations.

Practical skills

The candidate will be able to:

Prepare to deal with customers

- 1 keep their knowledge of their organisation's services or products up-to-date
- 2 ensure that the area they work in is tidy, safe and organised efficiently
- 3 prepare and arrange everything they need to deal with their customers before their shift or period of work commences

Give consistent service to customers

- 4 make realistic promises to their customers about the delivery of services or products
- 5 ensure that their promises balance the needs of their customer and their organisation
- 6 keep their promises to their customers
- 7 inform their customers if they cannot keep their promises due to unforeseen circumstances
- 8 recognise when their customer's needs or expectations have changed and adapt their service to meet their new requirements
- 9 keep their customer informed if delivery of the service needs to involve passing them on to another person or organisation

Check customer service delivery

- 10 check that the service they have given meets their customer's needs and expectations
- 11 identify when they could have given better service to their customer and how their service could have been improved
- 12 share information with colleagues and service partners to maintain and improve their standards of service delivery

Underpinning knowledge

The candidate will be able to explain:

- 1 their organisation's procedures and systems for delivering customer service
- 2 methods or systems for measuring an organisation's effectiveness in delivering customer service
- 3 their organisation's procedures and systems for checking service delivery
- 4 their organisation's requirements for health and safety in their area of work

Unit 279 Deliver reliable customer service

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 providing excellent customer service during a routine period, a busy time, a quiet period and when resources or systems have let them down
- 2 delivering excellent customer service during planned visits to their customer's premises and visits made by customers at short notice
- 3 ensuring excellent customer service when work does and does not go to plan
- 4 providing excellent customer service when the customer is and is not present.

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Rationale

The aim of this unit is to enable the candidate to learn how to meet customer expectations by spotting problems and choosing between options in order to resolve them. This is important because customers often judge how good customer service is by how problems are resolved.

Practical skills

The candidate will be able to:

Spot customer service problems

- 1 listen carefully to their customers about problems they have raised
- 2 ask their customers about the problem to check their understanding
- 3 recognise repeated problems and alert the appropriate authority
- 4 share customer feedback with others to identify potential problems before they happen
- 5 identify problems with systems and procedures before they begin to affect their customers

Pick the best solution to resolve customer service problems

- 6 identify the options for resolving a customer service problem
- 7 work with others to identify and confirm the options to resolve a customer service problem
- 8 work out the advantages and disadvantages of each option for their customer and their organisation
- 9 pick the best option for their customer and their organisation
- 10 identify for their customer other ways that problems may be resolved if they are unable to help

Take action to resolve customer service problems

- 11 **discuss and agree the options for solving the problem with their customer**
- 12 **take action to implement the option agreed with their customer**
- 13 work with others and their customer to make sure that any promises related to solving the problem are kept
- 14 keep their customer fully informed about what is happening to resolve the problem
- 15 check with their customer to make sure the problem has been resolved to their satisfaction
- 16 give clear reasons to their customer when the problem has not been resolved to their satisfaction.

Underpinning knowledge

The candidate will be able to explain:

- 1 organisational procedures and systems for dealing with customer service problems
- 2 how to defuse potentially stressful situations
- 3 how to negotiate
- 4 the limitations of what they can offer their customer.

Unit 280 Resolve customer service problems

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 resolving problems identified by customers, before the customer is aware of it, one caused by a system failure, lack of resources or human error, and when their organisation cannot meet customer expectations
- 2 providing relevant information both when requested and not, used agreed procedures and made exceptions to them when solving problems.

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Unit 281

Prepare and clear areas for counter/take-away service

Rationale

The aim of this unit is to enable the candidate to prepare **work areas** and **service equipment**, and display **promotional materials** and food properly. It also includes switching off **service equipment**, storing condiments, and disposing of rubbish.

Practical skills

The candidate will be able to:

Prepare areas for counter/takeaway service

- 1 check that the **work area** and **service equipment** are hygienic, free from damage and prepared ready for use
- 2 check that sufficient stocks of **service items** are clean, free from damage and arranged ready for service
- 3 switch on appropriate **service equipment** in time to reach the recommended operating temperature
- 4 where appropriate, prepare and display **condiments and accompaniments** ready for service
- 5 display **promotional materials** ready for customer use
- 6 check that refuse and waste food containers are clean and ready for use
- 7 display food immediately before service, in line with operational procedures

Clear areas for counter/takeaway service

- 8 deal with **service equipment** according to their workplace procedures
- 9 assemble for cleaning or store any reusable **service items** from the food service
- 10 where appropriate, store **condiments and accompaniments** for future use in line with food hygiene legislation
- 11 dispose of rubbish, used disposables and waste food following recommended procedures
- 12 check that the **work area** and **service equipment** are clean, free from damage and ready for future use.

Underpinning knowledge

The candidate will be able to explain:

- 1 safe hygienic working practices when preparing take-away areas for counter/take-away service and why these are important.
- 2 why waste must be handled and disposed of correctly
- 3 why presentation standards must be maintained in the display of food
- 4 how to display hot and cold food safely and why this is important
- 5 why it is important to check expiry dates on appropriate food and drink items
- 6 why all **promotional materials** should be checked before use
- 7 why it is important to have the correct serving equipment available for service
- 8 the types of unexpected situations that may occur when preparing areas and how to deal with these
- 9 safe and hygienic working practices when clearing areas for counter/take-away and why these are important

- 10 why certain electrical and gas equipment should be turned off after service
- 11 why waste must be handled and disposed of correctly
- 12 why all perishable food and drink items should be returned to the kitchen and storage area immediately after service
- 13 why all service areas should be left clean after service
- 14 the types of unexpected situations that may occur when clearing areas and how to deal with these.

Unit 281 Prepare and clear areas for counter/take-away service

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 preparing areas for counter/takeaway service in accordance with workplace procedures
- 2 clearing areas for counter/takeaway service in accordance with workplace procedures.

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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.

Glossary

Term	Meaning
Condiments and accompaniments	These include seasonings, sugars and sweeteners and prepared sauces and dressings.
Promotional materials	These include menus, posters, black/white board, illustrated menu board and promotional materials showing special offers.
Service equipment	These include display units, heated units, refrigerated units and beverage equipment.
Service items	These are items such as trays, ashtrays, straws, service utensils, food containers, take-away food packaging, disposable serviettes, crockery and cutlery.
Work area	Which are the serving area, seated area and waiting area.

Rationale

The aim of this unit is to enable the candidate to take **customers'** orders and serve food and drink on a counter or takeaway basis. It also covers maintaining the counter and service areas, with items such as trays and utensils, and displaying **food and drink items** in the correct manner.

Practical skills

The candidate will be able to:

Serve customers at the counter

- 1 give their **customers information** that meet their needs and promotes their organisation's products and services
- 2 find out what their **customers** require, and if necessary tell them about any waiting time
- 3 process the order promptly
- 4 serve **food and drink items** at the recommended temperature
- 5 make sure there are appropriate **condiments and accompaniments** available for their **customers**

Maintain counter and service areas

- 6 keep their work area tidy, hygienic and free from rubbish and food debris during service
- 7 maintain enough stocks of clean **service items**
- 8 restock with **food and drink items** when necessary
- 9 display and store **food and drink items** in line as required
- 10 clear the work area of used and surplus **service items** at the appropriate times
- 11 dispose of rubbish, used disposable items and food waste as required.

Underpinning knowledge

The candidate will be able to explain:

- 1 safe and hygienic working practices for serving **customers** at the counter and why these are important
- 2 why it is important to use separate serving equipment for each food item
- 3 why **food and drink items** must be served at the correct temperature
- 4 why portions must be controlled when serving **customers**
- 5 why **information** given to **customers** must be accurate
- 6 the types of unexpected situations that may occur when serving **customers** and how to deal with these
- 7 safe and hygienic working practices for cleaning and why these are important
- 8 why food is prepared first should be served first
- 9 why counter service preparation areas and dining areas must be kept tidy and free from rubbish and food debris throughout service
- 10 why waste must be handled and disposed of correctly
- 11 why a constant stock of **service items** should be maintained
- 12 the types of unexpected situations that may occur when clearing away and how to deal with these.

Unit 282 Provide a counter/take-away service

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 serving **customers** at the counter in accordance with workplace procedures
- 2 maintaining counter and service areas in accordance with workplace procedures.

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Unit 282

Glossary

Provide a counter/take-away service

Term	Meaning
Condiments and accompaniments	These would include seasonings, sugars/sweetener, prepared sauces/dressings.
Customers	With a consideration for any special requirements they might have.
Food and drink items	Hot and cold food and drinks.
Information	This would include the items available for sale, ingredients of products, prices, special offers and promotions.
Service items	Which would include service utensils, food containers/dispensers, trays, crockery, cutlery, disposable items.

Rationale

The aim of this unit is to enable the candidate to prepare service areas and equipment (for example, utensils, trolleys, fridges) prior to service and ensuring that there are sufficient seasonings, sauces and other accompaniments available. It also covers preparing **service items** such as trays, crockery, ashtrays, and laying up for either tray or table service. Finally the unit covers clearing dining areas, and storing equipment and condiments.

Practical skills

The candidate will be able to:

Prepare and clear areas for table/tray service

- 1 check that service areas are hygienic, clean, free from damage and ready for use in line with **service style**
- 2 check that **service equipment** is clean, free from damage, located where it should be and switched on ready for use
- 3 check that sufficient stock of **service items** are clean, free from damage and stored ready for service
- 4 prepare the **condiments and accompaniments** ready for service and store them safely
- 5 check that refuse and waste food containers are hygienic, empty and ready for use

Prepare and clear areas and equipment for table/tray service

- 6 check the service area ensuring that it is clean, free from damage and correctly laid out in line with the **service style**
- 7 check that **service items** are clean, free from damage and located ready for customer use
- 8 lay up tables and trays in line with the **service style**
- 9 check menus and promotional items and ensure that they are ready for customer use

Clear dining and service areas after service

- 10 collect all the **service items** for cleaning or storage
- 11 prepare used or soiled table linen for laundry or dispose of it following recommended procedures
- 12 store food items, **condiments and accompaniments** which will be used in the future as required
- 13 dispose of rubbish and waste food following recommended procedures
- 14 ensure that **service equipment** is clean, correctly stored and turned off where appropriate
- 15 ensure that dining furniture is clean and ready for future use
- 16 leave dining and service areas tidy and ready for cleaning.

Underpinning knowledge

The candidate will be able to explain:

- 1 safe and hygienic working practices for preparing service areas and equipment for table/tray service
- 2 their organisation's **service style**
- 3 why waste must be handled and disposed of correctly
- 4 why **condiments and accompaniments** should be prepared ready for service

- 5 when to prepare service areas and equipment for table/tray service
- 6 why a constant stock of food **service items** should be maintained
- 7 the types of unexpected situations that may occur when preparing and clearing areas for service and how to deal with these
- 8 safe and hygienic working practices for preparing customer service areas for table/tray service
- 9 why all **service items** should be checked before service
- 10 why menus and promotional items should be checked before use
- 11 the types of unexpected situations that may occur when preparing and clearing areas and equipment and how to deal with these
- 12 safe and hygienic working practices for clearing dining and service areas after service
- 13 why all food service areas should be left clean after service
- 14 why certain electrical equipment should be turned off after service
- 15 what types of unexpected situations may occur when clearing areas after service and how they should deal with these.

Unit 283 Prepare and clear areas for table/tray service

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 preparing and clearing areas for table/tray service in accordance with workplace procedures
- 2 preparing and clearing areas and equipment for table/tray service in accordance with workplace procedures.

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Unit 283
Glossary

Prepare and clear areas for table/tray service

Term	Meaning
Condiments and accompaniments	Which are seasonings, sugars, sweeteners, prepared sauces/dressings and prepared bread items.
Service equipment	This could include hot/cold beverage serving containers, refrigeration units, heated units, service utensils and trolleys.
Service items	These would be trays, crockery, promotional items, disposable table coverings, decorative items, disposable napkins, linen, ashtrays, cutlery and menus.
Service style	This could be table or tray service.

Rationale

The aim of this unit is to enable the candidate to greet and seat **customers**, answer any questions they may have, and take their orders. It also covers serving **customers** and maintaining the area, for example: by clearing away crockery and cutlery and maintaining the levels of condiments.

Practical skills

The candidate will be able to:

Greet customers and take orders

- 1 help their **customers** with dining arrangements as necessary, in line with the **service style**
- 2 make sure **customers** have access to the correct menus
- 3 answer any questions their **customers** may have and give them **information** which meets their needs and promotes their organisation's products and services
- 4 identify their **customers'** orders and record and process them

Serve customer orders

- 5 serve their **customers** in line with the **service style**
- 6 provide their **customers** with the **service items, condiments and accompaniments** appropriate to their food
- 7 serve **food and drink items** with clean, hygienic and undamaged equipment of the appropriate type
- 8 keep customer dining and service areas tidy, hygienic and free from rubbish and food debris
- 9 clear customer dining areas of soiled and unused **service items** at the appropriate times
- 10 maintain sufficient stocks of clean **service items, condiments and accompaniments** throughout the services.

Underpinning knowledge

The candidate will be able to explain:

- 1 their organisation's standards for customer care and **service style** and why they should follow these
- 2 the correct procedures when greeting and seating **customers** and why these are important
- 3 why **information** given to **customers** should be accurate
- 4 why it is important to take customer orders accurately and how to make sure that they do so
- 5 why it is important to promote the organisation to their **customers**
- 6 the types of unexpected situations that may occur when taking orders and how to deal with these
- 7 safe and hygienic working practices when serving **customers** and why these are important
- 8 which condiments and accompaniments go with each dish
- 9 why it is important to use the appropriate equipment when serving **food and drink items** to **customers**
- 10 why it is important to check that food service equipment is clean and hygienic
- 11 the types of unexpected situations that may occur when serving food and how to deal with these

- 12 safe and hygienic working practices for maintaining dining and service areas and why these are important
- 13 why dining and service areas must be kept tidy and free from rubbish and food debris
- 14 why waste must be handled and disposed of correctly
- 15 why a constant stock of table and **service items** should be maintained.

Unit 284 Provide a table/tray service

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 greeting **customers** and taking orders in accordance with workplace procedures
- 2 serving **customers** orders in accordance with workplace procedures.

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Unit 284

Provide a table/tray service

Glossary

Term	Meaning
Condiments and accompaniments	These could be seasonings (e.g. salt and pepper), sugars, sweeteners, prepared sauces, dressing (for example mustard) and prepared bread items (e.g. rolls).
Customers	With consideration for any special requirements.
Information	This would be information on items available, dish composition, prices, special offers and promotions.
Food and drink items	Which would be hot and cold plated items and hot and cold drinks.
Service items	Which are crockery, cutlery and glassware.
Service style	Which could be table and tray service.

Rationale

The aim of this unit is to enable the candidate to make up a range of service products, like sandwiches, rolls and other fast foods in a food retail and food service environment.

Practical skills

The candidate will be able to:

Assemble service products

- 1 ensure their working area is clean and in the correct condition for use
- 2 identify and select the correct fillings according to their instructions and specifications
- 3 correctly assemble service products to specification to meet customers' needs
- 4 ensure their working practices minimises waste and their correctly deal with scrap material
- 5 position assembled products correctly for further processing
- 6 take prompt action on discovering any problems or variances
- 7 comply with health, safety and hygiene requirements and wear the correct personal protective clothing and equipment throughout assembly operations

Process service products

- 8 check the condition of assembled products according to their instructions and specifications
- 9 check the operating condition of processing equipment
- 10 process assembled products to specification to meet customers' needs
- 11 maintain the condition of processed products according to specification
- 12 position processed products correctly for further processing
- 13 take prompt action on discovering any problems or variances
- 14 comply with health, safety and hygiene requirements and wear the correct personal protective clothing and equipment throughout process activity.

Underpinning knowledge

The candidate will be able to explain:

- 1 Health, safety and hygiene requirements related to assembling and processing food service products and what might happen if they are not met
 - a How to source and read product specifications and recipe information
 - b Common factors affecting the quality of service products
- 2 Common sources of service product contamination during assembly and processing
- 3 How to avoid contamination during assembly and processing, and what might happen if this is not done
- 4 How to recognise and report service products that do not meet specification
- 5 The procedure for rejecting and isolating substandard service products
- 6 The importance of consistent assembly for portion control
- 7 Correct use of processing techniques for service products.

Unit 285 Assemble and process products for food service

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 evidence of assembling two types of service products in accordance with workplace procedures
- 2 evidence of two ways of processing service products in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Rationale

The aim of this unit is to enable the candidate to identify, select, weigh and measuring by hand a variety of bakery **ingredients**, important in the processing of bakery mixtures, in a non-automated bakery production environment. A candidate will learn how to check the condition of **ingredients**, equipment and conform to health and safety standards.

Practical skills

The candidate will be able to:

Identify Ingredients

- 1 identify the specified **ingredients**
- 2 check quantities according to their instructions and specifications
- 3 carry out any calculations necessary to establish quantities of **ingredients** required to meet production needs

Select ingredients

- 4 select **ingredients** to meet production needs and check their condition for use
- 5 isolate and report **ingredients** of substandard quality, condition or quantity to the relevant personnel
- 6 take action where **ingredients** are not available to source alternative supplies or establish whether alternative **ingredients** can be utilised where permitted
- 7 store and position **ingredients** correctly ready for further processing
- 8 comply with health, safety, food safety and organisational requirements

Weigh and measure ingredients

- 9 check selected **ingredients** against their instructions and specifications
- 10 select and check the accuracy of bakery weighing and measuring equipment
- 11 weigh and measure the required **ingredients** accurately, avoiding **contamination**
- 12 place the weighed and measured **ingredients** in the correct conditions and label storage containers or mixing bowls, where required, ready for further processing
- 13 comply with health, safety, food safety and organisational requirements
- 14 operate within the limits of their own authority and capabilities.

Underpinning knowledge

The candidate will be able to explain:

- 1 to what standards of health & safety and food safety they are required to work, why it is important that they do so and what might happen if they are not met
- 2 common factors affecting quality of **ingredients**, during handling, weighing, measuring and storage
- 3 the importance of handling and preparing **ingredients** at the optimum temperature and conditions for effective weighing, measuring and eventually mixing
- 4 how to avoid **contamination** of **ingredients** during handling, weighing, measuring and storage and what might happen if this is not done
- 5 how to recognise and report substandard **ingredients**, signs of **contamination**, infestation or damage to **ingredients** and packaging

- 6 what the lines and methods of effective communication are and why it is important to use them
- 7 what the documentation requirements are and why it is important to meet them.
- 8 personal protective clothing/equipment and working practices which are useful in combating potentially harmful effects of dust from **ingredients** and allergies from skin contact with **ingredients**
- 9 how to use work instructions and product specifications or recipes to calculate or adjust the ratio of **ingredients** required and ensure these meet production needs
- 10 the importance of working within time constraints required by production schedule
- 11 how to report non availability of **ingredients** and source alternative supplies of **ingredients** or alternative **ingredients** as permitted
- 12 the importance of using the correct type of weighing and measuring equipment according to the types and quantities of **ingredients** used
- 13 how to safely label and store **ingredients** ready for mixing or further processing.

Unit 286 **Select weigh and measure bakery Ingredients**

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 identifying **three** different types of **ingredients** e.g. powders, liquids, fruits, yeast and a productions schedule or product specification
- 2 selecting **three** different types of **ingredients** in accordance with workplace procedures
- 3 weighing and measuring **three** different types of **ingredients** in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Unit 286
Glossary

Select weigh and measure bakery Ingredients

Term	Meaning
Contamination	An unwanted substance (hazard) in the product, such as: <ul style="list-style-type: none">• Bacteria and other organisms• Chemicals (for example, cleaning agents)• Physical objects (for example, glass or metal)• Substances that cause an allergic reaction (for example, nuts, milk, eggs)..
Ingredients	Food substances used to blend together to form mixtures e.g. Powders like flour, liquids like water, sugars, dried fruits, nuts, seeds, fats, oils, yeast.

Rationale

The aim of this unit is to enable the candidate to prepare for mixing and mix a range of fermented and non fermented dough in a non automated bakery production environment.

Practical skills

The candidate will be able to:

Prepare work area for mixing dough

- 1 obtain the correct instructions and specifications for mixing needs
- 2 check that weighed and measured **ingredients** are in the correct condition for use and make adjustments where this is necessary
- 3 isolate and report any substandard **ingredients**, obtain authority to source replacement supplies where this is necessary
- 4 check and report the safe availability of the mixing area and mixing equipment
- 5 comply with health, safety and food safety requirements

Mix dough ingredients

- 6 select the correct mixing equipment to meet mixing needs
- 7 mix **ingredients** according to instructions and specifications
- 8 check the quality of dough against specification and report any inconsistency to the relevant personnel
- 9 use additional **ingredients**, and having sought advice, they adjust the consistency of dough to specification where this is permitted
- 10 place dough in the correct condition and location, and label where required, ready for further processing
- 11 comply with health, safety and food safety requirements
- 12 operate within the limits of their own authority and capabilities.

Underpinning knowledge

The candidate will be able to explain:

- 1 to what standards of health & safety and food safety they are required to work, why it is important that they do so, and what might happen if they are not met
- 2 requirements of bread weight regulations and the importance of accurate dividing and check weighing of fermented dough to comply with these regulations
- 3 why it is important to follow work instructions and product specifications or recipes throughout dough processing to ensure successful dough processing
- 4 how to seek advice and make process adjustments to dough, to take into account minor changes in ingredient performance, production timing and environmental conditions, necessary to keep a dough within specification
- 5 common sources of dough **contamination** during processing
- 6 how to avoid **contamination** during dough processing and what might happen if this is not done
- 7 how to recognise and report dough that do not meet specification during processing
- 8 the procedure for rejecting and isolating failed dough and dough portions

- 9 what the lines and methods of effective communication during processing are and why it is important to use them correctly
- 10 what the documentation requirements during processing are and why it is important to meet them.
- 11 personal protective clothing/equipment and working practices which are useful in combating the potentially harmful effects of dust and allergies resulting from breathing or skin contact with **ingredients** or dough
- 12 how to maintain dough condition and deal with time constraints and variations to conditions throughout processing
- 13 the correct method for loading and unloading trays in racks.

Unit 287 Prepare and mix dough

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 preparing the work area for mixing **two** types of dough according to workplace procedures.
- 2 mixing dough **ingredients** for **two** different types of dough according to workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Unit 287
Glossary

Prepare and mix dough

Term	Meaning
Contamination	An unwanted substance (hazard) in the product, such as: <ul style="list-style-type: none">• Bacteria and other organisms• Chemicals (for example, cleaning agents)• Physical objects (for example, glass or metal)• Substances that cause an allergic reaction (for example, proteins in nuts, milk, eggs).
Ingredients	Food substances used to blend together to form mixtures e.g. Powders like flour, liquids like water, sugars, dried fruits, nuts, seeds, fats, oils, yeast.

Rationale

The aim of this unit is to enable the candidate to prepare for mixing and mix a range of fermented and non fermented **dough** in a non automated bakery production environment.

Practical skills

The candidate will be able to:

Prepare work area for mixing dough

- 1 obtain the correct **instructions and specifications** for mixing needs
- 2 check that weighed and measured ingredients are in the correct condition for use and make adjustments where this is necessary
- 3 isolate and report any substandard ingredients, obtain authority to source replacement supplies where this is necessary
- 4 check and report the safe availability of the mixing area and **mixing equipment**
- 5 comply with health, safety and food safety requirements

Mix dough ingredients

- 6 select the correct **mixing equipment** to meet mixing needs
- 7 mix ingredients according to **instructions and specifications**
- 8 check the quality of **dough** against specification and report any inconsistency to the relevant personnel
- 9 use additional ingredients, and having sought advice, they adjust the consistency of **dough** to specification where this is permitted
- 10 place **dough** in the correct condition and location, and label where required, ready for further processing
- 11 comply with health, safety and food safety requirements
- 12 operate within the limits of their own authority and capabilities.

Underpinning knowledge

The candidate will be able to explain:

- 1 to what standards of health & safety and food safety they are required to work during **dough** mixing, why it is important that they do so and what might happen if they are not met
- 2 the importance of mixing to the required specifications for **mixing equipment**, recipe, ingredients, and process control
- 3 the purpose of the mixing process for **dough** and the importance of achieving the specified outcome
- 4 the importance of loading ingredients at the correct temperatures, in the correct weights/volumes and the correct order
- 5 what problems result from overloading the mixer, using an inappropriate mixer or selecting the incorrect mixer attachments
- 6 basic blending and changes that occur during mixing that develop **dough** structure
- 7 basic principles and key differences between the bulk **fermentation** process, mechanical **dough** development process, and activated **dough** development process

- 8 the basic function of key ingredients in **dough** making which can influence **dough** structure, quality and texture
- 9 how to recognise a **dough** which is not conforming to specification and what basic corrective actions may be relevant.

Unit 288 Prepare and mix craft dough

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 preparing the work area for the mixing of **two** types of fermented **dough** and **two** types of non-fermented **dough** according to workplace procedures.
- 2 mixing **dough** ingredients using **two** types of mixing machine for **two** types of fermented **dough** and **two** types of non-fermented **dough** according to workplace procedures.

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Unit 288

Glossary

Prepare and mix craft dough

Term	Meaning
Dough	Fermented dough , fruited dough , non-fermented dough .
Mixing equipment	Written or verbal instructions, production schedules, product specifications or recipes.
Instructions and specifications	For dough this might include: High Speed mixer, Spiral Arm mixer, Orbital mixer, dough hook.
Contamination	An unwanted substance (hazard) in the product, such as: <ul style="list-style-type: none">• Bacteria and other organisms• Chemicals (for example, cleaning agents)• Physical objects (for example, glass or metal)• Substances that cause an allergic reaction (for example, proteins in nuts, milk, eggs).
Fermentation	A process by which (carbon dioxide) gas is produced by yeasts in dough , causing an increase in volume of the dough .

Rationale

The aim of this unit is to enable the candidate divide, mould and shape fermented **dough** by hand in a non automated bakery production environment.

Practical skills

The candidate will be able to:

Hand divide fermented dough

- 1 check the available **dough** against their **instructions and specifications** and take prompt action on discovering any discrepancy
- 2 obtain and check the condition of dividing tools and the accuracy of equipment
- 3 hand divide **dough** accurately and reliably
- 4 work with practice which minimizes waste and correctly deal with scrap material
- 5 position and maintain divided **dough** portions correctly for further processing
- 6 comply with health, safety, food safety, bread weight regulations and organisational requirements throughout dividing operations

Hand mould and shape fermented dough

- 7 check the available portioned **dough** against their **instructions and specifications** and take prompt action on discovering any discrepancy
- 8 prepare and maintain an appropriate table surface for moulding and shaping
- 9 hand mould and shape portioned **dough** accurately and reliably
- 10 wash and dress shaped **dough** surfaces as required to specification
- 11 work with practice which minimizes waste and correctly deal with scrap material
- 12 place **dough** in the correct condition and location, for further processing
- 13 comply with health, safety, food safety and organisational requirements throughout moulding and shaping operations
- 14 operate within the limits of their own authority and capabilities.

Underpinning knowledge

The candidate will be able to explain:

- 1 to what standards of health & safety and food safety they are required to work, why it is important that they do so, and what might happen if they are not met
- 2 requirements of bread weight regulations and the importance of accurate dividing and check weighing of fermented **dough** to comply with these regulations
- 3 why it is important to follow work instructions and product specifications or recipes throughout **dough** processing to ensure successful **dough** processing
- 4 how to seek advice and make process adjustments to **dough**, to take into account minor changes in ingredient performance, production timing and environmental conditions, necessary to keep a **dough** within specification
- 5 common sources of **dough contamination** during processing
- 6 how to avoid **contamination** during **dough** processing and what might happen if this is not done
- 7 how to recognise and report **dough** that do not meet specification during processing

- 8 the procedure for rejecting and isolating failed **dough** and **dough** portions
- 9 what the lines and methods of effective communication during processing are and why it is important to use them correctly
- 10 what the documentation requirements during processing are and why it is important to meet them.
- 11 personal protective clothing/equipment and working practices which are useful in combating the potentially harmful effects of dust and allergies resulting from breathing or skin contact with **ingredients** or **dough**
- 12 how to maintain **dough** condition and deal with time constraints and variations to conditions throughout processing
- 13 the correct method for loading and unloading trays in racks.

Unit 289 Hand divide, mould and shape fermented doughs

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 hand dividing **two** types of fermented **dough** according to workplace procedures.
- 2 hand moulding and shaping **three** types of bread shapes e.g. tin, bloomer, cottage, farmhouse, round and stick according to workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Unit 289

Hand divide, mould and shape fermented doughs

Glossary

Term	Meaning
Dough	Fermented dough , eg white bread dough , wholemeal dough , brown bread dough , malted wheat dough , mixed cereal breads, fruited dough .
Instructions and specifications	Written or verbal instructions, production schedules, product specifications or recipes.
Tools and equipment	This includes: dough knives, chopping device, scales, manual dough portioning machine, rolling pin.
Contamination	An unwanted substance (hazard) in the product, such as: <ul style="list-style-type: none">• Bacteria and other organisms• Chemicals (for example, cleaning agents)• Physical objects (for example, glass or metal)• Substances that cause an allergic reaction (for example, proteins in nuts, milk, eggs).
Ingredients	Food substances used to blend together to form mixtures e.g. Powders like flour, liquids like water, sugars, dried fruits, nuts, seeds, fats, oils, yeast.

Rationale

The aim of this unit is to enable the candidate to divide, mould and shape fermented **dough** by hand in a non automated bakery production environment.

Practical skills

The candidate will be able to:

Hand divide fermented dough

- 1 check the available **dough** against their **instructions and specifications** and take prompt action on discovering any discrepancy
- 2 obtain and check the condition of dividing tools and the accuracy of equipment
- 3 hand divide **dough** accurately and reliably
- 4 work with practice which minimizes waste and correctly deal with scrap material
- 5 position and maintain divided **dough** portions correctly for further processing
- 6 comply with health, safety, food safety, bread weight regulations and organisational requirements throughout dividing operations

Hand mould and shape fermented dough

- 7 check the available portioned **dough** against their **instructions and specifications** and take prompt action on discovering any discrepancy
- 8 prepare and maintain an appropriate table surface for moulding and shaping
- 9 hand mould and shape portioned **dough** accurately and reliably
- 10 wash and dress shaped **dough** surfaces as required to specification
- 11 work with practice which minimizes waste and correctly deal with scrap material
- 12 place **dough** in the correct condition and location, for further processing
- 13 comply with health, safety, food safety and organisational requirements throughout moulding and shaping operations
- 14 operate within the limits of their own authority and capabilities.

Underpinning knowledge

The candidate will be able to explain:

- 1 to what standards of health & safety and food safety they are required to work during **dough** processing , why it is important that they do so and what might happen if they are not met
- 2 the basic structure and properties of yeast as a living organism
- 3 the principles of **fermentation in dough**; the feeding, growth and multiplication of yeast, gas production and the factors affecting this.
- 4 how the rate of **fermentation** is controlled in **dough** by temperature and humidity controlled processing environments
- 5 the basic structure of **dough**, its capacity to trap gas bubbles and basic changes that occur during moulding, shaping, resting, retarding and proving that are critical to successful **dough** development
- 6 basic principles and key differences between the bulk **fermentation** process, mechanical **dough** development process, and activated **dough** development process

- 7 the basic purpose of key ingredients in **dough** making which can influence **dough** structure, quality and texture
- 8 how to maintain **dough** condition and deal with time constraints during processing
- 9 how to recognise **dough** which do not comply with specification and what action to take when **dough** do not meet specification.

Unit 290 Hand divide, mould and shape craft fermented dough

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 hand dividing **four** types of fermented **dough** according to workplace procedures
- 2 hand moulding and shaping **five** types of bread shapes e.g. tin, bloomer, cottage, farmhouse, round, stick, speciality shapes according to workplace procedures.

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Term	Meaning
Contamination	An unwanted substance (hazard) in the product, such as: <ul style="list-style-type: none">• Bacteria and other organisms• Chemicals (for example, cleaning agents)• Physical objects (for example, glass or metal)• Substances that cause an allergic reaction (for example, proteins in nuts, milk, eggs).
Fermentation	A process by which (carbon dioxide) gas is produced by yeasts in doughs , causing an increase in volume of the dough .
Dough	Fermented dough , eg white bread dough , wholemeal dough , brown bread dough , malted wheat dough , mixed cereal breads, fruited dough .
Instructions and specifications	Written or verbal instructions, production schedules, product specifications or recipes.
Tools and equipment	This includes: dough knives, chopping device, scales, manual dough portioning machine, rolling pin.

Rationale

The aim of this unit is to enable the candidate to prepare base **doughs** for lamination by incorporating pastry fat and then laminating pastry in a bakery production environment.

Practical skills

The candidate will be able to:

Prepare dough for lamination

- 1 check the condition and quantity of the base **dough** in accordance with their **instructions and specifications** and take prompt action on discovering any discrepancy
- 2 select and prepare the correct quantity of pastry fat for incorporating fat
- 3 incorporate fat into the base pastry **dough** correctly using the specified method, tools and equipment
- 4 work with practice which minimizes waste and correctly deal with scrap material
- 5 position and maintain prepared pastry correctly for further processing
- 6 comply with health, safety, food safety and organisational requirements throughout fat incorporation operations

Laminate pastry

- 7 check the condition and quantity of the prepared pastry in accordance with their instructions and specifications and take prompt action on discovering any discrepancy
- 8 identify and prepare work area, tools and equipment for lamination
- 9 laminate prepared pastry correctly using the specified method, tools and equipment
- 10 work with practice which minimizes waste and correctly deal with scrap material
- 11 place laminated pastry in the correct condition and location, and label where required, for further processing
- 12 comply with health, safety, food safety and organisational requirements throughout lamination operations
- 13 operate within the limits of their own authority and capabilities.

Underpinning knowledge

The candidate will be able to explain:

- 1 to what standards of health & safety and food safety they are required to work, why it is important that they do so, and what might happen if they are not met
- 2 requirements of bread weight regulations and the importance of accurate dividing and check weighing of fermented **dough** to comply with these regulations
- 3 why it is important to follow work instructions and product specifications or recipes throughout **dough** processing to ensure successful **dough** processing
- 4 how to seek advice and make process adjustments to **dough**, to take into account minor changes in ingredient performance, production timing and environmental conditions, necessary to keep a **dough** within specification
- 5 common sources of **dough contamination** during processing
- 6 how to avoid **contamination** during **dough** processing and what might happen if this is not done
- 7 how to recognise and report **dough** that do not meet specification during processing

- 8 the procedure for rejecting and isolating failed **dough** and **dough** portions
- 9 what the lines and methods of effective communication during processing are and why it is important to use them correctly
- 10 what the documentation requirements during processing are and why it is important to meet them.
- 11 personal protective clothing/equipment and working practices which are useful in combating the potentially harmful effects of dust and allergies resulting from breathing or skin contact with **ingredients** or **dough**
- 12 how to maintain **dough** condition and deal with time constraints and variations to conditions throughout processing
- 13 the correct method for loading and unloading trays in racks.

Unit 291 Produce laminated pastry

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 preparing **dough** for lamination using **two** different methods for incorporating fat according to workplace procedures.
- 2 laminating pastry using **two** different methods for lamination e.g. half turns, block turns in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Unit 291

Glossary

Produce laminated pastry

Term	Meaning
Doughs	Pastry doughs for puff pastry, Danish pastry and Croissant pastry.
Instructions and specifications	Written or verbal instructions, production schedules, product specifications or recipes.
Specified methods	For incorporating fat: Scotch, English, French, High Speed For lamination: Half turns, Book turns.
Contamination	An unwanted substance (hazard) in the product, such as: <ul style="list-style-type: none">• Bacteria and other organisms• Chemicals (for example, cleaning agents)• Physical objects (for example, glass or metal)• Substances that cause an allergic reaction (for example, proteins in nuts, milk, eggs).
Ingredients	Food substances used to blend together to form mixtures e.g. Powders like flour, liquids like water, sugars, dried fruits, nuts, seeds, fats, oils, yeast.

Rationale

The aim of this unit is to enable the candidate to understand pastry **lamination** and the control of pastry processing, in both non-automated and automated bakery production environments.

Practical skills

The candidate will be able to:

Prepare dough for lamination

- 1 check the condition and quantity of the base dough in accordance with their **instructions and specifications** and take prompt action on discovering any discrepancy
- 2 select and prepare the correct quantity of pastry fat for incorporating fat
- 3 incorporate fat into the base pastry dough correctly using the specified method, tools and equipment
- 4 work with practice which minimizes waste and correctly deal with scrap material
- 5 position and maintain prepared pastry correctly for further processing
- 6 comply with health, safety, food safety and organisational requirements throughout **fat incorporation** operations

Laminate pastry

- 7 check the condition and quantity of the prepared pastry in accordance with their **instructions and specifications** and take prompt action on discovering any discrepancy
- 8 identify and prepare work area, tools and equipment for **lamination**
- 9 laminate prepared pastry correctly using the specified method, tools and equipment
- 10 work with practice which minimizes waste and correctly deal with scrap material
- 11 place laminated pastry in the correct condition and location, and label where required, for further processing
- 12 comply with health, safety, food safety and organisational requirements throughout **lamination** operations
- 13 operate within the limits of their own authority and capabilities.

Underpinning knowledge

The candidate will be able to explain:

- 1 to what standards of health & safety and food safety they are required to work during pastry processing, why it is important that they do so and what might happen if they are not met
- 2 the purpose of the mixing process for pastry dough
- 3 basic blending and changes that occur during mixing that develop pastry dough structure
- 4 the basic purpose of key **ingredients** in dough making which can influence dough structure, quality and texture
- 5 the importance of maintaining a cool base dough temperature during incorporation of fat and **lamination**
- 6 the importance of handling and processing pastry fats at optimum temperatures for effective incorporation of fat and **lamination**
- 7 the key differences between the four methods for incorporating pastry fat in pastry; scotch method, english method, french method, high speed mixing method, noting how layers of dough and pastry fat have been constructed in readiness for **lamination**

- 8 the basic difference between half puff, three quarter puff and full puff pastry
- 9 the difference between half turn and book fold methods of **lamination** and how this contributes to building layers
- 10 how to maintain laminated paste condition and deal with time constraints, during processing
- 11 how to control the drying out or skinning up of product surfaces using temperature and humidity controlled environments
- 12 how to recognise pastes that do not meet specification and what action to take to rectify or reject the paste.

Unit 292 Produce craft laminated pastry

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 evidence of preparing dough for **lamination** using **three** different methods for incorporating fat according to workplace procedures.
- 2 laminating pastry using **two** different methods for **lamination** e.g. half turns, book turns intended for different laminated pastry products, in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Unit 292

Glossary

Produce craft laminated pastry

Term	Meaning
Fat incorporation	The layering of fat into a dough or onto its surface to being the process of lamination .
Ingredients	Food substances used to blend together to form mixtures e.g. Powders like flour, liquids like water, sugars, dried fruits, nuts, seeds, fats, oils, yeast.
Lamination	The folding and rolling out of doughs to build up layers.
Doughs	Pastry doughs for puff pastry, Danish pastry and Croissant pastry.
Instructions and specifications	Written or verbal instructions, production schedules, product specifications or recipes.
Specified methods	For incorporating fat: Scotch, English, French, High Speed For lamination : Half turns, Book turns.

Rationale

The aim of this unit is to enable the candidate to learn how to pin out, cut, block and shape dough and pastry to form individual portions or bases in a non-automated bakery production environment.

Practical skills

The candidate will be able to:

Pin out dough

- 1 check the available dough against their **instructions and specifications** and take prompt action on discovering any discrepancy
- 2 locate and check the condition of pinning **tools and equipment**
- 3 pin out dough accurately and reliably to specification
- 4 work with practice which minimizes waste and correctly deal with scrap material
- 5 position and maintain pinned dough correctly for further processing
- 6 comply with health, safety, food safety and organisational requirements throughout pinning operations

Block out, cut and shape dough

- 7 check available pinned dough against their instructions and specifications and take prompt action on discovering any discrepancy
- 8 **locate and check the condition of blocking and cutting tools and equipment**
- 9 **block dough accurately and reliably to specification**
- 10 cut and shape dough accurately and reliably to specification
- 11 work with practice which minimizes waste and correctly deal with scrap material
- 12 place dough bases/portions in the correct condition and location, and label where required, for further processing
- 13 comply with health, safety, food safety and organisational requirements throughout blocking, cutting and shaping operations
- 14 operate within the limits of their own authority and capabilities.

Underpinning knowledge

The candidate will be able to explain:

- 1 to what standards of health & safety and food safety they are required to work, why it is important that they do so, and what might happen if they are not met
- 2 requirements of bread weight regulations and the importance of accurate dividing and check weighing of fermented dough to comply with these regulations
- 3 why it is important to follow work instructions and product specifications or recipes throughout dough processing to ensure successful dough processing
- 4 how to seek advice and make process adjustments to dough, to take into account minor changes in ingredient performance, production timing and environmental conditions, necessary to keep a dough within specification
- 5 common sources of dough **contamination** during processing
- 6 how to avoid **contamination** during dough processing and what might happen if this is not done
- 7 how to recognise and report dough that do not meet specification during processing

- 8 the procedure for rejecting and isolating failed dough and dough portions
- 9 what the lines and methods of effective communication during processing are and why it is important to use them correctly
- 10 what the documentation requirements during processing are and why it is important to meet them.
- 11 personal protective clothing/equipment and working practices which are useful in combating the potentially harmful effects of dust and allergies resulting from breathing or skin contact with **ingredients** or dough
- 12 how to maintain dough condition and deal with time constraints and variations to conditions throughout processing
- 13 the correct method for loading and unloading trays in racks.

Unit 293 Pin, block and shape dough

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 pinning out **three** different types of dough intended for different products according to workplace procedures.
- 2 blocking, cutting and shaping **three** different types of dough intended for different products according to workplace procedures.

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Unit 293

Glossary

Pin, block and shape dough

Term	Meaning
Doughs	Pastry doughs for scones and biscuits, puff, short and savoury pastry, Danish pastry and Croissant pastry.
Instructions and specifications	Written or verbal instructions, production schedules, product specifications or recipes.
Contamination	An unwanted substance (hazard) in the product, such as: <ul style="list-style-type: none">• Bacteria and other organisms• Chemicals (for example, cleaning agents)• Physical objects (for example, glass or metal)• Substances that cause an allergic reaction (for example, proteins in nuts, milk, eggs).
Tools and equipment	This includes: pastry brake, blocking machine, pastry mould, rolling pin, pastry knives, cutting wheels.
Ingredients	Food substances used to blend together to form mixtures e.g. Powders like flour, liquids like water, sugars, dried fruits, nuts, seeds, fats, oils, yeast.

Rationale

The aim of this unit is to enable the candidate to assemble, fill, close and lid **pastry** portions and bases to form individual products ready for baking in a non-automated bakery production environment.

Practical skills

The candidate will be able to:

Assemble and fill pastry products

- 1 check the available **pastry** bases/portions and **fillings** against their **instructions and specifications** and take prompt action on discovering any discrepancy
- 2 locate and check the condition of **tools and equipment**
- 3 assemble **pastry** bases/portions correctly to specification
- 4 fill **pastry** bases/portions accurately and reliably to specification
- 5 work with practice which minimizes waste and correctly deal with scrap material
- 6 position and maintain filled **pastry** bases/portions correctly for further processing
- 7 comply with health, safety, food safety and organisational requirements throughout assembling and filling operations

Close and lid pastry products

- 8 check available filled pastry bases/portions and pastry lids against their instructions and specifications and take prompt action on discovering any discrepancy
- 9 close and crimp filled **pastry** bases/portions using the specified technique accurately and reliably to specification
- 10 place lids on filled **pastry** bases/portions and close accurately and reliably to specification
- 11 wash and dress **pastry** surfaces as required to specification
- 12 work with practice which minimizes waste and correctly deal with scrap material
- 13 place **pastry** products in the correct condition and location, and label where required, for further processing
- 14 comply with health, safety, food safety and organisational requirements throughout blocking, cutting and shaping operations
- 15 operate within the limits of their own authority and capabilities.

Underpinning knowledge

The candidate will be able to explain:

- 1 to what standards of health & safety and food safety they are required to work, why it is important that they do so, and what might happen if they are not met
- 2 requirements of bread weight regulations and the importance of accurate dividing and check weighing of fermented dough to comply with these regulations
- 3 why it is important to follow work instructions and product specifications or recipes throughout dough processing to ensure successful dough processing
- 4 how to seek advice and make process adjustments to dough, to take into account minor changes in ingredient performance, production timing and environmental conditions, necessary to keep a dough within specification
- 5 common sources of dough **contamination** during processing

- 6 how to avoid **contamination** during dough processing and what might happen if this is not done
- 7 how to recognise and report dough that do not meet specification during processing
- 8 the procedure for rejecting and isolating failed dough and dough portions
- 9 what the lines and methods of effective communication during processing are and why it is important to use them correctly
- 10 what the documentation requirements during processing are and why it is important to meet them.
- 11 personal protective clothing/equipment and working practices which are useful in combating the potentially harmful effects of dust and allergies resulting from breathing or skin contact with **ingredients** or dough
- 12 how to maintain dough condition and deal with time constraints and variations to conditions throughout processing
- 13 the correct method for loading and unloading trays in racks.

Unit 294 Fill and close pastry products

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 assembling and filling **three** different types of **pastry** products in accordance with workplace procedures.
- 2 closing and lidding **three** different types of **pastry** products according to workplace procedures.

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Unit 294

Glossary

Fill and close pastry products

Term	Meaning
Fillings	Sweet and savoury fillings
Instructions and specifications	Written or verbal instructions, production schedules, product specifications or recipes
Pastry	Pastry puff, short and savoury products, Danish pastry and Croissant pastry
Tools and equipment	This includes: piping bag, piping tube, pastry knives, pastry brush
Contamination	An unwanted substance (hazard) in the product, such as: <ul style="list-style-type: none">• Bacteria and other organisms• Chemicals (for example, cleaning agents)• Physical objects (for example, glass or metal)• Substances that cause an allergic reaction (for example, proteins in nuts, milk, eggs)
Ingredients	Food substances used to blend together to form mixtures e.g. Powders like flour, liquids like water, sugars, dried fruits, nuts, seeds, fats, oils, yeast

Rationale

The aim of this unit is to enable the candidate to correctly place shaped dough in baking tins and place a range of shaped dough and pastry products on trays for freezing, retarding, proving or baking in a non-automated bakery production environment.

Practical skills

The candidate will be able to:

Tin up dough products

- 1 check releasing agent supplies, and tools for **application** of releasing agent
- 2 clean and apply releasing agent to sufficient numbers and correct types of baking tins, according to their **instructions and specifications**
- 3 place shaped dough portions correctly and reliably into tins
- 4 work with practice which minimizes waste and correctly deal with scrap material
- 5 cut and dress the surface of **doughs** according to specification, and place tins in the correct location for further processing
- 6 comply with health, safety, food safety and organisational requirements throughout tinning up operations

Tray up dough products

- 7 check releasing agent supplies, and tools for application of releasing agent**
- 8 clean and apply releasing agent to sufficient numbers of baking trays according to their instructions and specifications
- 9 select and apply the correct lining material to trays where required**
- 10 place individual shaped **doughs** onto trays in correct numbers and positions
- 11 work with practice which minimizes waste and correctly deal with scrap material
- 12 cut and dress the surface of dough portions according to specification, and rack trays in the correct location for further processing
- 13 use the correct procedure for loading and unloading trays in racks
- 14 comply with health, safety, food safety and organisational requirements throughout traying up operations
- 15 operate within the limits of their own authority and capabilities.

Underpinning knowledge

The candidate will be able to explain:

- 1 to what standards of health & safety and food safety they are required to work, why it is important that they do so, and what might happen if they are not met
- 2 requirements of bread weight regulations and the importance of accurate dividing and check weighing of fermented dough to comply with these regulations
- 3 why it is important to follow work instructions and product specifications or recipes throughout dough processing to ensure successful dough processing
- 4 how to seek advice and make process adjustments to dough, to take into account minor changes in ingredient performance, production timing and environmental conditions, necessary to keep a dough within specification
- 5 common sources of dough **contamination** during processing

- 6 how to avoid **contamination** during dough processing and what might happen if this is not done
- 7 how to recognise and report dough that do not meet specification during processing
- 8 the procedure for rejecting and isolating failed dough and dough portions
- 9 what the lines and methods of effective communication during processing are and why it is important to use them correctly
- 10 what the documentation requirements during processing are and why it is important to meet them.
- 11 personal protective clothing/equipment and working practices which are useful in combating the potentially harmful effects of dust and allergies resulting from breathing or skin contact with **ingredients** or dough
- 12 how to maintain dough condition and deal with time constraints and variations to conditions throughout processing
- 13 the correct method for loading and unloading trays in racks.

Unit 295 Tin and tray up dough products

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 tinning up **two** different types of dough products according to workplace procedures.
- 2 traying up **three** different types of dough products according to workplace procedures.

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Unit 295

Glossary

Tin and tray up dough products

Term	Meaning
Contamination	An unwanted substance (hazard) in the product, such as: <ul style="list-style-type: none">• Bacteria and other organisms• Chemicals (for example, cleaning agents)• Physical objects (for example, glass or metal)• Substances that cause an allergic reaction (for example, proteins in nuts, milk, eggs).
Ingredients	Food substances used to blend together to form mixtures e.g. Powders like flour, liquids like water, sugars, dried fruits, nuts, seeds, fats, oils, yeast.
Application	Using a brush, using a cloth, using a spray gun.
Doughs	For tinning: loaves For traying: loaves, sticks, rolls/buns, pastries scones and biscuits.
Instructions and specifications	Written or verbal instructions, production schedules, product specifications or recipes.

Rationale

The aim of this unit is to enable the candidate to correctly place shaped dough in baking tins and place a range of shaped dough and pastry products on trays for freezing, retarding, proving or baking in a non-automated bakery production environment.

Practical skills

The candidate will be able to:

Tin up dough products

- 1 check releasing agent supplies, and tools for **application** of releasing agent
- 2 clean and apply releasing agent to sufficient numbers and correct types of baking tins, according to their **instructions and specifications**
- 3 place shaped dough portions correctly and reliably into tins
- 4 work with practice which minimizes waste and correctly deal with scrap material
- 5 cut and dress the surface of **doughs** according to specification, and place tins in the correct location for further processing
- 6 comply with health, safety, food safety and organisational requirements throughout tinning up operations

Tray up dough products

- 7 check releasing agent supplies, and tools for application of releasing agent**
- 8 clean and apply releasing agent to sufficient numbers of baking trays according to their instructions and specifications
- 9 select and apply the correct lining material to trays where required
- 10 place individual shaped **doughs** onto trays in correct numbers and positions
- 11 work with practice which minimizes waste and correctly deal with scrap material
- 12 cut and dress the surface of dough portions according to specification, and rack trays in the correct location for further processing
- 13 use the correct procedure for loading and unloading trays in racks
- 14 comply with health, safety, food safety and organisational requirements throughout traying up operations
- 15 operate within the limits of their own authority and capabilities.

Underpinning knowledge

The candidate will be able to explain:

- 1 to what standards of health & safety and food safety they are required to work during dough processing, why it is important that they do so and what might happen if they are not met
- 2 the basic structure and properties of yeast as a living organism
- 3 the principles of **fermentation** in dough; the feeding, growth and multiplication of yeast, gas production and the factors affecting this.
- 4 how the rate of **fermentation** is controlled in dough by temperature and humidity controlled processing environments
- 5 the basic structure of dough, its capacity to trap gas bubbles and basic changes that occur during moulding, shaping, resting, retarding and proving that are critical to successful dough development

- 6 basic principles and key differences between the bulk **fermentation** process, mechanical dough development process, and activated dough development process
- 7 the basic purpose of key ingredients in dough making which can influence dough structure, quality and texture
- 8 how to maintain dough condition and deal with time constraints during processing
- 9 how to recognise dough which do not comply with specification and what action to take when dough do not meet specification.

Unit 296 Tin and tray up craft dough products

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 tinning up **two** different types of dough products according to workplace procedures
- 2 traying up **five** different types of dough products according to workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Unit 296

Glossary

Tin and tray up craft dough products

Term	Meaning
Contamination	An unwanted substance (hazard) in the product, such as: <ul style="list-style-type: none">• Bacteria and other organisms• Chemicals (for example, cleaning agents)• Physical objects (for example, glass or metal)• Substances that cause an allergic reaction (for example, proteins in nuts, milk, eggs).
Fermentation	A process by which (carbon dioxide) gas is produced by yeasts in doughs , causing an increase in volume of the dough.
Application	Using a brush, using a cloth, using a spray gun.
Doughs	For tinning: loaves For trayng: loaves, sticks, rolls/buns, pastries scones and biscuits.
Instructions and specifications	Written or verbal instructions, production schedules, product specifications or recipes.

Rationale

The aim of this unit is to enable the candidate to correctly place products in the required temperature controlled environments of a freezer, retarder and prover, and monitor their processing through different environments including a recovery phase.

Practical skills

The candidate will be able to:

Retard and recover dough products

- 1 check the operating condition of retarding equipment
- 2 correctly load retarding equipment with **dough products**, according to their **instructions and specifications**
- 3 check and monitor retarding equipment settings
- 4 work with practice which minimizes waste and correctly deal with scrap material
- 5 correctly unload retarding equipment at the required time and position **dough products** in the correct location for further processing
- 6 comply with health, safety, food safety and organisational requirements throughout retarding operations

Prove fermented products

- 7 check the operating condition of proving equipment
- 8 correctly load proving equipment with fermented products, according to their **instructions and specifications**
- 9 check and monitor proving equipment settings
- 10 work with practice which minimizes waste and correctly deal with scrap material
- 11 correctly unload proving equipment at the required time and position proved products ready for further processing
- 12 comply with health, safety, food safety and organisational requirements throughout proving operations
- 13 operate within the limits of their own authority and capabilities.

Underpinning knowledge

The candidate will be able to explain:

- 1 to what standards of health & safety and food safety they are required to work, why it is important that they do so, and what might happen if they are not met
- 2 requirements of bread weight regulations and the importance of accurate dividing and check weighing of fermented dough to comply with these regulations
- 3 why it is important to follow work instructions and product specifications or recipes throughout dough processing to ensure successful dough processing
- 4 how to seek advice and make process adjustments to dough, to take into account minor changes in ingredient performance, production timing and environmental conditions, necessary to keep a dough within specification
- 5 common sources of dough **contamination** during processing
- 6 how to avoid **contamination** during dough processing and what might happen if this is not done
- 7 how to recognise and report dough that do not meet specification during processing

- 8 the procedure for rejecting and isolating failed dough and dough portions
- 9 what the lines and methods of effective communication during processing are and why it is important to use them correctly
- 10 what the documentation requirements during processing are and why it is important to meet them.
- 11 personal protective clothing/equipment and working practices which are useful in combating the potentially harmful effects of dust and allergies resulting from breathing or skin contact with **ingredients** or dough
- 12 how to maintain dough condition and deal with time constraints and variations to conditions throughout processing
- 13 the correct method for loading and unloading trays in racks.

Unit 297 Retard and prove dough products

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 retarding and recovering **three** different types of **dough products** according to workplace procedures.
- 2 proving **three** different types of fermented **dough products** according to workplace procedures.

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Unit 297

Glossary

Retard and prove dough products

Term	Meaning
Dough products	Loaves, sticks, rolls/buns/doughnuts, pastries scones/ biscuits.
Instructions and specifications	Written or verbal instructions, production schedules, product specifications or recipes.
Retarding and proving equipment	Freezer, retarder, retarder/prover, prover.
Contamination	An unwanted substance (hazard) in the product, such as: <ul style="list-style-type: none">• Bacteria and other organisms• Chemicals (for example, cleaning agents)• Physical objects (for example, glass or metal)• Substances that cause an allergic reaction (for example, proteins in nuts, milk, eggs).
Ingredients	Food substances used to blend together to form mixtures e.g. Powders like flour, liquids like water, sugars, dried fruits, nuts, seeds, fats, oils, yeast.

Rationale

The aim of this unit is to enable the candidate to learn how to control temperature and humidity of **dough products**, including freezing, retarding, recovering and proving methods in a non automated bakery production environment.

Practical skills

The candidate will be able to:

Retard and recover dough products

- 1 check the operating condition of retarding equipment
- 2 correctly load retarding equipment with **dough products**, according to their **instructions and specifications**
- 3 check and monitor retarding equipment settings
- 4 work with practice which minimizes waste and correctly deal with scrap material
- 5 correctly unload retarding equipment at the required time and position **dough products** in the correct location for further processing
- 6 comply with health, safety, food safety and organisational requirements throughout retarding operations

Prove fermented products

- 7 check the operating condition of proving equipment
- 8 correctly load proving equipment with fermented products, according to their **instructions and specifications**
- 9 check and monitor proving equipment settings
- 10 work with practice which minimizes waste and correctly deal with scrap material
- 11 correctly unload proving equipment at the required time and position proved products ready for further processing
- 12 comply with health, safety, food safety and organisational requirements throughout proving operations
- 13 operate within the limits of their own authority and capabilities.

Underpinning knowledge

The candidate will be able to explain:

- 1 to what standards of health & safety and food safety they are required to work during dough retarding and proving, why it is important that they do so and what might happen if they are not met
- 2 the importance of retarding, recovering and proving to the required specifications for effective process control
- 3 the purpose of retarding, recovering and proving processes for dough and the importance of achieving the specified outcome
- 4 the basic principles of the retarding process; the importance of controlling temperature, humidity and time, and their effect on maintaining dough condition
- 5 the basic principles of the recovery process; the importance of controlling temperature, humidity and time, and their effect on maintaining dough condition
- 6 the basic principles of the proving process; the importance of controlling temperature, humidity and time, and their effect on maintaining dough condition

- 7 the basic function of key ingredients in retarding, recovering and proving dough making which can influence dough condition
- 8 how to recognise a dough which is not conforming to specification and what basic corrective actions may be relevant.

Unit 298 Retard and prove craft dough products

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 evidence of retarding and recovering **five** different types of **dough products** according to workplace procedures.
- 2 evidence of proving **five** different types of fermented **dough products** according to workplace procedures.

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Unit 298

Glossary

Retard and prove craft dough products

Term	Meaning
Dough products	Loaves, sticks, rolls/buns/doughnuts, pastries scones/ biscuits.
Instructions and specifications	Written or verbal instructions, production schedules, product specifications or recipes.
Retarding and proving equipment	Freezer, retarder, retarder/prover, prover.
Contamination	An unwanted substance (hazard) in the product, such as: <ul style="list-style-type: none">• Bacteria and other organisms• Chemicals (for example, cleaning agents)• Physical objects (for example, glass or metal)• Substances that cause an allergic reaction (for example, proteins in nuts, milk, eggs).
Fermentation	A process by which (carbon dioxide) gas is produced by yeasts in dough, causing an increase in volume of the dough.

Rationale

The aim of this unit is to enable the candidate to **oven** bake a range of dough based bakery products in a non automated bakery production environment.

Practical skills

The candidate will be able to:

Prepare for baking dough

- 1 check and adjust **oven** settings according to their **instructions and specifications**
- 2 check the condition of **dough products** available for baking
- 3 correctly dress and cut dough surfaces according to specification
- 4 take prompt action to isolate substandard **dough products**
- 5 comply with health, safety, food safety and organisational requirements throughout baking preparation operations

Bake dough

- 6 check the operating condition of the **oven**
- 7 correctly transfer **dough products** to the **oven**
- 8 correctly set the **oven** and position **dough products**, according to their **instructions and specifications**
- 9 check and monitor the baking of **dough products** and correctly operate steam injectors and dampers as required
- 10 re-position **dough products** within the **oven** as necessary and adjust **oven** settings to meet baking needs
- 11 correctly draw **dough products** from the **oven** when the product specification for baking has been met, and remove products from tins and trays
- 12 correctly position baked **dough products** for cooling, store tins and trays and take prompt action to isolate substandard products
- 13 comply with health, safety, food safety and organisational requirements throughout baking operations
- 14 operate within the limits of their own authority and capabilities.

Underpinning knowledge

The candidate will be able to explain:

- 1 to what standards of health & safety and food safety they are required to work, why it is important that they do so, and what might happen if they are not met
- 2 requirements of bread weight regulations and the importance of accurate dividing and check weighing of fermented dough to comply with these regulations
- 3 why it is important to follow work instructions and product specifications or recipes throughout dough processing to ensure successful dough processing
- 4 how to seek advice and make process adjustments to dough, to take into account minor changes in ingredient performance, production timing and environmental conditions, necessary to keep a dough within specification
- 5 common sources of dough **contamination** during processing

- 6 how to avoid **contamination** during dough processing and what might happen if this is not done
- 7 how to recognise and report dough that do not meet specification during processing
- 8 the procedure for rejecting and isolating failed dough and dough portions
- 9 what the lines and methods of effective communication during processing are and why it is important to use them correctly
- 10 what the documentation requirements during processing are and why it is important to meet them.
- 11 personal protective clothing/equipment and working practices which are useful in combating the potentially harmful effects of dust and allergies resulting from breathing or skin contact with **ingredients** or dough
- 12 how to maintain dough condition and deal with time constraints and variations to conditions throughout processing
- 13 the correct method for loading and unloading trays in racks.

Unit 299 Oven bake dough products

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 preparing for baking **three** different types of **dough products** according to workplace procedures
- 2 baking **three** different types of **dough products** according to workplace procedures.

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Unit 299

Glossary

Oven bake dough products

Term	Meaning
Contamination	An unwanted substance (hazard) in the product, such as: <ul style="list-style-type: none">• Bacteria and other organisms• Chemicals (for example, cleaning agents)• Physical objects (for example, glass or metal)• Substances that cause an allergic reaction (for example, proteins in nuts, milk, eggs).
Ingredients	Food substances used to blend together to form mixtures e.g. Powders like flour, liquids like water, sugars, dried fruits, nuts, seeds, fats, oils, yeast.
Dough products	Loaves, sticks, rolls, buns, pastries scones, biscuits
Instructions and specifications	Written or verbal instructions, production schedules, product specifications or recipes.
Oven	Static, rack.
Set and draw	Using a peel, loading/unloading by hand.

Rationale

The aim of this unit is to enable the candidate to **oven** bake a range of dough based bakery products in a non automated bakery production environment.

Practical skills

The candidate will be able to:

Prepare for baking dough

- 1 check and adjust **oven** settings according to their **instructions and specifications**
- 2 check the condition of **dough products** available for baking
- 3 correctly dress and cut dough surfaces according to specification
- 4 take prompt action to isolate substandard **dough products**
- 5 comply with health, safety, food safety and organisational requirements throughout baking preparation operations

Bake dough

- 6 check the operating condition of the **oven**
- 7 correctly transfer **dough products** to the **oven**
- 8 correctly set the **oven** and position **dough products**, according to their **instructions and specifications**
- 9 check and monitor the baking of **dough products** and correctly operate steam injectors and dampers as required
- 10 re-position **dough products** within the **oven** as necessary and adjust **oven** settings to meet baking needs
- 11 correctly draw **dough products** from the **oven** when the product specification for baking has been met, and remove products from tins and trays
- 12 correctly position baked **dough products** for cooling, store tins and trays and take prompt action to isolate substandard products
- 13 comply with health, safety, food safety and organisational requirements throughout baking operations
- 14 operate within the limits of their own authority and capabilities.

Underpinning knowledge

The candidate will be able to explain:

- 1 to what standards of health & safety and food safety they are required to work during **oven** baking, why it is important that they do so and what might happen if they are not met
- 2 the purpose and application of **releasing agents** during baking
- 3 basic types of and purpose of tray lining materials used during baking
- 4 how to source and read work **instructions and specifications** to check and monitor required **oven** settings
- 5 common sources of product contamination during rack transfer and baking
- 6 how to avoid contamination during transfer, baking and de-tinning/traying of products and what might happen if this is not done
- 7 how to recognise and report baked products that do not meet specification
- 8 the procedure for rejecting and isolating failed baked products

- 9 the main types of bakery **ovens** in current use and how these are insulated and fuelled
- 10 the methods by which heat is transferred to products during baking
- 11 the basic changes that take place within bakery products during the baking process, including the importance of steam generation within products.
- 12 the importance of **oven** conditions and their control; temperature, humidity, supply of top and bottom heat, damper control, in monitoring the progress of **oven** baking.
- 13 the effect of and temperature and steam on products during baking
- 14 the importance of correctly positioning baked products for cooling and what might happen if this is not done.

Unit 300 Oven bake craft dough products

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 preparing for baking **five** different types of **dough products** according to workplace procedures.
- 2 baking **five** different types of products according to workplace procedures.
- 3 use of both peel and hand loading/unloading of **two** types of **oven**.

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Unit 300

Oven bake craft dough products

Glossary

Term	Meaning
Heat transfer methods	Accepted ways in which products absorb heat – radiation, convection, induction.
Main oven types	Rack, static, travelling.
Releasing agents	Substances used to ensure that doughs and mixtures do not stick to trays/tins during the baking process, allowing release of the product without damage.
Tray linings	Sheet material, eg paper, siliconised paper, baking mats, used on trays or in tins to ensure products are released without damage after baking, or to support the product after baking.
Dough products	Loaves, sticks, rolls, buns, pastries scones, biscuits.
Instructions and specifications	Written or verbal instructions, production schedules, product specifications or recipes.
Oven	Static, rack.
Set and draw	Using a peel, loading/unloading by hand.

Rationale

The aim of this unit is to enable the candidate to fry a range of dough products in a bakery production environment.

Practical skills

The candidate will be able to:

Prepare for frying dough

- 1 check and adjust fryer settings and ventilation according to their **instructions and specifications**
- 2 check frying oil levels and correctly add oil or fat to the fryer as required
- 3 check the condition of **doughs** available for frying
- 4 work to minimize waste and correctly deal with scrap material
- 5 comply with health and safety, food safety and organisational requirements throughout frying preparation operations

Fry dough

- 6 check the operating condition of the fryer and ventilation
- 7 correctly load the fryer according to their **instructions and specifications**
- 8 check and monitor the frying of **doughs**
- 9 correctly unload the fryer when the product specification for frying has been met
- 10 correctly position fried **doughs** for cooling, and take prompt action to isolate substandard products
- 11 correctly shut down the fryer on completion of frying
- 12 comply with health and safety, food safety and organisational requirements throughout frying operations
- 13 operate within the limits of their own authority and capabilities.

Underpinning knowledge

The candidate will be able to explain:

- 1 to what standards of health & safety and food safety they are required to work, why it is important that they do so, and what might happen if they are not met
- 2 requirements of bread weight regulations and the importance of accurate dividing and check weighing of fermented dough to comply with these regulations
- 3 why it is important to follow work instructions and product specifications or recipes throughout dough processing to ensure successful dough processing
- 4 how to seek advice and make process adjustments to dough, to take into account minor changes in ingredient performance, production timing and environmental conditions, necessary to keep a dough within specification
- 5 common sources of dough **contamination** during processing
- 6 how to avoid **contamination** during dough processing and what might happen if this is not done
- 7 how to recognise and report dough that do not meet specification during processing
- 8 the procedure for rejecting and isolating failed dough and dough portions

- 9 what the lines and methods of effective communication during processing are and why it is important to use them correctly
- 10 what the documentation requirements during processing are and why it is important to meet them.
- 11 personal protective clothing/equipment and working practices which are useful in combating the potentially harmful effects of dust and allergies resulting from breathing or skin contact with **ingredients** or dough
- 12 how to maintain dough condition and deal with time constraints and variations to conditions throughout processing
- 13 the correct method for loading and unloading trays in racks.

Unit 301 Fry dough products

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 preparing for frying **two** types of dough products according to workplace procedures.
- 2 frying **two** types of dough products according to workplace procedures.

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Unit 301

Glossary

Fry dough products

Term	Meaning
Contamination	An unwanted substance (hazard) in the product, such as: <ul style="list-style-type: none">• Bacteria and other organisms• Chemicals (for example, cleaning agents)• Physical objects (for example, glass or metal)• Substances that cause an allergic reaction (for example, proteins in nuts, milk, eggs).
Ingredients	Food substances used to blend together to form mixtures e.g. Powders like flour, liquids like water, sugars, dried fruits, nuts, seeds, fats, oils, yeast.
Doughs	Fermented standard doughnuts, fermented ring doughnuts, powder aerated doughnuts.
Instructions and specifications	Written or verbal instructions, production schedules, product specifications or recipes.

Rationale

The aim of this unit is to enable the candidate to fry a range of dough products in a bakery production environment.

Practical skills

The candidate will be able to:

Prepare for frying dough

- 1 check and adjust fryer settings and ventilation according to their **instructions and specifications**
- 2 check frying oil levels and correctly add oil or fat to the fryer as required
- 3 check the condition of **doughs** available for frying
- 4 work to minimize waste and correctly deal with scrap material
- 5 comply with health and safety, food safety and organisational requirements throughout frying preparation operations

Fry dough

- 6 check the operating condition of the fryer and ventilation
- 7 correctly load the fryer according to their **instructions and specifications**
- 8 check and monitor the frying of **doughs**
- 9 correctly unload the fryer when the product specification for frying has been met
- 10 correctly position fried **doughs** for cooling, and take prompt action to isolate substandard products
- 11 correctly shut down the fryer on completion of frying
- 12 comply with health and safety, food safety and organisational requirements throughout frying operations
- 13 operate within the limits of their own authority and capabilities.

Underpinning knowledge

The candidate will be able to explain:

- 1 to what standards of health & safety and food safety they are required to work during frying, why it is important that they do so and what might happen if they are not met
- 2 how to source and read work **instructions and specifications** to check and monitor required fryer and hot plate settings
- 3 common sources of product **contamination** during rack transfer and frying
- 4 how to avoid **contamination** during transfer and frying of products and what might happen if this is not done
- 5 how to recognise and report products that do not meet specification
- 6 the procedure for rejecting and isolating failed products
- 7 the basic changes that take place within products and the absorption of fats into the surface of products during the frying process
- 8 how heat is transferred from the frying oil to deep fry a product
- 9 how heat is transferred to mixtures on a hot plate surface and why it is important to keep the hot plate surface clean, lightly greased and free from scratches
- 10 the meaning of the term 'slip point' for a fat or oil and its importance for the operating temperature of the fryer or hot plate
- 11 the importance of correctly positioning fried products for draining and cooling and what might happen if this is not done correctly.

Unit 302 Fry craft dough products

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 preparing for frying **four** types of dough products according to workplace procedures.
- 2 frying **four** types of dough products according to workplace procedures.

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Term	Meaning
Contamination	An unwanted substance (hazard) in the product, such as: <ul style="list-style-type: none">• Bacteria and other organisms• Chemicals (for example, cleaning agents)• Physical objects (for example, glass or metal)• Substances that cause an allergic reaction (for example, proteins in nuts, milk, eggs).
Flash point	Temperature at which a heated fat or oil is in danger of spontaneously igniting/combusting.
Frying oils/fats	Fats (eg lard) and oils (eg sunflower oil, olive oil) heated to fry a product.
Heat transfer methods	Accepted ways in which products absorb heat – radiation, convection, induction.
Smoke point	Temperature at which a heated fat or oil will produce smoke, damaging the performance of the frying process.
Doughs	Fermented standard doughnuts, fermented ring doughnuts, powder aerated doughnuts.
Instructions and specifications	Written or verbal instructions, production schedules, product specifications or recipes.

Rationale

The aim of this unit is to enable the candidate to finish dough products in batches, in a non-automated bakery production environment.

Practical skills

The candidate will be able to:

Assemble and fill dough products

- 1 identify and check the condition of dough products according to their **instructions and specifications**
- 2 correctly assemble and position dough products in readiness for finishing
- 3 identify and check the condition of **fillings** and **depositors**
- 4 correctly load **fillings** into **depositors**
- 5 cut and fill dough products to specification
- 6 work to minimize waste and correctly deal with scrap material
- 7 comply with health and safety, food safety and organisational requirements throughout assembling and filling operations

Glaze and decorate dough products

- 8 **correctly identify tools for glazing and prepare glaze for application**
- 9 **apply glaze to dough products according to instructions and specification**
- 10 correctly identify and check the condition of **decorative media** and piping tools
- 11 correctly apply **decorative media** to the surfaces of dough products to specification
- 12 recognise and report products which do not meet specification
- 13 work to minimize waste and correctly deal with scrap material
- 14 comply with health and safety, food safety and organisational requirements throughout glazing and decorating operations
- 15 operate within the limits of their own authority and capabilities.

Underpinning knowledge

The candidate will be able to explain:

- 1 to what standards of health & safety and food safety they are required to work, why it is important that they do so, and what might happen if they are not met
- 2 requirements of bread weight regulations and the importance of accurate dividing and check weighing of fermented dough to comply with these regulations
- 3 why it is important to follow work instructions and product specifications or recipes throughout dough processing to ensure successful dough processing
- 4 how to seek advice and make process adjustments to dough, to take into account minor changes in ingredient performance, production timing and environmental conditions, necessary to keep a dough within specification
- 5 common sources of dough **contamination** during processing
- 6 how to avoid **contamination** during dough processing and what might happen if this is not done
- 7 how to recognise and report dough that do not meet specification during processing
- 8 the procedure for rejecting and isolating failed dough and dough portions

- 9 what the lines and methods of effective communication during processing are and why it is important to use them correctly
- 10 what the documentation requirements during processing are and why it is important to meet them.
- 11 personal protective clothing/equipment and working practices which are useful in combating the potentially harmful effects of dust and allergies resulting from breathing or skin contact with **ingredients** or dough
- 12 how to maintain dough condition and deal with time constraints and variations to conditions throughout processing
- 13 the correct method for loading and unloading trays in racks.

Unit 303 Batch finish dough products

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 assembling and filling dough products using **three** different types of **fillings** and **three** different types of depositing devices or tools according to workplace procedures
- 2 glazing and decorating dough products using **three** different types of **decorative media** according to workplace procedures.

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Term	Meaning
Decorative media	Fondants, water icing, bakers chocolate flavoured coating, chocolate, sugar, glaze cherries, nuts.
Depositors	Doughnut jamming device, piping bags, piping tubes, palette knives.
Fillings	Jam, non-dairy confectionery creams and spreads, dairy cream, fruit, jelly.
Instructions and specifications	Written or verbal instructions, production schedules, product specifications or recipes.
Contamination	An unwanted substance (hazard) in the product, such as: <ul style="list-style-type: none">• Bacteria and other organisms• Chemicals (for example, cleaning agents)• Physical objects (for example, glass or metal)• Substances that cause an allergic reaction (for example, proteins in nuts, milk, eggs).
Ingredients	Food substances used to blend together to form mixtures e.g. Powders like flour, liquids like water, sugars, dried fruits, nuts, seeds, fats, oils, yeast .

Rationale

The aim of this unit is to enable the candidate to finish dough products in batches, in a non-automated bakery production environment.

Practical skills

The candidate will be able to:

Assemble and fill dough products

- 1 identify and check the condition of dough products according to their **instructions and specifications**
- 2 correctly assemble and position dough products in readiness for finishing
- 3 identify and check the condition of **fillings** and **depositors**
- 4 correctly load **fillings** into **depositors**
- 5 cut and fill dough products to specification
- 6 work to minimize waste and correctly deal with scrap material
- 7 comply with health and safety, food safety and organisational requirements throughout assembling and filling operations

Glaze and decorate dough products

- 8 correctly identify tools for glazing and prepare glaze for application
- 9 apply glaze to dough products according to instructions and specification
- 10 correctly identify and check the condition of **decorative media** and piping tools
- 11 correctly apply **decorative media** to the surfaces of dough products to specification
- 12 recognise and report products which do not meet specification
- 13 work to minimize waste and correctly deal with scrap material
- 14 comply with health and safety, food safety and organisational requirements throughout glazing and decorating operations
- 15 operate within the limits of their own authority and capabilities.

Underpinning knowledge

The candidate will be able to explain:

- 1 to what standards of health & safety and food safety you are required to work during preparing and handling finishing materials, why it is important that you do so and what might happen if they are not met
- 2 the importance of preparing and handling finishing materials to the required specifications for effective process control
- 3 the basic principles of the preparation process; the importance of controlling temperature, mixing/whipping, and their effect producing finishing material to the correct specification
- 4 the basic principles of maintaining and storing finishing materials; the importance of controlling temperature, humidity and time, and their effect on maintaining the condition of finishing materials
- 5 the basic principles of the applying finishing materials; the importance of controlling temperature and its effect on maintaining condition of finishing materials
- 6 the basic understanding of the nature finishing materials; creams, chocolate, sugars, fondants, gels, jams, and flavoured coating materials
- 7 how to recognise a finishing material which is not conforming to specification and what basic corrective actions may be relevant.

Unit 304 Batch finish craft dough products

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 assembling and filling dough products using **four** different types of **fillings** and **four** different types of depositing devices or tools according to workplace procedures.
- 2 glazing and decorating dough products using **four** different types of **decorative media** according to workplace procedures.

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Unit 304

Glossary

Batch finish craft dough products

Term	Meaning
Decorative media	Fondants, water icing, bakers chocolate flavoured coating, chocolate, sugar, glace cherries, nuts.
Depositors	Doughnut jamming device, piping bags, piping tubes, palette knives.
Fillings	Jam, non-dairy confectionery creams and spreads, dairy cream, fruit, jelly.
Instructions and specifications	Written or verbal instructions, production schedules, product specifications or recipes.
Contamination	An unwanted substance (hazard) in the product, such as: <ul style="list-style-type: none">• Bacteria and other organisms• Chemicals (for example, cleaning agents)• Physical objects (for example, glass or metal)• Substances that cause an allergic reaction (for example, proteins in nuts, milk, eggs).
Fermentation	A process by which (carbon dioxide) gas is produced by yeasts in doughs, causing an increase in volume of the dough.

Rationale

The aim of this unit is to enable the candidate to prepare for mixing and mix a range of flour confectionery **mixtures** in a non automated bakery production environment.

Practical skills

The candidate will be able to:

Prepare work area for mixing flour confectionery

- 1 obtain the correct **instructions and specifications** for mixing needs
- 2 check that weighed and measured **ingredients** are in the correct condition for use and make adjustments where this is necessary
- 3 isolate and report any substandard **ingredients**, obtain authority to source replacement supplies where this is necessary
- 4 check and report the safe availability of the mixing area and mixing equipment
- 5 comply with health, safety, food safety and organisational requirements

Mix flour confectionery ingredients

- 6 select the correct mixing equipment to meet mixing needs
- 7 mix ingredients according to instructions and specifications
- 8 check the quality of **mixtures** against specification and report any inconsistency to the relevant personnel
- 9 place **mixtures** in the correct condition and location, and label where required, ready for further processing
- 10 comply with health, safety, food safety and organisational requirements
- 11 operate within the limits of their own authority and capabilities.

Underpinning knowledge

The candidate will be able to explain:

- 1 obtain the correct **instructions and specifications** for mixing needs
- 2 check that weighed and measured **ingredients** are in the correct condition for use and make adjustments where this is necessary
- 3 isolate and report any substandard **ingredients**, obtain authority to source replacement supplies where this is necessary
- 4 check and report the safe availability of the mixing area and mixing equipment
- 5 comply with health, safety, food safety and organisational requirements
- 6 select the correct mixing equipment to meet mixing needs
- 7 mix ingredients according to instructions and specifications
- 8 check the quality of **mixtures** against specification and report any inconsistency to the relevant personnel
- 9 place **mixtures** in the correct condition and location, and label where required, ready for further processing
- 10 comply with health, safety, food safety and organisational requirements
- 11 operate within the limits of their own authority and capabilities.

Unit 305 Prepare and mix flour confectionery

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 preparing the work area for mixing flour confectionery using **four** different types of **ingredients**, for **four** different flour confectionery **mixtures** according to workplace procedures.
- 2 mixing flour confectionery **ingredients** using **four** different types of **ingredients** in **four** different flour confectionery **mixtures** according to workplace procedures.

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Term	Meaning
Contamination	An unwanted substance (hazard) in the product, such as: <ul style="list-style-type: none">• Bacteria and other organisms• Chemicals (for example, cleaning agents)• Physical objects (for example, glass or metal)• Substances that cause an allergic reaction (for example, proteins in nuts, milk, eggs).
Ingredients	Cake flour, sugar, egg, water, fats, dried fruits, raising agents, spices, essences, colours, flavours.
Instructions and specifications	Written or verbal instructions, production schedules, product specifications or recipes.
Mixtures	Cake, sponge, macaroon, meringue, sweet fillings and toppings.

Rationale

The aim of this unit is to enable the candidate to prepare for mixing and mix a range of flour confectionery **mixtures** in a non automated bakery production environment.

Practical skills

The candidate will be able to:

Prepare work area for mixing flour confectionery

- 1 obtain the correct **instructions and specifications** for mixing needs
- 2 check that weighed and measured **ingredients** are in the correct condition for use and make adjustments where this is necessary
- 3 isolate and report any substandard **ingredients**, obtain authority to source replacement supplies where this is necessary
- 4 check and report the safe availability of the mixing area and mixing equipment
- 5 comply with health, safety, food safety and organisational requirements

Mix flour confectionery ingredients

- 6 select the correct mixing equipment to meet mixing needs
- 7 mix ingredients according to instructions and specifications
- 8 check the quality of **mixtures** against specification and report any inconsistency to the relevant personnel
- 9 place **mixtures** in the correct condition and location, and label where required, ready for further processing
- 10 comply with health, safety, food safety and organisational requirements
- 11 operate within the limits of their own authority and capabilities.

Underpinning knowledge

The candidate will be able to explain:

- 1 to what standards of health & safety and food safety they are required to work during mixing flour confectionery, why it is important that they do so and what might happen if they are not met
- 2 the importance of mixing to the required specifications for mixing equipment, recipe, **ingredients**, and process control
- 3 the purpose of the mixing process for flour confectionery **mixtures** and the importance of achieving the specified outcome
- 4 the importance of loading **ingredients** at the correct temperatures, in the correct weights/volumes and the correct order
- 5 what problems result from overloading the mixer, using an inappropriate mixer or selecting the incorrect mixer attachments
- 6 basic principles whisking, beating and blending to produce specific mixture structures and textures and how this is critical to achieving product quality
- 7 the basic function of key **ingredients** in batter and foams which can influence mixture structure, quality and texture
- 8 the principles of chemical aeration and the agents used in typical flour confectionery **mixtures**
- 9 how to recognise a mixture which is not conforming to specification and what basic corrective actions may be relevant.

Unit 306 Prepare and mix craft flour confectionery

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 Preparing the work area for mixing flour confectionery using **five** different types of **ingredients** for **five** different flour confectionery **mixtures** according to workplace procedures.
- 2 mixing flour confectionery **ingredients** using **five** different types of **ingredients** for **five** different flour confectionery **mixtures** according to workplace procedures.

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Unit 306

Glossary

Prepare and mix craft flour confectionery

Term	Meaning
Contamination	An unwanted substance (hazard) in the product, such as: <ul style="list-style-type: none">• Bacteria and other organisms• Chemicals (for example, cleaning agents)• Physical objects (for example, glass or metal)• Substances that cause an allergic reaction (for example, proteins in nuts, milk, eggs).
Fermentation	A process by which (carbon dioxide) gas is produced by yeasts in doughs, causing an increase in volume of the dough.
Ingredients	Cake flour, sugar, egg, water, fats, dried fruits, raising agents, spices, essences, colours, flavours.
Instructions and specifications	Written or verbal instructions, production schedules, product specifications or recipes.
Mixtures	Cake, sponge, macaroon, meringue, sweet fillings and toppings.

Rationale

The aim of this unit is to enable the candidate to deposit, pipe and sheet flour confectionery **mixtures** by hand, in a non automated bakery production environment.

Practical skills

The candidate will be able to:

Hand deposit and pipe flour confectionery mixtures

- 1 check the available **mixtures** against their **instructions and specifications** and take prompt action on discovering any discrepancy
- 2 prepare **tools and equipment**, and tins and trays to meet production needs
- 3 portion **mixtures** accurately and hand deposit them correctly
- 4 pipe **mixtures** accurately
- 5 work to minimize waste and correctly deal with scrap material
- 6 place deposited and piped **mixtures** in the correct location for further processing
- 7 comply with health, safety, food safety, and organisational requirements throughout depositing and piping operations

Hand sheet flour confectionery mixtures

- 8 check the available portioned mixtures against their instructions and specifications and take prompt action on discovering any discrepancy
- 9 prepare **tools and equipment**, and tins and trays to meet production needs
- 10 sheet portioned **mixtures** accurately and reliably
- 11 work to minimize waste and correctly deal with scrap material
- 12 place sheeted **mixtures** in the correct location, for further processing
- 13 comply with health, safety, food safety and organisational requirements throughout sheeting operations
- 14 operate within the limits of their own authority and capabilities.

Underpinning knowledge

The candidate will be able to explain:

- 1 to what standards of health & safety and food safety they are required to work during flour confectionery processing, why it is important that they do so, and what might happen if they are not met
- 2 why it is important to follow work instructions or product specifications or recipes with accuracy throughout flour confectionery processing to ensure successful products
- 3 how to seek advice and make process adjustments to **mixtures**, to take into account changes in ingredient performance, production timing and environmental conditions, necessary to keep **mixtures** within specification
- 4 methods to help ensure that processing is consistent and reliable
- 5 common sources of flour confectionery **contamination** during processing
- 6 how to avoid **contamination** during processing and what might happen if this is not done
- 7 how to recognise and report **mixtures** or products that do not meet specification during processing

- 8 the procedure for rejecting and isolating failed **mixtures**, mixture portions or products
- 9 what the lines and methods of effective communication during processing are and why it is important to use them correctly
- 10 what the documentation requirements during processing are and why it is important to meet them.
- 11 personal protective clothing/equipment and working practices which are useful in combating the potentially harmful effects of dust and allergies resulting from breathing or skin contact with **ingredients** or **mixtures**
- 12 important handling factors in processing which seek to maintain mixture quality and performance
- 13 how to maintain mixture condition and deal with time constraints and variations to conditions throughout processing
- 14 the correct method for loading and unloading trays in racks
- 15 the importance of effective cleaning of tins, trays and utensils and their correct storage.

Unit 307 Hand deposit pipe and sheet flour confectionery

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 hand depositing and piping **three** different types of flour confectionery **mixtures** in accordance with workplace procedures
- 2 hand sheeting flour confectionery **mixtures** according to workplace procedures.

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Unit 307

Hand deposit pipe and sheet flour confectionery

Glossary

Term	Meaning
Contamination	An unwanted substance (hazard) in the product, such as: <ul style="list-style-type: none">• Bacteria and other organisms• Chemicals (for example, cleaning agents)• Physical objects (for example, glass or metal)• Substances that cause an allergic reaction (for example, proteins in nuts, milk, eggs).
Ingredients	e.g. Powders like flour, liquids like water or milk, egg, sugars, dried fruits, nuts, seeds, fats, oils.
Instructions and specifications	Written or verbal instructions, production schedules, product specifications or recipes.
Mixtures	A combination of ingredients blended together as a result of mixing e.g. Cake, sponge, macaroon, choux, meringue, and fillings and toppings.
Tools and equipment	Scraper, scales, piping bags, piping tubes, palette knife.

Rationale

The aim of this unit is to enable the candidate to deposit and fry a range of bakery products using a hot plate in a non-automated bakery production environment.

Practical skills

The candidate will be able to:

Deposit hot plate mixtures

- 1 check the condition of hot plate **mixtures** according to their **instructions and specifications**
- 2 select and prepare rings or hoops for the hot plate
- 3 check and adjust hot plate settings and set up the condition of the frying surface
- 4 deposit hot plate **mixtures** for frying and avoid mixture **contamination**
- 5 work to minimize waste and correctly deal with scrap material
- 6 comply with health, safety, food safety, and organisational requirements throughout depositing operations

Fry hot plate products

- 7 check and monitor the baking of hot plate products according to instructions and specifications
- 8 adjust hot plate settings and maintain the condition of the frying surface to meet baking needs
- 9 correctly remove fried hot plate products from the hot plate when the product specification for frying has been met, and remove rings or hoops
- 10 correctly position fried hot plate products for cooling, store rings or hoops and take prompt action to isolate substandard products
- 11 comply with health, safety, food safety and organisational requirements throughout hot plate operations
- 12 operate within the limits of their own authority and capabilities.

Underpinning knowledge

The candidate will be able to explain:

- 1 to what standards of health & safety and food safety they are required to work during flour confectionery processing, why it is important that they do so, and what might happen if they are not met
- 2 why it is important to follow work instructions or product specifications or recipes with accuracy throughout flour confectionery processing to ensure successful products
- 3 how to seek advice and make process adjustments to **mixtures**, to take into account changes in ingredient performance, production timing and environmental conditions, necessary to keep **mixtures** within specification
- 4 methods to help ensure that processing is consistent and reliable
- 5 common sources of flour confectionery **contamination** during processing
- 6 how to avoid **contamination** during processing and what might happen if this is not done
- 7 how to recognise and report **mixtures** or products that do not meet specification during processing

- 8 the procedure for rejecting and isolating failed **mixtures**, mixture portions or products
- 9 what the lines and methods of effective communication during processing are and why it is important to use them correctly
- 10 what the documentation requirements during processing are and why it is important to meet them.
- 11 personal protective clothing/equipment and working practices which are useful in combating the potentially harmful effects of dust and allergies resulting from breathing or skin contact with **ingredients** or **mixtures**
- 12 important handling factors in processing which seek to maintain mixture quality and performance
- 13 how to maintain mixture condition and deal with time constraints and variations to conditions throughout processing
- 14 the correct method for loading and unloading trays in racks
- 15 the importance of effective cleaning of tins, trays and utensils and their correct storage.

Unit 308 Deposit and fry hot plate products

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 depositing **two** different types of hot plate **mixtures**/products according to workplace procedures
- 2 frying **two** different types of hotplate **mixtures**/products according to workplace procedures.

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Unit 308

Glossary

Deposit and fry hot plate products

Term	Meaning
Contamination	An unwanted substance (hazard) in the product, such as: <ul style="list-style-type: none">• Bacteria and other organisms• Chemicals (for example, cleaning agents)• Physical objects (for example, glass or metal)• Substances that cause an allergic reaction (for example, proteins in nuts, milk, eggs).
Ingredients	Food substances used to blend together to form mixtures e.g. Powders like flour, liquids like water or milk, egg, sugars, dried fruits, nuts, seeds, fats, oils.
Mixtures	A combination of ingredients blended together as a result of mixing.
Instructions and specifications	Written or verbal instructions, production schedules, product specifications or recipes.
Mixtures and products	Crumpets, muffins, scotch pancakes, hot plate scones.

Rationale

The aim of this unit is to enable the candidate to deposit and fry a range of bakery products using a hot plate in a non-automated bakery production environment.

Practical skills

The candidate will be able to:

Deposit hot plate mixtures

- 1 check the condition of hot plate mixtures according to your **instructions and specifications**
- 2 select and prepare rings or hoops for the hot plate
- 3 check and adjust hot plate settings and set up the condition of the frying surface
- 4 deposit hot plate mixtures for frying and avoid mixture **contamination**
- 5 work to minimize waste and you correctly deal with scrap material
- 6 comply with health, safety, food safety, and organisational requirements throughout depositing operations

Fry hot plate products

- 7 check and monitor the baking of hot plate products according to **instructions and specifications**
- 8 adjust hot plate settings and maintain the condition of the frying surface to meet baking needs
- 9 correctly remove fried hot plate products from the hot plate when the product specification for frying has been met, and remove rings or hoops
- 10 correctly position fried hot plate products for cooling, store rings or hoops and take prompt action to isolate substandard products
- 11 comply with health, safety, food safety and organisational requirements throughout hot plate operations
- 12 operate within the limits of your own authority and capabilities.

Underpinning knowledge

The candidate will be able to explain:

- 1 to what standards of health & safety and food safety they are required to work during frying, why it is important that they do so and what might happen if they are not met
- 2 how to source and read work **instructions and specifications** to check and monitor required fryer and hot plate settings
- 3 common sources of product **contamination** during rack transfer and frying
- 4 how to avoid **contamination** during transfer and frying of products and what might happen if this is not done
- 5 how to recognise and report products that do not meet specification
- 6 the procedure for rejecting and isolating failed products
- 7 the basic changes that take place within products and the absorption of fats into the surface of products during the frying process
- 8 how heat is transferred from the frying oil to deep fry a product

- 9 how heat is transferred to mixtures on a hot plate surface and why it is important to keep the hot plate surface clean, lightly greased and free from scratches
- 10 the meaning of the term 'slip point' for a fat or oil and its importance for the operating temperature of the fryer or hot plate
- 11 the importance of correctly positioning fried products for draining and cooling and what might happen if this is not done correctly.

Unit 309 Deposit and fry craft hot plate products

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 depositing **three** different hotplate mixtures/products according to workplace procedures
- 2 frying **three** different types of hotplate mixtures/products according to workplace procedures.

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Unit 309

Glossary

Deposit and fry craft hot plate products

Term	Meaning
Contamination	An unwanted substance (hazard) in the product, such as: <ul style="list-style-type: none">• Bacteria and other organisms• Chemicals (for example, cleaning agents)• Physical objects (for example, glass or metal)• Substances that cause an allergic reaction (for example, proteins in nuts, milk, eggs).
Flash point	Temperature at which a heated fat or oil is in danger of spontaneously igniting/combusting.
Frying oils/fats	Fats (eg lard) and oils (eg sunflower oil, olive oil) heated to fry a product.
Heat transfer methods	Accepted ways in which products absorb heat – radiation, convection, induction.
Smoke point	Temperature at which a heated fat or oil will produce smoke, damaging the performance of the frying process.
Instructions and specifications	Written or verbal instructions, production schedules, product specifications or recipes.
Mixtures and products	Crumpets, muffins, scotch pancakes, hot plate scones.

Rationale

The aim of this unit is to enable the candidate to tray up and dress the surface of flour confectionery **mixtures** in tins, foils or moulds in a non-automated bakery production environment.

Practical skills

The candidate will be able to:

Tray up flour confectionery products

- 1 check releasing agent supplies, and tools for application of releasing agent
- 2 clean and apply releasing agent to sufficient numbers of baking trays according to their **instructions and specifications**
- 3 select and apply the correct lining paper to trays where required
- 4 place individual shaped **products**, and **products** in tins, onto trays in correct numbers and positions
- 5 work to minimize waste and correctly deal with scrap material
- 6 rack trays in the correct location for further processing
- 7 comply with health, safety, food safety, and organisational requirements throughout traying up operations

Top out flour confectionery products

- 8 check supplies and condition of **products** and materials for topping out, according to their **instructions and specifications**
- 9 wash and dress the surface of **products** to meet production needs
- 10 work to minimize waste and correctly deal with scrap material
- 11 place **products** in the correct location for further processing
- 12 comply with health, safety, food safety and organisational requirements throughout topping out operations
- 13 operate within the limits of their own authority and capabilities.

Underpinning knowledge

The candidate will be able to explain:

- 1 to what standards of health & safety and food safety they are required to work during flour confectionery processing, why it is important that they do so, and what might happen if they are not met
- 2 why it is important to follow work instructions or product specifications or recipes with accuracy throughout flour confectionery processing to ensure successful **products**
- 3 how to seek advice and make process adjustments to **mixtures**, to take into account changes in ingredient performance, production timing and environmental conditions, necessary to keep **mixtures** within specification
- 4 methods to help ensure that processing is consistent and reliable
- 5 common sources of flour confectionery **contamination** during processing
- 6 how to avoid **contamination** during processing and what might happen if this is not done
- 7 how to recognise and report **mixtures** or **products** that do not meet specification during processing

- 8 the procedure for rejecting and isolating failed **mixtures**, mixture portions or **products**
- 9 what the lines and methods of effective communication during processing are and why it is important to use them correctly
- 10 what the documentation requirements during processing are and why it is important to meet them.
- 11 personal protective clothing/equipment and working practices which are useful in combating the potentially harmful effects of dust and allergies resulting from breathing or skin contact with **ingredients** or **mixtures**
- 12 important handling factors in processing which seek to maintain mixture quality and performance
- 13 how to maintain mixture condition and deal with time constraints and variations to conditions throughout processing
- 14 the correct method for loading and unloading trays in racks
- 15 the importance of effective cleaning of tins, trays and utensils and their correct storage.

Unit 310 Tray up and prepare flour confectionery for bakery

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 traying up **two** different types flour confectionery **products** according to workplace procedures
- 2 topping out **two** different types of flour confectionery **products** according to workplace procedures.

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Unit 310

Tray up and prepare flour confectionery for bakery

Glossary

Term	Meaning
Contamination	An unwanted substance (hazard) in the product, such as: <ul style="list-style-type: none">• Bacteria and other organisms• Chemicals (for example, cleaning agents)• Physical objects (for example, glass or metal)• Substances that cause an allergic reaction (for example, proteins in nuts, milk, eggs).
Ingredients	Food substances used to blend together to form mixtures e.g. Powders like flour, liquids like water or milk, egg, sugars, dried fruits, nuts, seeds, fats, oils.
Mixtures	A combination of ingredients blended together as a result of mixing.
Instructions and specifications	Written or verbal instructions, production schedules, product specifications or recipes.
Products	Cakes, sponges.

Rationale

The aim of this unit is to enable the candidate to oven bake a range of flour confectionery **products** in a non-automated bakery production environment.

Practical skills

The candidate will be able to:

Prepare for baking flour confectionery

- 1 check and adjust oven settings according to their **instructions and specifications**
- 2 check the condition of **products** available for baking
- 3 position racks to minimise distance and avoid **contamination** of **products** when transferring trays
- 4 comply with health, safety, food safety, and organisational requirements throughout preparation operations

Bake flour confectionery

- 5 check the operating condition of the oven according to their **instructions and specifications**
- 6 correctly transfer products from racks to the oven stock
- 7 correctly set the oven and position products, according to production schedule needs
- 8 check and monitor the baking of **products** and correctly operate dampers as required
- 9 re-position **products** within the oven as necessary and adjust oven settings to meet baking needs
- 10 correctly draw **products** from the oven when the product specification for baking is met, and remove **products** from tins and trays
- 11 correctly position baked **products** for cooling, store tins and trays and take prompt action to isolate substandard **products**
- 12 comply with health, safety, food safety and organisational requirements throughout baking operations
- 13 operate within the limits of their own authority and capabilities.

Underpinning knowledge

The candidate will be able to explain:

- 1 to what standards of health & safety and food safety they are required to work during flour confectionery processing, why it is important that they do so, and what might happen if they are not met
- 2 why it is important to follow work instructions or product specifications or recipes with accuracy throughout flour confectionery processing to ensure successful **products**
- 3 how to seek advice and make process adjustments to **mixtures**, to take into account changes in ingredient performance, production timing and environmental conditions, necessary to keep **mixtures** within specification
- 4 methods to help ensure that processing is consistent and reliable
- 5 common sources of flour confectionery **contamination** during processing
- 6 how to avoid **contamination** during processing and what might happen if this is not done

- 7 how to recognise and report **mixtures** or **products** that do not meet specification during processing
- 8 the procedure for rejecting and isolating failed **mixtures**, mixture portions or **products**
- 9 what the lines and methods of effective communication during processing are and why it is important to use them correctly
- 10 what the documentation requirements during processing are and why it is important to meet them.
- 11 personal protective clothing/equipment and working practices which are useful in combating the potentially harmful effects of dust and allergies resulting from breathing or skin contact with **ingredients** or **mixtures**
- 12 important handling factors in processing which seek to maintain mixture quality and performance
- 13 how to maintain mixture condition and deal with time constraints and variations to conditions throughout processing
- 14 the correct method for loading and unloading trays in racks
- 15 the importance of effective cleaning of tins, trays and utensils and their correct storage.

Unit 311 Oven bake flour confectionery

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 preparing for baking **three** different types of flour confectionery **products** according to workplace procedures.
- 2 baking **three** different types of flour confectionery **products** according to workplace procedures.

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Unit 311

Glossary

Oven bake flour confectionery

Term	Meaning
Contamination	An unwanted substance (hazard) in the product, such as: <ul style="list-style-type: none">• Bacteria and other organisms• Chemicals (for example, cleaning agents)• Physical objects (for example, glass or metal)• Substances that cause an allergic reaction (for example, proteins in nuts, milk, eggs).
Ingredients	Food substances used to blend together to form mixtures e.g. Powders like flour, liquids like water or milk, egg, sugars, dried fruits, nuts, seeds, fats, oils.
Mixtures	A combination of ingredients blended together as a result of mixing.
Instructions and specifications	Written or verbal instructions, production schedules, product specifications or recipes.
Products	Cakes, sponges, viennese, macaroons, choux, meringue.
Set	Using a peel, setting by hand.

Rationale

The aim of this unit is to enable the candidate to oven bake a range of flour confectionery **products** in a non-automated bakery production environment.

Practical skills

The candidate will be able to:

Prepare for baking flour confectionery

- 1 check and adjust oven settings according to their **instructions and specifications**
- 2 check the condition of **products** available for baking
- 3 position racks to minimise distance and avoid contamination of **products** when transferring trays
- 4 comply with health, safety, food safety, and organisational requirements throughout preparation operations

Bake flour confectionery

- 5 check the operating condition of the oven according to their instructions and specifications
- 6 correctly transfer products from racks to the oven stock
- 7 correctly set the oven and position products, according to production schedule needs
- 8 check and monitor the baking of **products** and correctly operate dampers as required
- 9 re-position **products** within the oven as necessary and adjust oven settings to meet baking needs
- 10 correctly draw **products** from the oven when the product specification for baking is met, and remove **products** from tins and trays
- 11 correctly position baked **products** for cooling, store tins and trays and take prompt action to isolate substandard **products**
- 12 comply with health, safety, food safety and organisational requirements throughout baking operations
- 13 operate within the limits of their own authority and capabilities.

Underpinning knowledge

The candidate will be able to explain:

- 1 to what standards of health & safety and food safety they are required to work during oven baking, why it is important that they do so and what might happen if they are not met
- 2 the purpose and application of **releasing agents** during baking
- 3 basic types of and purpose of tray lining materials used during baking
- 4 how to source and read work **instructions and specifications** to check and monitor required oven settings
- 5 common sources of product contamination during rack transfer and baking
- 6 how to avoid contamination during transfer, baking and de-tinning/traying of **products** and what might happen if this is not done
- 7 how to recognise and report baked **products** that do not meet specification
- 8 the procedure for rejecting and isolating failed baked **products**
- 9 the main types of bakery ovens in current use and how these are insulated and fuelled
- 10 the methods by which heat is transferred to **products** during baking

- 11 the basic changes that take place within bakery **products** during the baking process, including the importance of steam generation within **products**.
- 12 the importance of oven conditions and their control; temperature, humidity, supply of top and bottom heat, damper control, in monitoring the progress of oven baking.
- 13 the effect of and temperature and steam on **products** during baking
- 14 the importance of correctly positioning baked **products** for cooling and what might happen if this is not done.

Unit 312 Oven bake craft flour confectionery

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 preparing for baking **five** different flour confectionery **products** according to workplace procedures
- 2 baking **five** different flour confectionery **products** using both peel and hand setting operations according to workplace procedures.

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Unit 312

Glossary

Oven bake craft flour confectionery

Term	Meaning
Heat transfer methods	Accepted ways in which products absorb heat – radiation, convection, induction.
Main oven types	Rack, static, travelling.
Releasing agents	Substances used to ensure that doughs and mixtures do not stick to trays/tins during the baking process, allowing release of the product without damage.
Tray linings	Sheet material, eg paper, siliconised paper, baking mats, used on trays or in tins to ensure products are released without damage after baking, or to support the product after baking.
Instructions and specifications	Written or verbal instructions, production schedules, product specifications or recipes.
Products	Cakes, sponges, viennese, macaroons, choux, meringue.
Set	Using a peel, setting by hand.

Rationale

The aim of this unit is to enable the candidate to finish flour confectionery products in batches, in a non-automated bakery production environment.

Practical skills

The candidate will be able to:

Assemble and fill flour confectionery

- 1 identify and check the condition of products according to their **instructions and specifications**
- 2 correctly assemble and position products in readiness for finishing
- 3 identify and check the condition of **fillings** and depositing tools
- 4 correctly load **fillings** into depositing tools
- 5 cut and fill products according to their **instructions and specifications**
- 6 take prompt action to isolate substandard products
- 7 comply with health, safety, food safety, and organisational requirements throughout assembling and filling operations

Glaze and decorate flour confectionery**8 correctly identify tools for glazing and prepare glaze for application****9 apply glaze to products according to instructions and specification**

- 10 correctly identify and check the condition of **decorative media** and piping tools
- 11 correctly apply **decorative media** to the surfaces of products according to instructions and specification
- 12 take prompt action to isolate substandard products
- 13 comply with health, safety, food safety and organisational requirements throughout glazing and decorating operations
- 14 operate within the limits of their own authority and capabilities.

Underpinning knowledge

The candidate will be able to explain:

- 1 to what standards of health & safety and food safety they are required to work during flour confectionery processing, why it is important that they do so, and what might happen if they are not met
- 2 why it is important to follow work instructions or product specifications or recipes with accuracy throughout flour confectionery processing to ensure successful products
- 3 how to seek advice and make process adjustments to **mixtures**, to take into account changes in ingredient performance, production timing and environmental conditions, necessary to keep **mixtures** within specification
- 4 methods to help ensure that processing is consistent and reliable
- 5 common sources of flour confectionery **contamination** during processing
- 6 how to avoid **contamination** during processing and what might happen if this is not done
- 7 how to recognise and report **mixtures** or products that do not meet specification during processing
- 8 the procedure for rejecting and isolating failed **mixtures**, mixture portions or products

- 9 what the lines and methods of effective communication during processing are and why it is important to use them correctly
- 10 what the documentation requirements during processing are and why it is important to meet them.
- 11 personal protective clothing/equipment and working practices which are useful in combating the potentially harmful effects of dust and allergies resulting from breathing or skin contact with **ingredients** or **mixtures**
- 12 important handling factors in processing which seek to maintain mixture quality and performance
- 13 how to maintain mixture condition and deal with time constraints and variations to conditions throughout processing
- 14 the correct method for loading and unloading trays in racks
- 15 the importance of effective cleaning of tins, trays and utensils and their correct storage.

Unit 313 Batch finish flour confectionery

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 assembling and filling flour confectionery according to workplace procedures and using **two** different types of **fillings**.
- 2 glazing and decorating flour confectionery according to workplace procedures and using **three** different types of **decorative media**.

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Unit 313

Glossary

Batch finish flour confectionery

Term	Meaning
Decorative media	Fondants, icing, sugarpaste, bakers chocolate flavoured coating, sugar, glace cherries, nuts.
Fillings	Jam, non-dairy confectionery creams/spreads, dairy cream, fudges, caramels.
Instructions and specifications	Written or verbal instructions, production schedules, product specifications or recipes.
Contamination	An unwanted substance (hazard) in the product, such as: <ul style="list-style-type: none">• Bacteria and other organisms• Chemicals (for example, cleaning agents)• Physical objects (for example, glass or metal)• Substances that cause an allergic reaction (for example, proteins in nuts, milk, eggs).
Ingredients	Food substances used to blend together to form mixtures e.g. Powders like flour, liquids like water or milk, egg, sugars, dried fruits, nuts, seeds, fats, oils.
Mixtures	A combination of ingredients blended together as a result of mixing.

Rationale

The aim of this unit is to enable the candidate to finish flour confectionery products in batches, in a non-automated bakery production environment.

Practical skills

The candidate will be able to:

Assemble and fill flour confectionery

- 1 identify and check the condition of products according to their **instructions and specifications**
- 2 correctly assemble and position products in readiness for finishing
- 3 identify and check the condition of fillings and depositing tools
- 4 correctly load fillings into depositing tools
- 5 cut and fill products according to their **instructions and specifications**
- 6 take prompt action to isolate substandard products
- 7 comply with health, safety, food safety, and organisational requirements throughout assembling and filling operations

Glaze and decorate flour confectionery

- 8 correctly identify tools for glazing and prepare glaze for application
- 9 apply glaze to products according to instructions and specification
- 10 correctly identify and check the condition of **decorative media** and piping tools
- 11 correctly apply **decorative media** to the surfaces of products according to instructions and specification
- 12 take prompt action to isolate substandard products
- 13 comply with health, safety, food safety and organisational requirements throughout glazing and decorating operations
- 14 operate within the limits of their own authority and capabilities.

Underpinning knowledge

The candidate will be able to explain:

- 1 to what standards of health & safety and food safety they are required to work during preparing and handling finishing materials, why it is important that they do so and what might happen if they are not met
- 2 the importance of preparing and handling finishing materials to the required specifications for effective process control
- 3 the basic principles of the preparation process; the importance of controlling temperature, mixing/whipping, and their effect producing finishing material to the correct specification
- 4 the basic principles of maintaining and storing finishing materials; the importance of controlling temperature, humidity and time, and their effect on maintaining the condition of finishing materials
- 5 the basic principles of the applying finishing materials; the importance of controlling temperature and its effect on maintaining condition of finishing materials
- 6 the basic understanding of the nature finishing materials; creams, chocolate, sugars, fondants, gels, jams, and flavoured coating materials
- 7 how to recognise a finishing material which is not conforming to specification and what basic corrective actions may be relevant.

Unit 314 Batch finish craft flour confectionery

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 assembling and filling flour confectionery according to workplace procedures using **four** different types of fillings
- 2 glazing and decorating flour confectionery using **five** types of **decorative media** according to workplace procedures.

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Term	Meaning
Contamination	An unwanted substance (hazard) in the product, such as: <ul style="list-style-type: none">• Bacteria and other organisms• Chemicals (for example, cleaning agents)• Physical objects (for example, glass or metal)• Substances that cause an allergic reaction (for example, proteins in nuts, milk, eggs).
Fermentation	A process by which (carbon dioxide) gas is produced by yeasts in doughs, causing an increase in volume of the dough.
Decorative media	Fondants, icing, sugarpaste, bakers chocolate flavoured coating, sugar, glace cherries, nuts.
Fillings	Jam, non-dairy confectionery creams/spreads, dairy cream, fudges, caramels.
Instructions and specifications	Written or verbal instructions, production schedules, product specifications or recipes.

Rationale

The aim of this unit is to enable the candidate to assemble, fill and trim cake **bases** for celebration cakes in readiness for coating, in a bakery production environment.

Practical skills

The candidate will be able to:

Assemble and trim celebration cakes

- 1 identify and check the condition of **bases** according to their **instructions and specifications**
- 2 correctly assemble and position **bases** in readiness for decoration
- 3 correctly trim **bases** using appropriate knives
- 4 dispose of waste trimmings or position these for recycling correctly
- 5 take prompt action to isolate substandard **bases**
- 6 comply with health, safety, food safety, and organisational requirements throughout assembling and trimming operations

Fill celebration cakes

- 7 correctly identify and select tools for cutting **bases** and spreading **fillings**
- 8 cut assembled **bases** according to their **instructions and specifications**
- 9 correctly identify and adjust the condition of **fillings** for spreading
- 10 correctly spread **fillings** according to their **instructions and specifications**
- 11 mount filled **bases** onto base boards securely and in the correct position, and place these ready for the next stage in cake decoration
- 12 take prompt action to isolate substandard **bases**
- 13 comply with health, safety, food safety and organisational requirements throughout filling operations
- 14 operate within the limits of their own authority and capabilities.

Underpinning knowledge

The candidate will be able to explain:

- 1 to what standards of health & safety and food safety they are required to work during flour cake decoration, why it is important that they do so, and what might happen if they are not met
- 2 how to source and read work **instructions and specifications** to check and monitor decoration requirements
- 3 why it is important to follow work instructions or product specifications or recipes with accuracy throughout decoration to ensure successful products
- 4 common sources of **contamination** and damage to celebration cakes
- 5 how to avoid **contamination** during cake decoration and what might happen if this is not done
- 6 how to recognise and report cakes during decoration and on completion that do not meet specification
- 7 the procedure for rejecting and isolating failed semi-prepared and prepared celebration cakes

- 8 how to maintain and adjust consistency of confectionery **fillings** for spreading and decorative materials
- 9 how to assemble **bases** and fill cakes efficiently without causing damage
- 10 how to maintain and adjust consistency of masking and covering materials
- 11 how to source and obtain accessories to meet customer's needs
- 12 how to protect, package and store celebration cakes correctly.

Unit 315 Assemble and fill celebration cakes

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 assembling and trimming celebration cakes according to workplace procedures and using **two** different types of cake **bases**
- 2 filling celebration cakes using **two** different types of **fillings** according to workplace procedures.

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Term	Meaning
Bases	Genoise or sponge, fruit cake.
Fillings	Jams, non-dairy confectionery creams/spreads.
Instructions and specifications	Written or verbal instructions, production schedules, product specifications or recipes.
Contamination	An unwanted substance (hazard) in the product, such as: <ul style="list-style-type: none">• Bacteria and other organisms• Chemicals (for example, cleaning agents)• Physical objects (for example, glass or metal)• Substances that cause an allergic reaction (for example, proteins in nuts, milk, eggs).
Ingredients	Food substances used to blend together to form mixtures e.g. Powders like flour, liquids like water or milk, sugars dried fruits, nuts, seeds, fats, oils, yeast .

Rationale

The aim of this unit is to enable the candidate to mask and coat celebration cakes in readiness for decoration in a bakery production environment.

Practical skills

The candidate will be able to:

Mask celebration cakes

- 1 identify and check the condition of **bases** according to their **instructions and specifications**
- 2 correctly identify and select **tools and equipment** for masking
- 3 position **bases** correctly for masking
- 4 correctly identify and adjust the condition of masking **materials**
- 5 correctly mask **bases** according to specification, and place for the next stage in cake decoration
- 6 take prompt action to isolate substandard **bases**
- 7 comply with health, safety, food safety, and organisational requirements throughout masking operations

Cover celebration cakes

- 8 identify and check the condition of masked bases according to their instructions and specifications
- 9 **correctly identify and select tools and equipment for covering**
- 10 **correctly position masked bases for covering**
- 11 correctly identify and adjust the condition of covering **materials**
- 12 cover masked **bases** according to specification
- 13 place and arrange for covered **bases** to receive the specified drying time
- 14 take prompt action to isolate substandard **bases**
- 15 comply with health, safety, food safety and organisational requirements throughout covering operations
- 16 operate within the limits of their own authority and capabilities.

Underpinning knowledge

The candidate will be able to explain:

- 1 to what standards of health & safety and food safety they are required to work during flour cake decoration, why it is important that they do so, and what might happen if they are not met
- 2 how to source and read work **instructions and specifications** to check and monitor decoration requirements
- 3 why it is important to follow work instructions or product specifications or recipes with accuracy throughout decoration to ensure successful products
- 4 common sources of **contamination** and damage to celebration cakes
- 5 how to avoid **contamination** during cake decoration and what might happen if this is not done

- 6 how to recognise and report cakes during decoration and on completion that do not meet specification
- 7 the procedure for rejecting and isolating failed semi-prepared and prepared celebration cakes
- 8 how to maintain and adjust consistency of confectionery fillings for spreading and decorative **materials**
- 9 how to assemble **bases** and fill cakes efficiently without causing damage
- 10 how to maintain and adjust consistency of masking and covering **materials**
- 11 how to source and obtain accessories to meet customer's needs
- 12 how to protect, package and store celebration cakes correctly.

Unit 316 Mask and cover celebration cakes

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 masking **two** different types of celebration cakes according to workplace procedures.
- 2 covering celebration cakes according to workplace procedures and using **three** different types of covering **materials**.

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Term	Meaning
Bases	Genoese or sponge, fruit cake.
Instructions and specifications	Written or verbal instructions, production schedules, product specifications or recipes.
Materials	Masking glazes, sugarpaste, royal icing, soft icing, chocolate, flavours and colourings.
Tools and equipment	Turntable, palette knife, brush, rolling pin.
Contamination	An unwanted substance (hazard) in the product, such as: <ul style="list-style-type: none">• Bacteria and other organisms• Chemicals (for example, cleaning agents)• Physical objects (for example, glass or metal)• Substances that cause an allergic reaction (for example, proteins in nuts, milk, eggs).
Ingredients	Food substances used to blend together to form mixtures e.g. Powders like flour, liquids like water or milk, sugars dried fruits, nuts, seeds, fats, oils, yeast.

Rationale

The aim of this unit is to enable the candidate to dress and decorate the surface of celebration cakes in a bakery production environment.

Practical skills

The candidate will be able to:

Pipe and spray celebration cakes

- 1 identify and check the condition of covered **bases** according to their **instructions and specifications**
- 2 correctly identify and select **tools and equipment** for decorating
- 3 position **bases** correctly for decorating
- 4 correctly identify and adjust the condition of decorative **materials**
- 5 correctly pipe, crimp and spray **bases** according to specification, and place for the next stage in cake decoration
- 6 take prompt action to isolate substandard **bases**
- 7 comply with health, safety, food safety, and organisational requirements throughout piping and spraying operations

Apply decorations to celebration cakes

- 8 identify and check the condition of prepared **bases** according to their **instructions and specifications**
- 9 correctly identify and select **tools and equipment** for applying decorations
- 10 correctly position masked **bases** for applying decorations
- 11 correctly identify and select decorative **materials**
- 12 apply decorations to **bases** securely according to specification
- 13 take prompt action to isolate substandard **bases**
- 14 comply with health, safety, food safety and organisational requirements throughout decorating operations
- 15 operate within the limits of their own authority and capabilities.

Underpinning knowledge

The candidate will be able to explain:

- 1 to what standards of health & safety and food safety they are required to work during flour cake decoration, why it is important that they do so, and what might happen if they are not met
- 2 how to source and read work **instructions and specifications** to check and monitor decoration requirements
- 3 why it is important to follow work instructions or product specifications or recipes with accuracy throughout decoration to ensure successful products
- 4 common sources of **contamination** and damage to celebration cakes
- 5 how to avoid **contamination** during cake decoration and what might happen if this is not done
- 6 how to recognise and report cakes during decoration and on completion that do not meet specification

- 7 the procedure for rejecting and isolating failed semi-prepared and prepared celebration cakes
- 8 how to maintain and adjust consistency of confectionery fillings for spreading and decorative **materials**
- 9 how to assemble **bases** and fill cakes efficiently without causing damage
- 10 how to maintain and adjust consistency of masking and covering **materials**
- 11 how to source and obtain accessories to meet customer's needs
- 12 how to protect, package and store celebration cakes correctly.

Unit 317 Decorate celebration cakes

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 piping and spraying celebration cakes according to workplace procedures and using **two** different types of cake **bases** and **three** different types of decorative **materials**
- 2 applying decorations to celebration cakes according to workplace procedures and using two different types of cake **bases** and three different types of decorative **materials**.

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Term	Meaning
Bases	Genoese or sponge, fruit cake.
Instructions and specifications	Written or verbal instructions, production schedules, product specifications or recipes.
Materials	Sugarpaste, royal icing, soft icing, chocolate, motifs, non-food ornaments, ribbons and bows.
Tools and equipment	Turntable, palette knife, piping bag, piping tubes, sprayer, sugarpaste crimps and shaping tools, rolling pin, scissors, templates, brushes, stencils.
Contamination	An unwanted substance (hazard) in the product, such as: <ul style="list-style-type: none">• Bacteria and other organisms• Chemicals (for example, cleaning agents)• Physical objects (for example, glass or metal)• Substances that cause an allergic reaction (for example, proteins in nuts, milk, eggs).
Ingredients	Food substances used to blend together to form mixtures e.g. Powders like flour, liquids like water or milk, sugars dried fruits, nuts, seeds, fats, oils, yeast.

Unit 318

Provide accessories and store celebration cakes

Rationale

The aim of this unit is to enable the candidate to provide **accessories** to accompany celebration cakes and ensure adequate protection and storage for celebration cakes in a bakery production environment.

Practical skills

The candidate will be able to:

Provide accessories for celebration cakes

- 1 identify and check the condition of celebration cakes according to their **instructions and specifications**
- 2 correctly identify **accessories** required to accompany celebration cakes
- 3 promptly source required **accessories**
- 4 position **accessories** correctly on or with celebration cakes
- 5 take prompt action to isolate substandard celebration cakes
- 6 comply with health, safety, food safety, and organisational requirements throughout accessory operations

Protect and store celebration cakes

- 7 identify and check the condition of celebration cakes according to their instructions and specifications
- 8 correctly assess the protection needs of celebration cakes
- 9 identify and select the appropriate packaging and protective materials for celebration cakes
- 10 pack and protect celebration cakes to ensure safe storage and transport
- 11 correctly store celebration cakes for despatch
- 12 take prompt action to isolate substandard celebration cakes
- 13 comply with health, safety, food safety and organisational requirements throughout protecting and storing operations
- 14 operate within the limits of their own authority and capabilities.

Underpinning knowledge

The candidate will be able to explain:

- 1 to what standards of health & safety and food safety they are required to work during flour cake decoration, why it is important that they do so, and what might happen if they are not met
- 2 how to source and read work **instructions and specifications** to check and monitor decoration requirements
- 3 why it is important to follow work instructions or product specifications or recipes with accuracy throughout decoration to ensure successful products
- 4 common sources of **contamination** and damage to celebration cakes
- 5 how to avoid **contamination** during cake decoration and what might happen if this is not done
- 6 how to recognise and report cakes during decoration and on completion that do not meet specification

- 7 the procedure for rejecting and isolating failed semi-prepared and prepared celebration cakes
- 8 how to maintain and adjust consistency of confectionery fillings for spreading and decorative materials
- 9 how to assemble bases and fill cakes efficiently without causing damage
- 10 how to maintain and adjust consistency of masking and covering materials
- 11 how to source and obtain **accessories** to meet customer's needs
- 12 how to protect, package and store celebration cakes correctly.

Unit 318 Provide accessories and store celebration cakes

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 providing **three** types of **accessories** for celebration cakes according to workplace procedures
- 2 protecting and storing celebration cakes according to workplace procedures.

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Glossary

Term	Meaning
Accessories	Pillars, vases, flowers, ornaments, stands.
Instructions and specifications	Written or verbal instructions, production schedules, product specifications or recipes.
Contamination	An unwanted substance (hazard) in the product, such as: <ul style="list-style-type: none">• Bacteria and other organisms• Chemicals (for example, cleaning agents)• Physical objects (for example, glass or metal)• Substances that cause an allergic reaction (for example, proteins in nuts, milk, eggs).
Ingredients	Food substances used to blend together to form mixtures e.g. Powders like flour, liquids like water or milk, sugars dried fruits, nuts, seeds, fats, oils, yeast.

Rationale

The aim of this unit is to enable the candidate to stun birds and animals in a way this is safe, hygienic and meets legal requirements.

Practical skills

The candidate will be able to:

Prepare to operate an automated stunning system

- 1 check that power is switched on and the equipment is working before animals or birds are exposed to the stunning operations
- 2 check that the feed to the stunning equipment is switched on and running at the proper speed
- 3 check that the sticking point is ready to receive stunned animals or birds
- 4 check the first animals or birds into the equipment to ensure they are properly stunned
- 5 identify problems and follow company procedures to deal with them and make sure that equipment operates effectively

Operate an automated stunning system

- 6 ensure that animals or birds are fed to the stunning point at the right speed
- 7 ensure that the feed of animals or birds into the stunning point meets legal requirements
- 8 monitor efficiency of stunning to ensure animals or birds are properly stunned in accordance with legal requirements
- 9 take the necessary action to deal with inadequately stunned animals or birds
- 10 monitor the flow of animals or birds from the stunning equipment to the sticking point to ensure that it meets legal requirements
- 11 follow company procedures to deal with equipment or process flow problems.

Underpinning knowledge

The candidate will be able to explain:

- 1 how to start up automated stunning operations
- 2 why animals or birds are stunned before sticking
- 3 how to identify effective and ineffective stunning of animals and birds
- 4 how to monitor the efficiency of stunning
- 5 how animals or birds are stunned
- 6 consequences of failure in the stunning equipment
- 7 when and how to use available alternative methods of stunning
- 8 how to operate automated stunning equipment
- 9 components of the stunning equipment
- 10 different types of stunning equipment available
- 11 legal requirements relating to stunning
- 12 controls in the automated stunning process.

Unit 319 Operate an automated stunning system

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 preparing to operate an automated stunning system in accordance with workplace procedures
- 2 operating an automated stunning system in accordance with workplace procedures.

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Unit 320

Operate an automated bleeding system

Rationale

The aim of this unit is to enable the candidate to operate bleeding systems in such a way as to ensure animal welfare and food hygiene by complying with legal regulations.

Practical skills

The candidate will be able to:

Prepare to operate an automated bleeding system

- 1 check that power is switched on and the equipment is working before birds are fed into the system
- 2 check that the feed to the cutting equipment is switched on and is operating at the required speed
- 3 check or set the cutting equipment to the height and pitch that matches the size of the birds to be processed
- 4 check the first birds into the equipment to ensure they are being cut effectively and humanely
- 5 follow company procedures to deal with any problems that might mean that cutting is not safe, hygienic or humane

Operate an automated bleeding system

- 6 monitor the feed into the cutting point and make sure birds are fed in meeting legal requirements and at the speed of production
- 7 monitor cutting to make sure birds are properly cut in line with legal requirements
- 8 take the necessary action to deal with birds that are not properly cut
- 9 monitor the flow of birds from the cutting point to make sure there are no delays or breaks in production
- 10 follow company procedures to deal with problems that interrupt the even flow of production.

Underpinning knowledge

The candidate will be able to explain:

- 1 what part cutting plays in the slaughter process and why it is important
- 2 different methods of bleeding and the benefits of automated systems
- 3 signs of effective and ineffective bleeding
- 4 ways of monitoring the feed into and from the cutting equipment and why monitoring is important
- 5 company procedures for start up, setting and adjustment of automated cutting equipment
- 6 operating limits of automated cutting equipment
- 7 component parts of cutting equipment
- 8 what might happen if cutting equipment fails, and what you should do
- 9 regulations and legal requirements relating to cutting
- 10 controls in the automated cutting process.

Unit 320 Operate an automated bleeding system

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 preparing to operate an automated bleeding system in accordance with workplace procedures
- 2 operating an automated bleeding system in accordance with workplace procedures.

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Rationale

The aim of this unit is to enable the candidate to remove the organs of an animal or bird properly, and deal with the waste hygienically, using an automated system.

Practical skills

The candidate will be able to:

Prepare to operate an automated evisceration system

- 1 check that the equipment is working correctly as carcasses enter the system
- 2 check that carcasses are entering the evisceration system at the correct speed and follow company procedures to deal with problems
- 3 check that the carcasses in the system are being eviscerated effectively
- 4 check that the offals discharge is working effectively
- 5 follow company procedures to deal with any problems when preparing to mind an automated evisceration system

Operate an automated evisceration system

- 6 check frequently the speed at which carcasses feed into the evisceration system and follow company procedures to deal with problems
- 7 monitor evisceration to make sure carcasses are properly eviscerated and all the specified internal organs are removed
- 8 monitor the discharge of offals from the evisceration equipment and follow company procedures to prevent a build up of offal
- 9 monitor the flow of carcasses from the evisceration system to ensure an even and continuous supply to the next stage of processing
- 10 follow company procedures to identify and deal with any problems when minding an automated evisceration system.

Underpinning knowledge

The candidate will be able to explain:

- 1 the purpose of eviscerating poultry
- 2 the benefits of automated evisceration systems in poultry processing
- 3 why maintaining an even and efficient flow of carcasses is important
- 4 the edible offals of poultry and their uses
- 5 why it is important to gain value from edible offal
- 6 company quality standards for evisceration
- 7 types of problems involved with automated evisceration systems
- 8 consequences of machine faults in automated evisceration systems
- 9 company procedures for dealing with equipment faults
- 10 legal requirements for evisceration procedures
- 11 control points in evisceration.

Unit 321 Operate an automated evisceration system

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 preparing to operate an automated bleeding system in accordance with workplace procedures
- 2 operating an automated evisceration system in accordance with workplace procedures.

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Unit 322

Operate an automated de-hairing or de-feathering system

Rationale

The aim of this unit is to enable the candidate to prepare to operate and actually operate an automated de-hairing or de-feathering system.

Practical skills

The candidate will be able to:

Prepare to operate automated de-hairing or de-feathering system

- 1 check the temperature of the de-hairing or de-feathering system and follow company procedures to correct it if necessary
- 2 set up the system ready to meet production requirements
- 3 check that the feed of carcasses into and through the system is working correctly
- 4 inspect the carcasses through the system to check they are meeting quality specifications and follow company procedures to deal with any problems
- 5 check that the discharge area is available for the reception of de-haired or de-feathered carcasses and follow company procedures to deal with any problems

Operate an automated de-hairing or de-feathering system

- 6 monitor the temperature of the de-hairing or de-feathering system and follow company procedures to correct it if necessary
- 7 monitor the operation of the de-hairing or de-feathering equipment and follow company procedures to deal with any problems
- 8 monitor the condition of the de-haired or de-feathered carcasses and follow company procedures to deal with problems when quality specifications are not met
- 9 monitor the feed into the de-hairing or de-feathering system to make sure carcasses feed at the right speed and follow company procedures to deal with any problems
- 10 monitor the flow of carcasses to the discharge area and follow company procedures to deal with any problems.

Underpinning knowledge

The candidate will be able to explain:

- 1 the purpose of de-hairing or de-feathering
- 2 different methods of de-hairing or de-feathering
- 3 company quality specifications for de-haired or de-feathered carcasses
- 4 purpose of immersion tanks
- 5 why temperature control of the immersion process is important
- 6 the consequences of machine and equipment faults
- 7 why it is important to maintain the correct speed of flow through the system
- 8 company procedures to correct machine and equipment faults
- 9 legal provisions affecting the de-hairing or de-feathering process
- 10 controls in the de-hairing or de-feathering operation.

Unit 322 Operate an automated de-hairing or de-feathering system

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 preparing to operate an automated de-hairing or de-feathering system in accordance with workplace procedures
- 2 operating an automated de-hairing or de-feathering system in accordance with workplace procedures.

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Rationale

The aim of this unit is to enable the candidate to process pig carcasses. After de-hairing to remove bristles, most pig plants use automated systems to handle carcasses. These systems are important because they increase efficiency and help to make plants more profitable.

Practical skills

The candidate will be able to:

Prepare to operate automated pig processing system

- 1 check the temperature of the processing equipment and follow company procedures to deal with any problems
- 2 check that carcass cleaning systems are working correctly and follow company procedures to deal with any problems
- 3 check that the feed from de-hairing to the processing equipment is working correctly and follow company procedures to deal with any problems
- 4 check that the feed into the processing equipment is ready to receive carcasses and follow company procedures to clear it if there are any problems
- 5 inspect the carcasses through the system to check they are meeting quality specifications and follow company procedures to deal with any problems

Operate an automated pig processing system

- 6 monitor the feed of pigs from de-hairing and follow company procedures to deal with any problems
- 7 monitor the heat treatment process and follow company procedures to adjust it if treatment is inadequate or excessive
- 8 monitor the carcass cleaning system and follow company procedures to adjust it if cleaning does not meet specifications
- 9 monitor the discharge of carcasses from the carcass cleaning system and follow company procedures if flow to the skinning line is restricted
- 10 monitor the temperature instruments and other controls and follow company procedures to make any adjustments when there are problems.

Underpinning knowledge

The candidate will be able to explain:

- 1 the purpose of heat treatment of carcasses
- 2 how carcasses are heat treated
- 3 equipment used for the heat treatment of carcasses
- 4 effects of under or over heat treatment
- 5 cleaning procedures for carcasses after heat treatment
- 6 why adequate cleaning after the heat treatment process is important
- 7 why effective monitoring of the heat treatment process is important
- 8 why effective monitoring of the heat treatment and cleaning process is important
- 9 company procedures to deal with problems in the heat treatment and carcass cleaning processes
- 10 legal requirements relevant to the heat treatment and carcass cleaning processes
- 11 controls involved in the heat treatment and carcass cleaning processes.

Unit 323 Operate an automated pig processing system

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 preparing to operate automated pig processing system in accordance in workplace procedures
- 2 operating an automated pig processing system in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Unit 324

Carry out manual slaughter

Rationale

The aim of this unit is to enable the candidate to carry out killing operations.

The slaughter process in many plants is carried out manually. Candidates working in this area and carrying out killing operations must follow closely defined procedures. Those procedures and standards are intended to promote humane slaughter, hygiene and food safety. They also aim to contribute to animal welfare in this most sensitive part of the industry process. Staff need a specific provisional or full licence to work in this area.

People who work in manual slaughter have specialist skills so that the different objectives of the area are met. This unit is for candidates with roles involving working in the manual slaughter area of a red meat plant. Slaughter is through non-automated methods such as captive bolt pistol or hand held tongs to provide appropriate evidence for the unit. It may also include ritual slaughter.

Practical skills

The candidate will be able to:

Check equipment and facilities for manual slaughter

- 1 make sure all equipment needed for slaughter is available at the point of slaughter
- 2 check that all equipment needed for slaughter is working correctly and safe to operate before starting to slaughter
- 3 check that animals are available for slaughter
- 4 check that the landing area is clean and free from obstacles
- 5 check that the line is staffed and ready to receive stunned or slaughtered animals
- 6 follow company procedures to solve any problems with equipment or staffing in the slaughter and sticking area

Slaughter or stun animals using manually operated equipment

- 7 place the animal in a suitable and safe position that meets animal welfare codes of practice to carry out slaughter or stunning
- 8 position the stunning or slaughtering equipment in the correct position
- 9 operate the stunning or slaughter equipment in the correct and safe manner
- 10 check to make sure effective stunning or slaughter has taken place and, in the case of ineffective stunning or slaughter, take appropriate action
- 11 make sure that the animal is removed from the slaughter or stunning area in the manner that minimises carcass damage
- 12 shackle the animal for lifting to the bleeding or dressing rail.

Underpinning knowledge

The candidate will be able to explain:

- 1 why it is important to position an animal correctly for stunning or slaughter
- 2 why it is important to position the slaughter implement in the prescribed position to ensure effective slaughter or stunning
- 3 positions of implements to achieve an effective stun or kill
- 4 why it is important to check that back-up systems are in place
- 5 how to operate the stunning or slaughter implements correctly

- 6 pre-slaughter and stunning checks to be carried out
- 7 how to shackle and lift stunned or slaughtered animals to the bleeding or dressing rail
- 8 why it is important for animals to be kept clam
- 9 physiological aspects of slaughter or stunning (eg the effects of stress)
- 10 signs of effective and ineffective slaughter or stunning
- 11 methods of stunning and slaughter legally allowed
- 12 legal requirements for the slaughter and stunning of animals
- 13 controls that relate to slaughter or stunning.

Unit 323 Operate an automated pig processing system

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 checking equipment and facilities for manual slaughter in accordance with workplace procedures
- 2 slaughtering of stunning animals using manually operated equipment

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Rationale

The aim of this unit is to enable the candidate to undertake manual bleeding operations.

In many red meat slaughter houses and in a few small poultry slaughter houses, sticking and bleeding is carried out manually. This job must be done by experienced people with provisional or full licences. The job is tightly controlled by laws that define humane methods of sticking and bleeding.

The task is important to the industry because the way it is done affects the condition of the meat and whether it is suitable for human consumption.

Candidates undertaking this work need special skills so that the meat produced meets quality specifications.

Practical skills

The candidate will be able to:

Prepare to carry out sticking and bleeding

- 1 assemble the correct tools and equipment and make sure they are suitable to carry out bleeding effectively
- 2 move to the right place at the bleeding point to carry out bleeding effectively
- 3 check that tools and equipment meet food safety requirements and follow company procedures to deal with any problems
- 4 check facilities for holding animals or birds during bleeding and follow company procedures to deal with any problems
- 5 check facilities for the feed of animals or birds to the bleeding point and follow company procedures to deal with any problems

Stick and bleed animals or birds

- 6 check that animals or birds are insensible to pain before bleeding and deal with any that might still feel pain
- 7 move the animal or bird into the correct position for bleeding
- 8 use the correct tool for bleeding safely and effectively
- 9 sever blood vessels correctly to make sure that blood is released from the carcass rapidly
- 10 follow company procedures and legal requirements to maintain food hygiene during bleeding.

Underpinning knowledge

The candidate will be able to explain:

- 1 why animals are bled before human consumption
- 2 principles of bleeding animals and birds
- 3 blood vessels involved in the bleeding of animals or birds
- 4 problems resulting from improper sticking or cutting of animals or birds
- 5 ways of ensuring animals are insensible to pain before sticking and bleeding and why that is important
- 6 methods of checking animals or birds for signs of ineffective stunning

- 7 methods of sticking or cutting animals or birds to maximise bleeding
- 8 how to maintain tools and equipment for bleeding and cutting to ensure they are effective, safe and meet the required hygiene standards
- 9 why hygiene is important in bleeding
- 10 legislation relating to sticking and bleeding
- 11 controls involved in bleeding and cutting.

Unit 325 Carry out manual bleeding operations

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 preparing to carry out sticking and bleeding in accordance with workplace procedures
- 2 sticking and bleeding animals or birds in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Rationale

The aim of this unit is to enable the candidate to remove the internal organs of animals or birds, immediately after slaughter. The organs must be removed if the meat is to be suitable for food. This is called evisceration. Some of the internal organs can be eaten and are sold for valuable extra income. Some are used for further processing and manufacture of meat products. The waste must be dealt with safely and hygienically.

The candidate must be able to handle and process all organs carefully so that the maximum possible value can be gained from them. The candidate's skills and knowledge when dealing with evisceration will help to gain maximum value from the internal organs that have been removed.

Practical skills

The candidate will be able to:

Prepare to eviscerate

- 1 assemble tools and equipment needed for evisceration
- 2 check that safe and hygienic facilities are available for eviscerated organs and follow company procedures to deal with any problems
- 3 check that the system for delivering carcasses for evisceration is working and follow company procedures to deal with any problems
- 4 make sure the carcass is in the most effective position for evisceration
- 5 open the carcass following company procedures for evisceration

Eviscerate animals or birds

- 6 identify the internal organs you are required to remove from the carcass
- 7 identify and sever the membranous attachments that secure the internal organs
- 8 drop the internal organs and separate them from the carcass
- 9 trim the internal organs to the standards required for inspection
- 10 follow company procedures to maintain the safety of the product and the hygiene of equipment during evisceration.

Underpinning knowledge

The candidate will be able to explain:

- 1 the purpose of eviscerating animals or birds
- 2 the evisceration process for animals or birds
- 3 the internal organs of animals or birds
- 4 problems that can result from ineffective evisceration
- 5 differences in treatment of edible and inedible offal
- 6 company procedures for opening carcasses
- 7 tools and equipment used for evisceration
- 8 company procedures for maintaining the hygiene of evisceration tools and equipment
- 9 inspection procedures and standards for offal
- 10 legal requirements for evisceration procedures
- 11 controls involved in evisceration.

Unit 326 Eviscerate animals or birds manually

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 preparing to eviscerate in accordance with workplace procedures
- 2 eviscerating animals or birds in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Rationale

The aim of this unit is to enable the candidate to remove the hides or skins of cattle and sheep after slaughter and to prepare the carcass for human consumption. The process is often known as dressing. It is a highly skilled operation and the candidate needs to avoid damaging the meat or hide.

The work must take careful account of health and safety and hygiene of both the candidates doing the work and those who will consume the meat.

Practical skills

The candidate will be able to:

Prepare to carry out skinning

- 1 assemble and check tools and equipment needed for skinning
- 2 check all facilities are in place and working to meet hygiene and safety standards and follow company procedures to deal with any problems
- 3 check that the carcass transport system, tools and equipment are working and follow company procedures to deal with any problems
- 4 check that animals meet company specifications and follow company procedures to deal with those that do not
- 5 put the animal in the most effective place and position for skinning

Carry out skinning

- 6 carry out ripping following company procedures for skinning
- 7 use equipment to separate the hide or skin from the carcass following company procedures to meet specifications
- 8 carry out skinning at a pace to meet the speed of production
- 9 clean and maintain tools and equipment between tasks following company procedures and to meet food safety requirements
- 10 check that the carcass conforms to specifications and carry out further trimming if necessary.

Underpinning knowledge

The candidate will be able to explain:

- 1 the differences between edible and inedible offal or by products and how to recognise them
- 2 types of offal (eg green, white) or by products
- 3 Specified Risk Material (SRM)
- 4 why it is important to separate offal or by products for food safety, hygiene and economic reasons
- 5 how handling and processing of offal or by products affects their value
- 6 procedures for trimming offal or by products
- 7 food safety and public health aspects of handling offal or by products
- 8 controls in the handling and processing of offal or by products.

Unit 327 Skin animals

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 preparing to carry out skinning in accordance with workplace procedures
- 2 carrying out skinning in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Rationale

The aim of this unit is to enable the candidate to deal with offal and the by products of slaughter operations. After slaughter, edible and inedible offal and by products are collected. This process is generally carried out within the abattoir. The products are an important source of additional income for the company. The way these products are dealt with is also particularly important for food safety and hygiene.

The candidate working with offal or by products needs to develop particular skills in this very important area of the slaughter and red meat treatment process. Some offals and by-products deteriorate more quickly than other meat products so they must be dealt with quickly. It is also important for different types of offals and by products to be separated quickly. Some offals are specified risk material (SRM) and must be handled and stored to standards set by regulation.

Practical skills

The candidate will be able to:

Prepare to process offal or by products of slaughter

- 1 assemble tools and equipment to carry out processing of offal or by products of slaughter including those required for the maintenance of food safety and public health
- 2 check that all equipment for processing offal or by products is safe and working correctly
- 3 check that there is a clear flow from the point of removal of the offal or by product from the carcass to the processing area
- 4 check that facilities are available for receiving offal or by products after processing
- 5 follow company procedures to deal with any problems in preparing to process offal or by-products of slaughter

Trim and process offal or by products of slaughter

- 6 Check offal or by products against specifications
- 7 separate offal or by products according to their uses, destination, further treatment, or methods of disposal
- 8 trim offal or by products and carry out further processing to meet specifications
- 9 carry out quality checking procedures on trimmed and processed offal or by products to make sure they meet specification
- 10 put offal or by-products in the correct place after processing.

Underpinning knowledge

The candidate will be able to:

- 1 the differences between edible and inedible offal or by products and how to recognise them
- 2 types of offal (eg green, white) or by products
- 3 specified Risk Material (SRM)
- 4 why it is important to separate offal or by products for food safety, hygiene and economic reasons
- 5 how handling and processing of offal or by products affects their value
- 6 procedures for trimming offal or by products
- 7 food safety and public health aspects of handling offal or by products
- 8 controls in the handling and processing of offal or by products.

Unit 328 Process offal or by products of slaughter

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 preparing to process offal or by products of slaughter in accordance workplace procedures
- 2 trimming and processing offal or by products of slaughter in accordance with workplace slaughter

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Rationale

The aim of this unit is to enable the candidate to carry out the first stage of butchery. The candidate will break down carcass sides and quarters into primal cuts. A primal cut is a section of a carcass that may include bone, fat and muscle and has particular cooking characteristics. Different primal cuts have different values. Producing the primal cuts therefore affects how much money can be made from a carcass but primals must also meet customer specifications.

Primal cutting requires a high level of skill and has a significant effect on the overall efficiency of butchery operations.

Practical skills

The candidate will be able to:

Prepare to process a carcass

- 1 use appropriate personal protective equipment for the process you are doing
- 2 assemble the tools and equipment so that the process can be completed efficiently, safely and hygienically
- 3 check the work area is clear and ready so that the process can be carried out efficiently, safely and hygienically
- 4 check that carcasses to be processed are readily available and follow company procedures if supplies are short
- 5 check that there is a facility available to receive the processed carcasses and follow company procedures to deal with any problems
- 6 check that facilities are available for the output and waste from the process and follow company procedures to deal with any problems

Process a carcass

- 7 check that the carcasses for processing meets customer specifications and follow company procedures to deal with variations from specifications
- 8 use appropriate tools and equipment safely to process carcasses
- 9 process carcasses efficiently, safely and hygienically to meet customer specifications
- 10 keep waste to a minimum and make sure that it is put in the correct place.

Underpinning knowledge

The candidate will be able to explain:

- 1 primal cuts of beef or lamb or pork or poultry or veal or any other species you are working with and their names
- 2 why precision when cutting into primals is important
- 3 primal cutting lines and guides
- 4 personal protective equipment used for primal cutting
- 5 equipment and tools used in primal cutting
- 6 why maintaining the flow of production is important
- 7 why meeting quality standards in primal cutting is important
- 8 why keeping waste to a minimum is important
- 9 why the correct disposal of waste is important
- 10 legislation related to primal cutting
- 11 controls in primal cutting operations.

Unit 329 Carry out primal cutting

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 preparing to process a carcase in accordance with workplace procedures
- 2 processing a carcase in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Unit 330

Carry out boning

Rationale

The aim of this unit is to enable the candidate to remove bones from primal cuts. This is a very important part of butchery. Boneless cuts contain only muscle, fat and some gristle that can be further processed.

It is important when boning to remove bones cleanly and to leave as much saleable meat on the cut as possible so that meat value can be maximised.

Practical skills

The candidate will be able to:

Prepare to carry out boning

- 1 use appropriate personal protective equipment for boning
- 2 assemble the tools and equipment to carry out boning safely, hygienically and effectively
- 3 check the work area is clear and ready for boning to be carried out safely, hygienically and effectively
- 4 check that the meat to be boned is readily available and follow company procedures to make meat available if there are any problems
- 5 check that facilities are available for the out put and waste from boning and follow company procedures to deal with any problems

Bone out meat

- 6 deal effectively with meat presented for boning that does not meet customer or company specifications
- 7 use appropriate tools and equipment to bone out meat following company procedures safely hygienically and efficiently
- 8 bone out meat following company procedures to meet customer or company specifications
- 9 keep waste from boning to a minimum and put it in the correct place
- 10 transfer boned meat at the correct pace to maintain production speed.

Underpinning knowledge

The candidate will be able to explain:

- 1 bones of the skeleton for cattle or sheep or pigs
- 2 important of precision in the boning operation
- 3 importance of maintaining the flow of production
- 4 principles and techniques of boning meat
- 5 importance of minimising wastage
- 6 critical controls in boning operations
- 7 personal protective equipment used in boning operations
- 8 equipment and tools used in boning operations
- 9 the importance of meeting quality standards in boning operations, and why
- 10 importance of effective disposal of waste and discharge of boneless meat to receptive facility
- 11 legislation involved in boning operations.

Unit 330 Carry out boning

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 preparing to carry out boning in accordance with workplace procedures
- 2 boning out meat in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Rationale

The aim of this unit is to enable the candidate to carry out seam butchery or filleting, which removes muscle from bones or from other muscle bundles. This is now a very important part of meat preparation. Fillets contain only muscle and fat that can be used for specific purposes.

It is important when seaming or filleting to make sure that the fillet is removed intact without any damage caused by inefficient use of a knife.

Practical skills

The candidate will be able to:

Prepare for seaming or filleting

- 1 use appropriate personal protective equipment for seaming or filleting
- 2 assemble the tools and equipment to carry out seaming or filleting efficiently, safely and hygienically
- 3 check the work area is ready to carry out seaming or filleting efficiently, safely and hygienically
- 4 check that the meat to be seamed or filleted is readily available and follow company procedures to make meat available if it is not
- 5 check that there are facilities available to receive the fillets and surplus meat and follow company procedures to deal with any problems

Carry out seaming or filleting

- 6 check that meat for seaming or filleting meets customer or company specifications and follow company procedures to deal with it if it does not
- 7 use appropriate tools and equipment to produce fillets to quantities that meet production requirements efficiently, safely and hygienically
- 8 produce fillets that meet customer or company specifications
- 9 keep waste to a minimum and put it in the correct place
- 10 pass fillets on to the next stage at the correct pace to maintain production speed.

Underpinning knowledge

The candidate will be able to explain:

- 1 why seaming or filleting is important to the industry and where it is used in businesses especially in relation to cookery uses and to increase value of the product
- 2 why precision is important for effective seaming or filleting
- 3 why it is important to maintain the flow of production
- 4 why it is important to meet quality standards for seaming or filleting
- 5 seaming or filleting cutting lines and guides
- 6 why it is important to minimise wastage
- 7 why it is important to dispose of waste correctly
- 8 why it is important to pass seamed or filleted meat on correctly to the next stage of production
- 9 personal protective equipment used when seaming or filleting
- 10 equipment and tools used for seaming or filleting
- 11 controls in seaming or filleting.

Unit 331 **Carry out seaming or filleting**

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 preparing for seaming or filleting in accordance with workplace procedures
- 2 carrying out seaming or filleting in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Rationale

The aim of this unit is to enable the candidate to trim meat accurately. Trimming is normally the last stage in butchery before packaging or presenting cut meat for customers. Trimming removes bone chips, fat and gristle so that finished cuts look right and meet specifications. It is usually carried out after the meat has been boned to prepare it for turning into joints or for portioning.

Trimming has to meet customer specifications and expectations. The candidate must work accurately and precisely to ensure as much meat as possible can be presented for sale. Trimming directly affects the yield and the value of the finished product so it is important to the profits of the company.

Practical skills

The candidate will be able to:

Prepare to carry out trimming

- 1 use appropriate personal protective equipment for trimming
- 2 assemble the tools and equipment to carry out trimming efficiently, safely and hygienically
- 3 check the work area is ready for trimming to be completed efficiently, safely and hygienically
- 4 check that the meat to be trimmed is readily available and follow company procedures to replenish supply when necessary
- 5 check that facilities are available to receive trimmed meat and follow company procedures to deal with any problems

Trim meat cuts

- 6 check that the meat for trimming meets customer or company specifications and follow company procedures to deal with it if it does not
- 7 use appropriate tools and equipment to trim meat at the pace to meet production requirements efficiently, safely and hygienically
- 8 trim meat to meet customer or company specifications
- 9 minimise waste from trimming and put it in the correct place
- 10 pass finished meat on to the next stage at the correct pace to maintain production speed.

Underpinning knowledge

The candidate will be able to explain:

- 1 identify and name meat for trimming
- 2 the purpose of trimming in the meat production process
- 3 why it is important to maintain the flow of production
- 4 the identification of tissue needing to be removed
- 5 why it is important to minimise waste
- 6 why it is important to dispose of waste safely
- 7 why precision and accuracy are important when trimming and their effect on yields
- 8 why it is important to meet quality standards for trimming
- 9 personal protective equipment used when trimming
- 10 equipment and tools used for trimming
- 11 controls in trimming.

Unit 332 Carry out trimming

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 preparing to carry out trimming in accordance with workplace procedures
- 2 trimming meat cuts in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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.

Unit 333

Produce portion controlled raw meat products

Rationale

The aim of this unit is to enable the candidate to cut and trim meat for dividing into portions. The meat portions produced should be consistent in size with customer and company specification to be cooked in similar ways. The portions can be individual quantities or joints that will be carved for serving after cooking.

The yield and therefore the value of the meat is affected by the accuracy of portioning.

Practical skills

The candidate will be able to:

Prepare to produce portion controlled raw meat products

- 1 use appropriate personal protective clothing for producing portion controlled raw meat products
- 2 assemble the tools and equipment to produce portion controlled raw meat products safely, hygienically and effectively
- 3 check the work area is clear and ready for the production of portion controlled raw meat products safely, hygienically and effectively
- 4 check that the meat for producing portion controlled raw meat products is readily available and follow company procedures to replenish supply if necessary
- 5 check that facilities are available to receive portion controlled raw meat products and follow company procedures to deal with any problems

Produce portion controlled raw meat products

- 6 check that the meat for portioning meets customer or company specifications and follow company procedures if this is not so
- 7 use appropriate tools and equipment to produce portion controlled raw meat products at the pace to meet production requirements efficiently, safely and hygienically
- 8 produce portions that meet customer or company specifications
- 9 minimise waste and put waste and trim in the correct place
- 10 pass portion controlled raw meat products to the next stage at the correct pace to maintain production speed.

Underpinning knowledge

The candidate will be able to explain:

- 1 why there is demand for portion controlled raw meat products
- 2 the importance of correct portion control for maximising yields
- 3 why working precisely and accurately is important in the production of portion controlled raw meat products
- 4 why it is important to maintain the flow of production
- 5 why it is important to meet quality standards in the production of portion controlled raw meat products
- 6 the range of portion controlled products
- 7 why it is important to minimise waste
- 8 why it is important to dispose of waste correctly

- 9 why it is important to pass portion controlled meat products on correctly to the next stage of production
- 10 personal protective equipment used when producing portion controlled raw meat products
- 11 equipment and tools used when producing portion controlled raw meat products
- 12 legislation related to the production of portion controlled raw meat products
- 13 controls in the production of portion controlled raw meat products.

Unit 333 Produce portion controlled raw meat products

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 preparing to produce portion controlled raw meat products in accordance with workplace procedures
- 2 producing portion controlled raw meat products in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Rationale

The aim of this unit is to enable the candidate to use powered tools and equipment to saw, slice, cut, de-rind or chop meat. These tools are generally more efficient than hand use of knives but they must be used safely as they present special risks.

The quality of the meat or meat products can also be affected by the way tools and equipment are used. The candidate will develop skills to use equipment safely and effectively.

Practical skills

The candidate will be able to:

Prepare to use powered tools or equipment

- 1 use the appropriate personal protective equipment when using powered tools or equipment
- 2 check that tools or equipment are safe, correctly adjusted and working and follow company procedures to make any necessary adjustments
- 3 check the work area is clear, free from hazards and safe
- 4 check that materials are available for processing and follow company procedures to replenish supply if none is available
- 5 check that the area is clear to receive processed product

Use powered tools or equipment

- 6 check that the meat or meat products meet specifications and follow company procedures to deal with any problems
- 7 position the meat or meat products to make sure they will be cut safely, hygienically and with the minimum of waste
- 8 carry out cutting, slicing, sawing, skinning or chopping operation using the powered equipment in a safe and effective manner to produce a product that meets specifications and avoids waste
- 9 use the powered tool or equipment to cut and divide products to meet customer specifications and follow company procedures to deal with any problems
- 10 put the finished product and waste in the correct places.

Underpinning knowledge

The candidate will be able to explain:

- 1 main types of powered tools and equipment used for cutting, slicing, skinning, sawing and chopping
- 2 the purpose of using powered tools and equipment used for cutting, slicing, skinning sawing and chopping
- 3 types of personal protective equipment to be used when cutting, slicing, skinning, sawing and chopping
- 4 why it is important to make sure there is an even supply of materials
- 5 why it is important to make sure there is an even flow of production and removal of waste material
- 6 why it is important to minimise waste and deal with it in line with company procedures

- 7 safety requirements for using the main types of powered tools and equipment in slicing, cutting sawing, skinning and chopping operations
- 8 legal controls involved in slicing, cutting, sawing, skinning and chopping operations
- 9 controls involved in slicing, cutting, sawing, skinning and chopping operations.

Unit 334 Use powered tools or equipment for processing meat

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 preparing to use powered tools or equipment in accordance with workplace procedures
- 2 using powered tools or equipment in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Rationale

The aim of this unit is to enable the candidate to inject meat with solutions to make it tender, preserve it, increase its weight or flavour it. Flavour can be given to all the meat using an injection process without breaking it down into smaller pieces.

The solutions used for injection need to be carefully controlled since the ingredients can spoil the quality of the finished product if they are not injected correctly. Injection is a useful way of treating meat but if it is not carried out correctly, meat can be wasted.

The candidate will make sure that the meat is correctly injected to achieve the required result.

Practical skills

The candidate will be able to:

Prepare for injection of meat

- 1 assemble meat and the solution to be injected
- 2 check that the meat and solution meet customer or company specifications and follow company procedures to deal with any problems
- 3 check that the injection equipment is operating in the correct mode with the correct concentration of solution
- 4 check that there are facilities available to receive injected meat and follow company procedures to deal with any problems

Carry out injection of meat

- 5 start up the injection equipment safely and efficiently to meet the production schedule
- 6 position the meat correctly for injection
- 7 monitor the position of the meat presented to the injection needles
- 8 monitor the quality and concentration of the injection solution
- 9 follow company procedures to deal with any problems in presenting meat for injection or problems with the injection solution
- 10 transfer the injected meat to the correct area.

Underpinning knowledge

The candidate will be able to explain:

- 1 the purpose of injecting meat
- 2 what solutions are injected into meat
- 3 control of quality and concentration of injection solution
- 4 the relationship between injection patterns and penetration of solution throughout the meat
- 5 problems that might result from over-dispensation and under-dispensation of solution
- 6 functions of different solutions injected into meat
- 7 composition of brines
- 8 function of ingredients in solutions added to meat and meat products
- 9 types of injection equipment
- 10 procedures involved in the setting up and starting up of injection equipment
- 11 why it is important to monitor the presentation of meat to the injection needles
- 12 why it is important to monitor the quantity and concentration of solution injected
- 13 legal constraints on the addition of water to meat
- 14 controls involved in the injection process.

Unit 335 Inject meat

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 preparing for injection of meat in accordance with workplace procedures
- 2 carrying out injection of meat in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Rationale

The aim of this unit is to enable the candidate to prepare boneless meat for processing and shaping by massaging it.

Many meat and poultry products are made from selected meat trimmed of all fat and gristle, then arranged into a standard shape to meet customer expectations. To reform the shape of the meat it is massaged, often using solutions that flavour and bind the meat. Many meat manufacturing systems use massaging as one step in the process of presenting a standardised product.

Practical skills

The candidate will be able to:

Prepare to massage meat

- 1 assemble meat and other materials in preparation for massaging
- 2 check that meat and other ingredients meet customer or company specifications and follow company procedures to deal with any variations
- 3 check machinery and equipment needed for massaging and make sure it is clean and free from contaminants
- 4 check facilities are available to accept product when discharged and follow company procedures to deal with any problems

Carry out massaging of meat

- 5 start up machinery safely and efficiently and load it safely and hygienically
- 6 monitor the machinery to make sure the message sequence meets customer or company specifications after massaging and follow company procedures to deal with any variation
- 7 check that the product meets customer specifications after massaging and follow company procedures to deal with any variation
- 8 transfer the completed product to the correct area
- 9 make sure that the product is transferred to the next stage of production at the correct pace to meet production targets.

Underpinning knowledge

The candidate will be able to explain:

- 1 materials involved in massaging operations
- 2 uses of additional ingredients
- 3 principles of water and ingredient absorption
- 4 benefits of massaging meat
- 5 types of massaging processes
- 6 problems of over and under massaging meat
- 7 the effects of massaging on muscle tissue
- 8 machinery used for massaging meat
- 9 why it is important to select correct settings for speeds, times and mode of operation
- 10 the effects of massaging speeds and times and mode of operation on the final product
- 11 procedures involved in the starting up and setting up of massaging machinery
- 12 regulations relating to the massaging of meat
- 13 controls involved in the massaging process.

Unit 336 **Massaging boneless meat**

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 preparing to massage meat in accordance with workplace procedures
- 2 carrying out massaging meat in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Rationale

The aim of this unit is to enable the candidate to fill or extrude meat and meat-based mixtures. Meat that has been broken down and mixed with other ingredients sometimes needs packing together so that it keeps its shape before and during cooking. One way of packing meat together is called filling or extrusion.

Filling or extrusion involves forcing the meat mixture through machinery so that it emerges in a particular shape. The most common examples of meat products made in this way are some types of sausage.

The candidate will need to operate filling or extrusion machinery so that the products are consistent and meet customer specifications.

Practical skills

The candidate will be able to:

Prepare to fill or extrude

- 1 make sure product is available for filling or extrusion following customer specifications
- 2 check that products meet customer or company specifications and follow company procedures to deal with any problems
- 3 check the filling or extrusion equipment or machinery according to process requirements
- 4 make sure that equipment and machinery is clean and free from contaminants
- 5 check there are facilities available to receive filled or extruded products and follow company procedures to deal with any problems

Carry out filling or extrusion

- 6 load the equipment or machinery with meat product to be filled or extruded so that the pace of production is maintained
- 7 start up machinery or equipment safely and efficiently to meet the production schedule
- 8 operate the machinery or equipment safely and efficiently to meet the production schedule
- 9 operate the machine to fill or extrude product at the appropriate pace and the appropriate pressure for an even flow of production which minimises waste
- 10 control the production of extruded product in order to meet customer or company specifications
- 11 check that the product meets customer or company specifications and follow company procedures to deal with any problems.

Underpinning knowledge

The candidate will be able to explain:

- 1 types of filled or extruded products
- 2 purpose of carrying out filling or extrusion
- 3 containers used in the filling or extrusion process
- 4 methods of filling or extrusion of meat or meat-based materials
- 5 equipment used in the filling or extrusion process
- 6 why it is important to maintain steady pace of production
- 7 why it is important to maintain a steady pressure in the filling or extrusion process
- 8 faults encountered in the filling or extrusion process eg under-fill, overfill, air-locks, burst containers
- 9 why it is important to feed materials correctly into the filling or extrusion machinery and equipment
- 10 why it is important to control the discharge of filled or extruded material correctly
- 11 procedures for setting up and starting up filling or extrusion equipment
- 12 legal requirements relevant to filled or extruded products
- 13 controls involved in the filling or extrusion process.

Unit 337 Fill or extrude meat and meat-based mixtures

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 preparing to fill or extrude in accordance with workplace procedures
- 2 carrying out filling or extrusion in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Rationale

The aim of this unit is to enable the candidate to produce the specialist salted, flavour-enhanced and colour-enhanced products which are generally made in batches by curing or marinating processes. Examples of these products are dry-cured bacon, smoke flavoured meat and sausages and marinated ready to cook meals.

Treatment of these meat products requires a special set of skills to make sure that a consistent and attractive flavour and appearance is produced.

Practical skills

The candidate will be able to:

Prepare to cure or marinate meat products

- 1 check recipes, customer or company specifications and procedures to determine ingredients and production methods before curing or marinating
- 2 assemble all the ingredients required to cure or marinate meat products
- 3 check all ingredients against quality specifications and make sure they are safe and fit for use
- 4 check all equipment is available, clean, properly assembled and fit for use
- 5 select the correct weight of ingredients to be used following company procedures

Produce cured or marinated products

- 6 mix ingredients for curing or marinating meat products following company procedures
- 7 prepare meat for the curing or marinating process following company procedures
- 8 apply curing or marinating ingredients according to specifications
- 9 monitor the curing or marinating process against product and process specifications
- 10 check that curing or marinating is complete.

Underpinning knowledge

The candidate will be able to explain:

- 1 types of cured and marinated products
- 2 ingredients used in the production of cured and marinated products
- 3 the reasons why ingredients are mixed in a particular way
- 4 the reasons why meat is prepared in a particular way
- 5 the reasons why ingredients are applied to meat in a particular way
- 6 methods of production for cured and marinated products
- 7 why it is important to assemble all ingredients before curing and marinating
- 8 why it is important to weigh accurately or check the weight of all ingredients before curing and marinating
- 9 why it is important to check recipes, specifications and working procedures before curing and marinating
- 10 why it is important to check ingredients against quality standards before curing and marinating
- 11 why it is important to check that all equipment is clean, properly assembled and fit for use before carrying out curing and marinating
- 12 legislation relating to the curing or marinating of meat products.

Unit 338 Cure or marinate meat products

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 preparing to cure or marinate meat products in accordance with workplace procedures
- 2 producing cured or marinated products in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Rationale

The aim of this unit is to enable the candidate to establish individual customer's requirements and preferences for a meat orders. Candidates preparing customer orders will need to find out what their requirements and preferences are and then use the meat available to meet them.

Practical skills

The candidate will be able to:

Cut and prepare meat and meat products

- 1 identify the customer's needs and record them or get the recorded information which identifies the customer's needs
- 2 check the customer's requests, identify whether all requests can be met and follow company procedures to deal with any problems
- 3 select bulk meat or meat products of the quality and size required to meet the customer's needs
- 4 cut, trim and prepare meat or meat products to meet the customer's requirements
- 5 cut portions of meat or meat products in a way that minimises waste and leaves the remaining meat or meat products suitable and fit for use

Weigh, package and wrap meat and meat products

- 6 put the meat or meat product or products on the weighing equipment in a way that meets hygiene and food safety requirements
- 7 read the displayed weight, check that it meets the customer's requirements and if necessary make adjustments to the product to meet those requirements
- 8 follow company procedures to record the details of the meat or meat products provided for the order
- 9 select wrapping material to contain meat or meat products that will meet the needs of the product and the customer
- 10 package or wrap products to make sure their condition and integrity is protected
- 11 check that the order is complete and store it in the appropriate place ready for delivery or collection.

Underpinning knowledge

The candidate will be able to explain:

- 1 primal cuts of meat
- 2 types of joints, steaks, chops, slices and other portions of meat and meat products
- 3 quality features in the cutting of joints, steaks, chops, slices and other portions of meat and meat products
- 4 why it is important to use meat and meat products in accordance with a product shelf life cycle
- 5 why it is important to weigh accurately
- 6 problems of over and under weighing
- 7 why it is important to identify customer requirements
- 8 why it is important to fulfil customer requirements accurately
- 9 why it is important to keep cooked and uncooked meat separate

- 10 who to ask for help if you do not understand what the customer wants
- 11 how, and why it is important, to select joints and portions to maximise profitability
- 12 why it is important to minimise waste when cutting and preparing meat
- 13 advantages and disadvantages of trimming to customer requirements
- 14 legislation relating to weighing and production of orders
- 15 critical controls involved in the cutting weighing and preparing of meat to customer requirements.

Unit 339 Prepare meat or meat product orders for customers

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 cutting and preparing meat and meat products in accordance to workplace procedures
- 2 weighing, packaging and wrapping meat and meat products in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Rationale

The aim of this unit is to enable the candidate to develop the skills and knowledge retail butchers need to choose and cut carcasses, sides or quarters of beef, veal, lamb, pork or poultry into primal joints and into joints suitable for sale.

The candidate will develop a wide range of butchery skills to carry out butchery in a retail outlet and without unnecessary waste.

Practical skills

The candidate will be able to:

Carry out primary butchery

- 1 select carcasses, sides or quarters from which primal cuts can be produced with the minimum of wastage
- 2 position carcase, sides or primals correctly for cutting safely and hygienically
- 3 separate primal cuts from carcasses, sides or quarters using appropriate tools and equipment following company procedures
- 4 trim primal cuts and prepare them for secondary butchery or sale
- 5 store primal cuts ready for secondary butchery hygienically and safely

Carry out secondary butchery

- 6 carry out boning on primal cuts following company procedures
- 7 trim primal cuts following company procedures
- 8 carry out finishing operations on primal cuts in preparation for sale
- 9 store meat and meat products safely and hygienically in the retail outlet
- 10 minimise waste and optimise the appearance of all meat prepared for sale.

Underpinning knowledge

The candidate will be able to explain:

- 1 selection of sides, carcasses, quarters for the production of specified primal cuts
- 2 primal cuts of beef or lamb or pork or poultry or veal or any other species you are working with and their names
- 3 quality factors involved in the production of primal cuts
- 4 storage of primal cuts
- 5 cutting lines and anatomical markers involved in the production of primal cuts
- 6 preparation of primal cuts for secondary butchery or for sale
- 7 the position and names of bones of the carcasses of cattle or sheep or pigs or venison or any other species you are working with
- 8 purpose of boning primal cuts
- 9 quality factors involved in boning operations
- 10 purpose of trimming meat
- 11 quality factors involved in trimming operations
- 12 what happens to trimmings and gristle
- 13 purpose of rolling, shaping, tying, scoring, netting of cuts for retail sale
- 14 methods of storing meat and meat products

- 15 why it is important to minimise waste and enhance the appearance of cuts of meat for retail sale
- 16 tools and equipment and their use in the production of primal cuts
- 17 why it is important to wear personal protective equipment when carrying out primary butchery.

Unit 340 Carry out butchery in a retail outlet

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 carrying out primary butchery in accordance with workplace procedures
- 2 carrying out secondary butchery in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Unit 341

Manufacture meat products in a retail outlet

Rationale

The aim of this unit is to enable the candidate to produce sausages, burgers and other meat based products in retail outlets. This unit covers the production of these items in the sort of quantities a retailer might manufacture. It also covers processes used in the production of other more complex products such as pork pies, cooked meat products, pastes and brawns.

Practical skills

The candidate will be able to:

Prepare to manufacture meat products

- 1 check recipes, specifications and working procedures to determine ingredients and production methods before manufacturing
- 2 assemble all the ingredients to manufacture meat products
- 3 check all the ingredients against quality specifications and make sure they are safe and fit for use
- 4 check all equipment is available clean, properly assembled and fit for use
- 5 weigh ingredients to be used for manufacturing following company procedures

Manufacture meat products

- 6 size reduce meat for manufacturing products
- 7 mix product ingredients into specific meat products
- 8 form meat for manufacturing meat products
- 9 meet company specifications for mixing, size reduction and forming
- 10 produce meat products ready for retail sale.

Underpinning knowledge

The candidate will be able to explain:

- 1 types of manufactured products produced in retail outlets
- 2 uses of ingredients
- 3 uses of seasonings
- 4 purpose and practices of mixing operations
- 5 purpose and practices of size reduction operations
- 6 purpose and practices of forming operations
- 7 methods of production for manufactured products produced in retail outlets
- 8 why it is important to assemble all ingredients before manufacturing
- 9 why it is important to weigh all ingredients accurately before manufacturing
- 10 why it is important to check recipes, specifications and working procedures before manufacturing
- 11 why it is important to check ingredients against quality standards before manufacturing
- 12 why it is important to check cleanliness, proper assembly and fitness for use of all equipment before carrying out manufacturing operations
- 13 legislation relating to preservatives in manufactured products.

Unit 341 Manufacture meat products in a retail outlet

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 preparing to manufacture meat products in accordance with workplace procedures
- 2 manufacturing meat products in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Rationale

The aim of this unit is to enable the candidate to present raw and processed portion controlled meat products for sale in the most attractive way for customers. After the products have been cut and prepared they are generally presented in a way that is specified by the retailer's merchandising plan.

The candidate will require skills to select the right meat for packing and to pack it efficiently and to present it in a way that meets specifications.

If the meat is being presented directly for retail sale, the candidate must use creativity to present it so it appeals directly to customers. The candidate will therefore need to understand customers' preferences for presentation of meat products.

Practical skills

The candidate will be able to:

Prepare to pack meat products

- 1 select materials, tools and equipment to prepare meat presentation
- 2 check that the meat or meat product is available and follow company procedures to deal with any problems
- 3 check that there is sufficient space to work on presentation and that it is clean and free from contaminants and follow company procedures to deal with any problems
- 4 check that packaging is available for presenting meat products and follow company procedures to deal with any problems
- 5 check there is a suitable area available to receive the end product and follow company procedures to deal with any problems
- 6 select products for presentation that meet customer or company specifications

Present meat products for sale

- 7 arrange products to meet customer or company specifications and minimise waste
- 8 assemble batches of product in the numbers, sizes and to the quality specified
- 9 select, arrange and present product for presentation for sale at a pace which meets production schedules
- 10 check the appearance of the end product against customer or company specifications and follow company procedures to deal with any problems
- 11 transfer product that has been arranged for presentation to the correct area.

Underpinning knowledge

The candidate will be able to explain:

- 1 purpose of assembling raw or processed meat products for presentation for sale
- 2 types of raw or processed meat products assembled for presentation for sale
- 3 visual checks to be made on raw or processed meat products presented for sale
- 4 the types of contaminant that may be present
- 5 why it is important to produce end products that meet customer or company specifications
- 6 Why it is important to arrange products to meet customer or company specifications
- 7 customer expectations of pre-assembled raw processed meat or meat products
- 8 types of packaging or container used to contain or display
- 9 suitable facilities for receiving presented products
- 10 equipment used in the assembly of raw or processed meat products to be presented for sale
- 11 legal requirements relating to the assembly of raw or processed products for the purpose of sale
- 12 legal requirements of labelling information
- 13 controls involved in the assembly of raw or processed products for the purpose of sale.

Unit 342 Pack meat products for retail sale

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 preparing to pack meat products in accordance with workplace procedures
- 2 presenting meat products for sale in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. Food Safety Management System)
- reviewing the outcomes of work
- checking any records of documents completed

Unit 342 Pack meat products for retail sale

Evidence Requirements

In order to be assessed as competent candidates **must** demonstrate to their assessor that they can consistently perform to the requirements set out below. Performance evidence must include at least one observation by their assessor.

Candidates will need to show evidence of:

- 1 preparing to carry out trimming in accordance with workplace procedures
- 2 trimming meat cuts in accordance with workplace procedures

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.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning
- evidence from company systems (e.g. 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

Appendix 1 Accreditation, national frameworks and qualification level descriptors

Please visit the following websites to find information on accreditation, national frameworks and qualification level descriptors in each country.

Nation	Who to contact	Website
England	The Qualifications and Curriculum Authority	www.qca.org.uk
Scotland	The Scottish Qualifications Authority	www.sqa.org.uk
Wales	The Department for Education, Lifelong Learning and Skills Wales	www.new.wales.gov.uk
Northern Ireland	The Council for Curriculum, Examinations and Assessment	www.ccea.org.uk

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