
Overview

This standard is about the skills and knowledge needed for you to assess teams and individuals to support your organisation's drive to improve food operations. Assessment of individuals within teams and teams within the organisation is integral to increasing productivity and success of manufacture, processing and supply within the food supply chain. Good training is important where the implementation of change, improvement, new practice, targets and a performance driven culture creates challenges for individuals and the dynamic of teams.

You will need to show and understand how you can develop plans for assessing competence of teams and individuals. You will need to be able to judge evidence against agreed standards to make assessment decisions. You will need to show and understand that you can give teams and individuals valid feedback about your assessment decisions and provide follow up support where necessary.

This standard is for you if you assess teams and individuals for improvement working in food or drink operations including manufacturing, processing, packaging or supply chain activities. You may have responsibilities for aspects of organisational improvement in a training and development, team leadership or management role.

Performance criteria

You must be able to:

Develop procedures to assess the competence of teams and individuals

1. agree assessment plans that underpin your organisation's drive for improvement with the relevant personnel
2. identify how to protect confidentiality and agree arrangements to deal with sensitive issues in accordance with organisational protocols
3. agree how you will handle any difficulties and disputes in accordance with organisational protocols
4. review and update assessment plans in accordance with improvement plans

Judge evidence against criteria to make assessment decisions

5. use agreed assessment methods to assess competence in line with the improvement plan and objectives
6. confirm that the evidence is authentic and comes from the work of teams and individuals
7. collect evidence from relevant personnel involved in the assessment process in accordance with procedures
8. take the evidence relating to performance and knowledge from as many relevant places as possible to support the validity of evidence
9. record the outcomes of assessment by using the agreed recording system
10. defer to the appropriate person if there is a disagreement about your assessment or in learners' performance in accordance with procedures

Provide feedback and support to teams and individuals on assessment decisions

11. deliver feedback at an appropriate time and place and in a constructive and encouraging way in accordance with procedures
12. give advice on how to improve skills, knowledge and evidence when it is difficult to prove competence

Assess teams and individuals for improvement in food operations

Knowledge and understanding

You need to know and understand:

1. your organisation's improvement strategy and objectives
2. how assessment is important in delivering improvement objectives
3. how to measure existing levels of competence
4. the importance of making and completing assessments of performance and knowledge in relation to your organisation's drive for improvement
5. how to involve teams and individuals in planning assessments
6. how to accurately assess performance against specific parts of a standard or learning outcomes
7. the importance of checking that the evidence is the work of teams or individuals
8. how to give constructive feedback on existing levels of competence and what needs to be done to achieve full competence
9. how to use language which is appropriate to the competence of your team and individuals and does not discriminate against them
10. how to meet the assessment needs of teams and individuals
11. the importance of encouraging questions and obtaining advice
12. why it is important to maintain your own levels of competence in contributing to your organisation's drive for improvement
13. how to update your skills and knowledge in current assessment practice

Assess teams and individuals for improvement in food operations

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