

## Carry out handovers in the spirits industry

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### Overview

This standard covers the exchange of all relevant information during the process of carrying out a handover or taking over a task.

The information includes both what has occurred and what may have to happen in order to maintain continuity of output. This can include shift handover and cover for absence and breaks. Shift changes are a critical time in a production environment. Changes in staff need to be carried out safely and efficiently, minimising downtime. Carrying out the handover of tasks must be undertaken in accordance with organisational standards and compliance requirements.

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## Performance criteria

*You must be able to:*

1. carry out handovers in accordance with relevant organisational health and safety requirements, quality standards, environmental standards and Revenue and Customs requirements during task handover
2. undertake task handover in accordance with organisational requirements
3. liaise with colleagues to determine the current state of production, including any production problems
4. provide information during task handover to relevant colleagues, including comments relating to the productivity, quality, compliance or general running of the operation
5. obtain required information during handover and confirm it is understood by self and colleagues
6. communicate with relevant colleagues during the handover process in accordance with organisational requirements
7. complete all records in accordance with organisational procedures

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## Knowledge and understanding

*You need to know and understand:*

1. how to carry out handovers in accordance with the current legislation and the organisational health and safety, hygiene, environmental, quality standards and instructions, Revenue and Customs requirements
2. the consequences of not meeting the relevant regulatory requirements
3. the operation of the quality systems relevant to the work area
4. the production schedules relevant to the work area
5. the specified operational process to meet quality standards and what may happen if they are not met
6. the origins and destinations of materials and products in relation to the handover
7. the reasons why it is important both to provide and interpret information and what may happen if this is not done
8. how to complete records in accordance with organisational requirements
9. what should be communicated, to whom and why it should be done
10. the limits of your authority and the consequences of exceeding them

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