

Competency Standards for Caribbean Vocational Qualifications (CVQ)

CCAGP10104 Level I in Agro-Food Processing

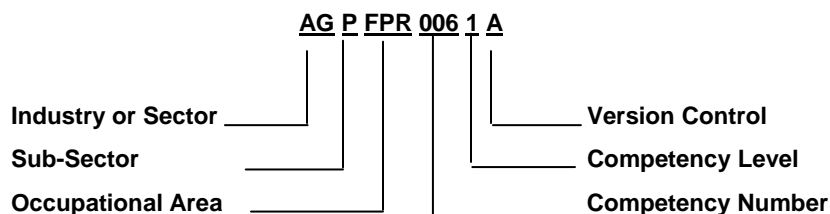
Unit Number	Unit Title	Mandatory/Elective	Hours
THHCOR0021B	Follow health, safety and security procedures	Mandatory	20
THHCOR0041A	Follow workplace hygiene procedure	Mandatory	15
AGPFPR0031A	Receive and handle raw material	Mandatory	10
AGPFPR0121A	Process dried products	Mandatory	20
AGPFPR0131A	Prepare/process pickled and salted products	Mandatory	20
AGPFPR0061A	Participate in food process plant hygiene and sanitation maintenance	Mandatory	20
AGPFPR0041A	Pre-process raw materials	Mandatory	15
BSSREO0131A	Perform stock control procedures	Mandatory	15
AGPFPR0191A	Work in a team	Mandatory	10
ITICOR0011A	Carry out data entry and retrieval procedures	Mandatory	40
AGPFPR0182A	Manage and maintain closing machine	Mandatory	20
THHCOR0011A	Work with colleagues and customers	Elective	20
AGPFPR0352A	Describe and analyse data using mathematical principles	Elective	20
AGPFPR0452A	Operate a drying process	Elective	15
AGPFPR0442A	Operate a form fill and seal process	Elective	20
AGPFPR0172A	Carry out retort and cooling down operations	Elective	50
BSBSBM0012A	Craft personal entrepreneurial strategy	Elective	50

To achieve this qualification all Mandatory competency standards plus a minimum of three electives from level two must be achieved.

Nominal Training Hours (Institutional Delivery) include total hours of Mandatory and Elective competencies selected.

Legend to Unit Code

Example: AGPFPR0061A



KEY: **Man – Mandatory; SBM – Small Business Management; BSB - Business Sector (Business); ITI - Information Technology (Information); THH – Tourism & Hospitality (Hospitality); AGP – Agro-Processing; FPR – Food Processing; REO - Retail Operations; BSS – Business Services (Services)**

THHCOR0021B: Follow health, safety and security procedures

Competency Descriptor:

This unit deals with the skills and knowledge required to follow health, safety and security procedures. This unit applies to all individuals working in the tourism and hospitality industries. It also covers basic first aid

Competency Field: Hospitality

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Follow workplace procedures on health, safety and security	1.1 Health, safety and security procedures are correctly followed in accordance with enterprise policy and relevant regulations and insurance requirements. 1.2 Breaches of health, safety and security procedures are identified and promptly reported. 1.3 Any suspicious behaviour, packages or occurrences are promptly reported to the designated person.
2. Deal with emergency situations	2.1 Emergency and potential emergency situations are promptly recognised and required action is determined and taken with scope of individual responsibility. 2.2 Emergency procedures are correctly followed in accordance with enterprise procedures. 2.3 Basic first aid is performed following recommended procedures. 2.4 Assistance is promptly sought from colleagues and/or other authorities where appropriate. 2.5 Details of emergency situations are accurately reported in accordance with enterprise policy.
3. Maintain safe personal presentation standards	3.1 Personal presentation takes account of the workplace environment and health and safety issues.
4. Provide feedback on health, safety and security	4.1 Issues requiring attention are promptly identified. 4.2 Issues are raised with the designated person in accordance with enterprise and legislative requirements.

RANGE STATEMENTS

This unit applies to all tourism and hospitality sectors.

Health, safety and security procedures may include but are not limited to procedures for:

- emergency, fire and accident
- hazard identification and control
- use of personal protective clothing and equipment
- safe sitting, lifting and handling
- security of documents, cash, equipment, people
- key control systems

Basic first aid is applied to:

- cuts
- simple burns (water, steam, fire)
- bruises
- choking
- sprains

Workplace environment and health and safety issues include but are not limited to:

- appropriate personal grooming and hygiene
- appropriate clothing and footwear

Emergency situations may include but are not limited to:

- bomb threats
- deranged customers
- accidents
- robbery
- fire
- armed hold up
- floods
- earthquakes

First aid applications include:

- bandages
- cold pack
- Heimlich maneuver
- removing/lifting injured persons

EVIDENCE GUIDE

Competency is to be demonstrated by applying health, safety and security procedures in accordance with the performance criteria and the range listed within the range of variables statement.

(1) Critical Aspects and Evidence

Evidence should include a demonstrated understanding of the importance of working in accordance with health, safety and security procedures, and of the potential implications of disregarding those procedures

(2) Pre-requisite Relationship of Units

This is a core unit that underpins effective performance in all other units. It is recommended that this unit is assessed/trained in conjunction with other operational and service units.

(3) Underpinning Knowledge and SkillsKnowledge

Knowledge of:

- industry/sector insurance and liability requirements in relation to individual
- staff responsibilities
- relevant occupational health and safety regulations in relation to obligations of employers and employees
- common health, safety and activity procedures in tourism and hospitality workplaces
- major causes of workplace accidents relevant to the work environment
- Basic first aid applied to cuts, simple burns (fire, water, steam); bruises, choking, sprains

Skills

The ability to:

- follow health, safety and security procedures in tourism and hospitality workplaces
- identify major causes of workplace accidents relevant to the work environment
- identify and appropriately deal with security risks in the work environment

(4) Resource Implications

The following resources should be made available:

- hospitality environment (simulated or actual enterprise)

(5) Method of Assessment

Competency shall be assessed while work is undertaken under direct supervision with regular checks, but may include some autonomy when working as part of a team.

Competencies in this unit may be determined concurrently.

Assessment must be in accordance with the performance criteria.

(6) Context of Assessment

This unit may be assessed on or off-the-job. Assessment should include practical demonstration either in the workplace or through a simulation. This should be supported by a range of methods to assess underpinning knowledge.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
<ul style="list-style-type: none"> Carries out established processes Makes judgement of quality using given criteria 	<ul style="list-style-type: none"> Manages process Selects the criteria for the evaluation process 	<ul style="list-style-type: none"> Establishes principles and procedures Evaluates and reshapes process Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 1	
Plan and organise activities	Level 1	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

THHCOR0041A: Follow workplace hygiene procedure

Competency Descriptor:

This unit deals with the skills and knowledge required to follow the key hygiene procedures, which apply in many sectors of the hospitality industry. It is particularly relevant to the Kitchen, Housekeeping, Food & Beverage and some Tour Operations.

Competency Field: Hospitality

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Follow hygiene procedures	1.1 Workplace hygiene procedures are strictly followed in accordance with enterprise standards.
	1.2 Handling and storage of all items is completed in accordance with enterprise standards and proper hygiene practices.
2. Identify and prevent hygiene risks	2.1 Potential hygiene risks are promptly identified and dealt with appropriately.
	2.2 Action is taken to minimise or remove risks identified within the scope of individual responsibility.
	2.3 Hygiene risks beyond the control of individual staff members are promptly reported to the appropriate person for follow up.

RANGE STATEMENTS

This unit applies to various hospitality sectors.

Hygiene procedures may be related to:

- food
- beverage
- linen
- handling of garbage
- cleaning procedures
- personal activities on-the-job

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to effectively follow workplace hygiene procedures in accordance with the performance criteria and the range listed within the range of variables statement.

(1) Critical Aspects and Evidence

Look for:

- understanding of the importance of following hygiene procedures and of the potential implications of
- disregarding those procedures
- knowledge of practical workplace examples
- ability to follow established procedures

(2) Pre-requisite Relationship of Units

- Nil

(3) Underpinning Knowledge and SkillsKnowledge

Knowledge of:

- factors which contribute to hygiene problems
- general hazards in the handling of food, including major causes of food poisoning
- overview of relevant regulations in relation to food hygiene
- typical hygiene control procedures in the hospitality industry

Skill

The ability to:

- follow hygiene procedures
- identify and prevent hygiene risks

(4) Resource Implications

The following resources should be made available:

- food and beverage service environment (simulated or actual enterprise)

(5) Method of Assessment

Competency shall be assessed while work is undertaken under direct supervision with regular checks, but may include some autonomy when working as part of a team.

Competencies in this unit may be determined concurrently.

Assessment must be in accordance with the performance criteria.

(6) Context of Assessment

This unit may be assessed on or off-the-job. Assessment should include a range of methods to assess underpinning knowledge.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

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Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 1	
Plan and organise activities	Level 1	
Work with others and in team	Level -	
Use mathematical ideas and techniques	Level -	
Solve problems	Level -	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

AGPFPR0031A: Receive and handle raw material

Competency Descriptor:

This is a unit developed specifically for the fruit and vegetable processing sector. It covers processes such as inspecting, cleaning, sorting, and grading, as well as weight, volume and quantity verification.

Competency Field: Agro-Food Processing

ELEMENT OF COMPETENCY		PERFORMANCE CRITERIA	
1.	Inspect raw materials used in production	1.1	Type and quality of materials are confirmed and identified
		1.2	Receiving equipment / system used to collect / convey / transfer materials to receiving / or required location
		1.3	Materials are inspected to confirm compliance with quality requirements
		1.4	Non-conforming materials are identified and removed
2.	Grade and sort materials	2.1	Materials are sorted and graded to meet production requirements.
		2.2	Waste material non-compliant is collected, treated and / or disposed of according to company and legal environmental procedures.
3.	Volume / Weight quantities, verification of these quantities	3.1	Confirm equipment available and ready for operation.
		3.2	Cleaning and maintenance requirements and status are identified and confirmed.
		3.3	Equipment components and related attachments are fitted and adjust to meet operating requirements.
		3.4	Parameters are confirmed; calculators and computer software packages are confirmed, ready for mathematical operation.
		3.5	Raw materials are weight, measured and checked according to given criteria.
		3.6	Measuring instruments/equipment are accurately read and recorded.

- 3.7 Report prepared correctly and made available within given time.
- 3.8 The work is done in accordance with company procedures legal
- 3.9 Requirements, environment requirement, international and industrial agreements.
- 3.10 Materials are weight or measured as per company policy to meet production standards.
- 3.11 Weight/Volume verification is recorded to determine production requirements and efficient.
- 3.12 Raw materials are stored according to company policy.

RANGE STATEMENT

These variables provide advice on interpretation of the scope, and context of this competence. It requires the trainee /worker to be acquainted with:-

- Work is done in accordance with company procedures, legal Requirements, environmental requirements, international and industrial agreements
- Cleaning methods include washing (wet) and dry cleaning (with brushes, etc.)
- Transporting equipment / system may include boxes, conveyor belt, water flumes, and pumped systems.
- Inspection is by visual inspection.
- Information may be written, oral or posted on screens / notices

Weight volumes quantities verification.

- Solid
- Liquids
- grains

Storage of raw materials.

- Temporary holding
- Long term

EVIDENCE GUIDE

Competency is to be demonstrated by effectively reading and interpreting drawings to locate or identify nominated features or functions in accordance with the performance criteria and the range listed within the range of variables statement.

(1) Critical Aspects and Evidence

- Operate transporting equipment/system as is company policy.
- Sort, size and grade to meet specification/quantity requirements.
- Identify non-compliance/out of specification and take appropriate corrective action.
- Sort, collect, treat, recycle or dispose of non-complaint materials based on legal and environment requirements.
- Maintain work area and equipment to meet good manufacturing practices.
- Confirm type of raw materials through identity codes and standards if identity for raw materials.
- Confirm that raw materials have been sorted, graded, and cleaned.

(2) Pre-requisite Relationship of Units

- Nil

(3) Underpinning Knowledge and Skills

Knowledge

Knowledge of:

- Link between raw materials receiving and the other related processes.
- Raw materials specifications and quality requirements.
- Raw materials conveyance system, basic principle and how it relates to the other conveying systems in the process.
- Cleaning materials and methods used in the cleaning process. This includes both wash and dry cleaning methods and reasons for selecting both or one or the other.
- Consequences of inadequate cleaning procedures.
- What type of methods used to identify non-complaint materials and how it is handled?
- Sizing and grading criteria and the procedure.
- Materials handling requirements as is required legally and workplace specifications.
- Hazard Critical control points.
- Environmental issues and legal international and local requirements
- Legal (Company) workplace procedures and responsibility for reporting on non-conforming materials

Skills

The ability to:

- Identify and confirm cleaning maintenance requirements status.
- Weigh, measure and check raw materials according to given criteria.
- Prepare report correctly.
- Raw materials are weight, measured send check according to given criteria.
- Read and record measuring instrument accurately.
- Inspect materials to meet compliance quality requirements.
- Store raw materials according company policy.

(4) Resource Implications

- Accessing to workplace information as to identity raw materials specification and quantity requirements.

(5) Method of Assessment

- The practical aspects must be assessed in an actual work place context. Theoretical components maybe assessment of the job.

(6) Context of Assessment

This unit must be assessed on the job/in actual food processing establishment.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1	Level 2	Level 3
<ul style="list-style-type: none"> • Carries out established processes • Makes judgement of quality using given criteria 	<ul style="list-style-type: none"> • Manages process • Selects the criteria for the evaluation process 	<ul style="list-style-type: none"> • Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 1	
Plan and organise activities	Level 1	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

AGPFPR0121A: Process dried products

Competency Descriptor:

This unit is developed for the processing of dried products. It covers the skills and knowledge required for preparing and operating a process for producing dried products.

Competency Field: Agro-Food Processing

ELEMENT OF COMPETENCY		PERFORMANCE CRITERIA	
1.	Prepare for drying operation	1.1	Product and materials are confirmed and available to meet the production process.
		1.2	Product and materials are prepared to meet production requirements.
		1.3	All services are confirmed as available and ready for operation.
		1.4	Equipment is checked to confirm readiness for use.
		1.5	The process must meet production requirement.
2.	Operate and Check the drying Process	2.1	The processing process starts according to company procedures.
		2.2	Critical Control points are established to monitor production to insure that performance is maintained within specifications.
		2.3	All processes meet process schedules specification outline by flowchart.
		2.4	Equipment is monitored to ensure good manufacturing practices and conditions.
		2.5	Out – of – specification products, processes and equipment performances are identified, rectified and / or reported appropriately.
3.	Shut down the Processing Operation	3.1	The process is shutdown according to company's schedule process procedures
		3.2	Equipment is dismantled and cleaned

- | | | |
|----|--------------------|---|
| | 3.3 | Waste generated by the process and cleaning procedures is collected, treated and disposed of or recycled according to work place procedures |
| | 3.4 | Work – in – progress and workplace information is recorded on the appropriate recording forms |
| 4. | Record Information | |
| | 4.1 | Company / workplace is recorded in the way required |
| | 4.2 | End of batch procedure, involves product identification to insure health and safety. |

RANGE STATEMENTS

These variables try to show how to interpret the scope and context of the dried product-processing unit of competence

Work is carried out in accordance with company procedures, technical requirements and legal requirements

Information on GMP / SOPs, product specification, production schedules, technical information on production.

Information may be given by:

- Company or technical manuals
- supervisor or other experienced operators in the workplace
-

Equipment includes:

- dryers – mechanical steam hot air
- solar dryers
- electrical dryers,
- refractometers
- static strainers
- screens

Product and materials include:

- wide range of fruit and vegetable materials

Including fermentations:

- Sulphur dioxide
- Organic acids
- Sugars
- calcium chloride
- yeast phosphates

Services include:

- electric power
- water, compressed air
- inert gases for packaging

- Sanitation and hygiene standards, health and safety requirements. Checking the operation and calibration of measuring instruments

- Process set up, operation and monitoring functions may involve understanding manual processes or the use of automated process control systems
- Critical Control Points monitored and controlled. Food safety, quality and regulatory controlled points is a must
- Information systems may be print or other methods

Work may involve:

- exposure to chemicals/heat (steam) hazardous/dangerous conditions
- electricity/sun vapours

EVIDENCE GUIDE

This identifies the skills and knowledge to be demonstrated to confirm competence for this unit. It is also necessary to take into account the range of variables when checking on worker / trainee competence.

(1) Critical Aspects and Evidence

- Access company and technical information to identify processing requirements
- Use of proper personal protective clothing and / or requirement
- Ensure / confirm / identify supply of necessary product and materials and services
- Liaise with other work areas
- Prepare product and materials as is required

Inspect materials for use in production

- type and quality of materials
- materials are inspected to confirm compliance and quality requirements
- non-conforming materials are identified and removed

Grade and sort materials

Materials are sorted, peeled, graded to meet production requirements.

- Waste is collected, treated and / or disposed of according to workplace procedures

Records of production

- Weights and volumes of raw materials used
- Weights and volumes of waste material
- These recorded to calculate production parameters according to workplace requirements
- Refract meter / Temperature records of production, treatment of processing solutions
- Heat processing times, blanching correct time and temperature
- Critical Control points product in solution secured to insure health and safety and quality product as per technical and company requirements

Dried product process

Prepare equipment

Cleaning and sanitizing of dryer and adjunct equipment – trays, racks, etc

- Special position of products on the trays / racks in the dryer. Fruits and vegetables, fish and other products
 - Check drying conditions / parameters of temperature, humidity, using thermometers, computer controlled or manual systems
 - Position of solar dryers – re: sun position
 - Product is monitored to insure drying to correct texture, water activity, taste, colour, health and safety
 - Product is removed from dryer and allowed to equilibrate to ambient temperature
 - Packaging and labelling and storage to prevent hygroscopic rehydration or contamination
 - Monitor the process and equipment operation to identify out – of – specification results or non-compliance
- (a) The drying tray rotation
 - (b) Drying efficiencies
 - (c) Available heat
 - (d) Product loss
 - (e) Dilution
 - (f) Oxidation / flavour changes
 - (g) Product characteristics, (moisture, texture, solids content, case hardening, etc)
 - Shutdown equipment in response to any emergency situations
 - Shutdown in response to routine shut down requirements
 - Maintain workplace good manufacturing / housekeeping standard

Cleaning of Equipment: - may include:

Dismantling of equipment:

- Removing attached waste
- Clean and sanitize equipment
- Take samples
- Test samples
- Routine maintenance
- Insure environmental compliance of process procedures.

(2) Pre-requisite Relationship of Units

- Nil

(3) Underpinning Knowledge and SkillsKnowledge

Knowledge of:

- Product and materials preparation requirements and effect of variation on the process
- Main methods used in the drying process
- Salting, sugaring and fermentation reaction
- Techniques that may be manipulated to process the best quality product characteristics
- Process deviations and corrective action
- Red tag / lock out procedures
- Recording procedures of problems
- Waste handling requirements and procedures
- Environmental concerns.

Skill

The ability to:

- Prepare the drying process for operation.
- Operate and check the processing process.
- Carry out shut down operations.
- Maintain records.

(4) Resource Implications

Food processing environment (actual or simulated).

(5) Method of Assessment

The practical aspects must be assessed in an actual work place context. Theoretical components maybe assessed on the job.

(6) Context of Assessment

- This unit must be assessed on the job/in an actual food processing establishment.

CRITICAL EMPLOYABILITY SKILLS

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Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

AGPFPR0131A: Prepare/process pickled and salted products

Competency Descriptor:

This unit relates to the skills and knowledge required to prepare or process pickled and salted products.

Competency Field: Agro-Food Processing

ELEMENT OF COMPETENCY		PERFORMANCE CRITERIA	
1.	Prepare the System for Operation	1.1	Supply of materials confirmed to meet production and packaging requirements.
		1.2	All essential services are confirmed – power, water, etc. are ready for the process operation.
		1.3	Equipment is checked to confirm health and safety, hygiene and sanitation readiness for use in production.
		1.4	Raw materials are inspected and confirmed compliant with quality requirements.
		1.5	Non-conforming materials are identified and removed.
2.	Grade and Sort Materials	2.1	Materials are sorted and graded to meet production quality.
		2.2	Waste is collected, treated and disposed of according to company procedures and / or legal environmental regulations standards requirements.
3.	Operate and Monitor the MUST Processing Process	3.1	Weights / Volumes taken and recorded as by workplace requirements
		3.2	Samples of product (raw materials) and pickling solutions are taken and tested to insure that they are within specifications.
		3.3	Out – of – specification results are treated as per company rules- any deviation must be reported and corrections taken recorded.
		3.4	Product is handled in accordance with workplace hygiene and sanitation requirements.
		3.5	Proper storage of product identified as required.

- 4. Prepare pickled poultry meat and fish
 - 4.1 Containers are cleaned properly.
 - 4.2 The raw material is correctly prepared for pickling.
 - 4.3 The pickling medium is correctly prepared.
 - 4.3 The pickling solution is correctly sampled for testing.
 - 4.4 Pickling medium is applied in the correct proportion and using the appropriate method.
 - 4.5 The product is properly formed using appropriate method as necessary.
 - 4.6 The pickled product is placed in the proper location and held for the correct time.
 - 4.7 Adjustments are correctly made to the pickling solution or product as instructed.
 - 4.8 The pickled product is properly removed for further processing, packaging or storage.
- 5. Prepare salted poultry, meat and fish
 - 5.1 Containers are cleaned properly.
 - 5.2 The product is properly covered in salt on all sides.
 - 5.3 The salinity of salt solution is correct.
 - 5.4 Salt is correctly added to top up the container.
 - 5.5 Cured products are properly removed for further processing or packaging.
- 6. Prepare pickled vegetables fruits and tubers
 - 6.1 Containers are properly cleaned.
 - 6.2 Raw material is correctly prepared.
 - 6.3 Pickling medium is correctly prepared for type product.
 - 6.4 Pickled product is placed in correct location.
 - 6.5 Sampling and testing are correctly done.

		6.6	Pickling solution is correctly adjusted as required.
		6.7	Packaging or further processing of product is correctly carried out.
7.	Identify Sources of Contamination and Spoilage	7.1	Contamination and cross-contamination rules are identified and steps taken to reduce this risk.
		7.2	Corrective action taken when contamination is identified in accordance with company and regulatory requirements.
8.	Maintains work place Hygiene and Sanitation requirements	8.1	Personal hygiene practices are outlined by company rules and requirements
		8.2	Workers / trainees work is coordinated hygienically in accordance with company policy and requirements.

RANGE STATEMENTS

This statement on the extent of variables provides details of scope of the elements and performance criteria to allow for differences with the pickling enterprises and specific Companies. This reflects on the practices, knowledge and requirements. The variables focus on the assessment process as it relates to pickling.

Operation Health and Safety requirements:

- Legal – Public Health (Min. Of Health) Regulations and Guidelines for the Meat Industry
- Requirements as set out by the Bureau of Standards Act
- Public Health guidelines on meats for human consumption
- Local Parish Council regulations
- Public Health Inspectors guideline for processing

Personal hygiene and protective equipment:

- Uniforms
- Waterproof clothing
- Work and Safety / waterproof footwear
- Protective hand and head and hair covering

Hygiene and Sanitation requirements:

- Company regulations
- Government regulations

Company workplace requirements include:

- Work instructions
- Standard operating procedures
- Government requirements re: Health and Safety
- Quality assurance requirements
- The ability to perform the task to production standards

Products include pickled/salted:

- Meat
- Poultry
- Fish
- Vegetables
- Fruits
- Peppers
- Gingers
- Onion
- Heat garlic
- Mushroom
- Papaya

Pickling method:

- Submerging
- Injecting

Pickled media:

- Wet
- Dry

Forms:

- Plastic tubing
- Plastic mesh bags
- Metal casing

Pre-preparation methods include:

- Cutting
-

Contamination Sources may include:

- Physical contaminants such as dust, grease, excreta, etc.
- Foreign bodies
- Chemical agents – cleaning chemicals, pesticides.
- Microbiological and biological agents, - bacteria, flies, etc.
- Raw materials such as sugar, salt etc.

Steps taken to reduce the risks include:

- Hand washing
- Good manufacturing and housekeeping practices
- Maintaining clean clothing and good personal hygienic practices
- Raw material sources properly identified and confirmed.

Corrective action taken:

- Trimming product
- Disposing of contaminated product

Meat processing area:

- Design of the area
- Floors – non-skid
- Boning area
- Lighting of area
- Water clean/potable

Routine reports may be:

- In everyday language for the industry, mathematical, technical and scientific terms commonly used
- Good oral presentation
- Written in standard format as per Company requirements
- Collection of data from all sources
- Directly related to own work and work area problem solving
- Completed with assistance of others

Mathematical operations and tasks as it relate to own work and work area problem solving:

- Use of computers, calculators
- Routine estimations and calculations using specific formula and procedures to work out pickling solutions
- Operating using percentages, comparisons and variations
- Accurate recording of temperature, time, volume, weight and quantity in the required format

EVIDENCE GUIDE

The range of variables for the unit of competency will inform and provide guidelines for assessment of worker / trainee.

(1) Critical Aspects and Evidence

Prepare pickled/salted:

- Protein (meat, fish, chicken)
- Vegetables
- Fruits

(2) Pre-requisite Relationship of Units

- Nil

(3) Underpinning Knowledge and SkillsKnowledge

Knowledge of:

- hygiene and sanitation requirements of work area
- the consequences of contamination, food spoilage, meat spoilage for hygienic handling and processing of meat
- the consequences of contaminated or spoiled meat products leaving the company
- sources of contamination and cross-contamination in the (work area) processing plant
- the sources of physical and microbiological contamination in meat processing plants
- visual evidence of contamination
- Cause of food spoilage and deterioration
- Reporting procedures for contamination
- chemical contamination risks to product
- the time / temperature / moisture requirements for bacterial growth
- bacteria that may affect meat
- Outline the ideas and coverage offered by the legal regulations by Government and Government agencies as they relate to meat processing for human consumption

Skill

The ability to:

- Demonstrate basic hygiene and sanitation practices in all activities undertaken on the job
- Must consistently follow company hygiene and sanitation procedures
- Demonstrate hygiene, cleaning during process operations of own work area and equipment.

(4) Resource Implications

- Facility adequate and suitable to carry out activities outline in the range of variables.

(5) Method of Assessment

The practical aspects must be assessed in an actual work place context. Theoretical components may be assessed off the job.

(6) Context of Assessment

This unit must be assessed on the job/in an actual food processing establishment.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
<ul style="list-style-type: none"> Carries out established processes Makes judgement of quality using given criteria 	<ul style="list-style-type: none"> Manages process Selects the criteria for the evaluation process 	<ul style="list-style-type: none"> Establishes principles and procedures Evaluates and reshapes process Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 1	
Plan and organise activities	Level 1	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

AGPFPR0061A: Participate in food process plant hygiene and sanitation maintenance

Competency Descriptor:

This competency covers hygiene and sanitation practices required in an agro-processing plant. It also covers cleaning of equipment and work areas during the operating processes.

Competency Field: Agro-Food Processing

ELEMENT OF COMPETENCY		PERFORMANCE CRITERIA	
1.	Maintain cleanliness of own work area and equipment during processing operation	1.1	Workplace is cleaned during operations, to company hygiene policy and regulatory requirements.
		1.2	Equipment is cleaned / sanitized to reflect Company and regulatory/ legal requirements.
2.	Identify and eliminate sources of contamination and spoilage	2.1	Contamination and cross contamination risks are identified in keeping with company and legal requirements
		2.2	Corrective action is taken when contamination is identified in keeping with company and regulatory requirements.
3.	Maintain hygiene and sanitation standards	3.1	Personal hygiene practices are followed to company requirements.
		3.2	Product is handled in keeping with company hygiene and sanitation requirements
		3.3	Individuals' work is conducted hygienically in keeping with company requirements.
		3.4	Company's hygiene and sanitation policy is observed consistently.

RANGE STATEMENTS

The range statement provides details of the scope of the subject areas and the Performance Criteria to allow for differences within agro enterprises and work place. This includes practices, knowledge and requirements. The extent of the variables also provides for assessment and relates to the competency unit as a whole.

The requirement may include:

- Jamaica Bureau of Standards, Ministry of Health, and Ministry of Labour policies, procedures and programmes, for health and safety in the Agro-Food Industry
- The requirements as set out in standards and codes of practices.

Regulations:

- Requirements as set out by the Jamaica Bureau of Standards.
- Requirements as set out by the Ministry of Health in Public Health regulations.
- Requirements as set out in the Factories Act, Ministry of Labour.
- Parish Council regulations
- international regulations
- JAMPRO / Export control and Trade Acts by relevant Ministries of Government.

Sanitation and Hygiene requirements:

- Relevant Government regulations
- company, workplace requirements

Personal Protective Equipment may include:

- uniforms
- waterproof clothing
- work, safety or waterproof footwear
- protective head and hair covering
- lifting assistance
- eye and face protection
- protective hand and arm covering
- earplugs / muffs
- coat and / or coveralls

Worksite includes:

- immediate working area
- overall workplace

Company / workplace requirements will include:

- work instructs written, posted notices or oral instructions
- standard operating procedures
- procedures specific to type of business
- legal requirements
- quality assurance requirements
- the ability to perform the task to production requirements

Contamination sources may include:

- Physical agents who may include dirt, excreta, insects, dust, grease, etc.
- chemical agents – insecticides, cleaning agents.
- Microbiological and biological agents / materials.

Steps taken to reduce risk may include:

- hand washing
- good housekeeping practices
- maintaining clean clothes and personal protective equipment

Agro Food Industry establishments may include:

- canning plants
- dairy plants
- concentrating fruit juice plants
- bakeries routine explanations and report include
- company workplace language ad may include mathematical language and commonly used technical terms
 - presented orally
 - presented in writing using standard report procedures, diagrams, symbols and charts
- a compilation of information from all sources
- directly related to own work and work station problem solving
- completed with the assistance of others

Corrective action may include:

- disposing of contaminated product

Mathematical Operations / Computers and Computer Software, Operations and tasks and language may include:

- routine estimations and calculations using formula and procedures as set by the company policy
- operations involving percentages, variations, and production comparisons
- accurate recording of temperatures, time, volumes, weight, pressure, and quantity in company and legal formats
- reading and interpreting analog and digital measures such as clocks, scales, pressure gauges, thermometers, etc.
- interpreting and drawing conclusions from charts, graphs, pie charts, etc.

EVIDENCE GUIDE

The following relates directly to the Performance Criteria and the extent of Variables for the unit of competency and will inform and provide guidelines for assessment of the workstation / place and / or training programme module.

(1) Critical Aspects and Evidence

- demonstrate basic hygiene and sanitation practices in all activities in the workplace
- must consistently follow company workplace hygiene and sanitation policies and procedures
- must demonstrate hygienic cleaning during process operations of own work area and equipment

(2) Pre-requisite Relationship of Units

- Nil

(3) Underpinning Knowledge and SkillsKnowledge

Knowledge of:

- hygiene and sanitation requirements of workstation.
- the consequences of failing to follow company requirements for hygiene, handling and processing of product
- the consequences of contaminated or spoiled product leaving the company's warehouse
- possible sources of contamination and cross-contamination in the workplace
- the sources of contamination, by physical and / or microbiological sources
- visual evidence of contamination
- causes of food spoilage
- reporting process for contamination
- chemical contamination risks to products
- time / temperature requirements for bacteria growth
- the bacteria / micro organisms that may affect the product produced
- the scope and coverage of Jamaica Bureau of Standards / and Public Health standards for ago processed products for human consumption and export.

Skill

The ability to:

- Explain hygiene and sanitation requirements of workstation.
- Explain the consequences of failing to follow company requirements for hygiene, handling and processing of product
- Explain the consequences of contaminated or spoiled product leaving the company's warehouse
- Identify possible sources of contamination and cross-contamination in the workplace
- Outline the sources of contamination, by physical and / or microbiological sources
- Identify visual evidence of contamination
- Identify causes of food spoilage
- Explain reporting process for contamination
- Explain chemical contamination risks to products
- Explain time / temperature requirements for bacteria growth
- List the bacteria / micro organisms that may affect the product produced
- Outline the scope and coverage of Jamaica Bureau of Standards / and Public Health standards for ago processed products for human consumption and export.

(4) Resource Implications

- Food processing environment actual or simulated.
- Food safety plan/program based on HACCP principles.
- Cleaning resources – Food handling implements.

(5) Method of Assessment

The practical aspects must be assessed in an actual work place context. Theoretical components may be assessed of the job.

(6) Context of Assessment

This unit must be assessed on the job/in an actual food processing establishment.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
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Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 1	
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Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

AGPFPR0041A: Pre-process raw materials

Competency Descriptor:

This unit relate to the skills and knowledge required to effectively prepare products for canning/bottling activity.

Competency Field: Agro-Food Processing

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Prepare for pre-processing	1.1 Materials are confirmed and available to meet operating requirements. 1.2 Cleaning and maintenance requirements and status are identified and confirmed. 1.3 Machine components and related attachments are fitted and adjusted to meet operating requirements. 1.4 Processing/operating parameters are entered as required to meet safety and production requirements. 1.5 Equipment performance is checked and adjusted as required. 1.5 Pre-start checks are carried out as required by workplace requirements.
2. Operate and monitor the pre-processing process	2.1 The process is started and operated according to workplace procedures. 2.2 Equipment is monitored to identify variation in operating conditions. 2.3 Variation in equipment operation is identified and maintenance requirements are reported according to workplace reporting requirements. 2.4 The process is monitored to confirm that specifications are met. 2.5 Out-of-specification product/process outcomes are identified, rectified and/or reported to maintain the process within specification. 2.6 The workplace meets housekeeping standards.

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| | 2.7 | Workplace records are maintained according to workplace recording requirements. |
| | 2.8 | Critical control points are monitored to confirm that performance is maintained within specifications. |
| | 2.9 | Process must meet specification. |
| 3. | Shut down the pre-processing process | 3.1 The appropriate shut down procedure is identified. |
| | | 3.2 The process is shut down according to workplace procedures. |
| | | 3.3 Maintenance requirements are identified and reported according to workplace reporting requirements. |
| | | 3.4 Waste generated by both the process and cleaning procedures, is collected, treated and disposed of, or recycled according to company policy and procedures. |

RANGE STATEMENTS

These variables provide further advice on the interpretation of the scope and context of this competence and assume the following:

Work is done in accordance with company procedures, legal requirements, and Good Manufacturing Practice (GMP).

Workplace information must include:

- Standard Operating Procedures (SOP s)
Specifications process schedules / instructions:
- Maintenance schedules
 - working notes
 - manufacturer's instructions for equipment use
 - material safety Data sheets
 - Instructions written or verbal from manager, supervisor, or operator

Product and raw materials may include:

- peeled
- sectioned
- crushed fruits with additions
- including Sulphur dioxide, acids, etc.

Equipment may include:

- rotary peelers
- washers
- blanchers
- pasteurizers
- vats/open kettles
- pulper finishers
- drainers, etc.

Services include:

- power (electric) water (potable) culinary steam
- clean compressed air, and / or inert gases.

- Check equipment, sanitation standards and pre-start up requirements. Information on the process schedule may be in print/or computer screen based
- Checking the mechanical operation and calibration of measuring instrumentation must be involved in the process. The work process may involve exposure to chemicals, dangerous or hazardous substances or devices
- Monitoring of the process involves data process control charts automatic or manual records. Shut down includes:
 - Batch change over
 - Equipment change over
 - Personnel/Staff/ Worker /Trainee change over. Change over of product code, labels and package /container changes
- Process schedule set-up, operation and monitoring functions maybe manual or involve the use of computerized automatic process control system.
- Critical Control points refer to those key points in a process schedule that must be monitored and controlled. This includes food safety (critical) quality and legal regulatory control points as well as inspection points.

EVIDENCE GUIDE

Identifies the skills and knowledge to be demonstrated, to indicate / or confirm the trainees or workers competence in this unit work area.

(1) Critical Aspects and Evidence

Demonstrated ability to:

- Access workplace information to identify the required processing requirements.
- Select, fit and use personal protective clothing and / or equipment
- Confirm supply of necessary product and materials and services
- Liaise with other work areas
- Prepare product and materials as is required; This may include:
 - Peeling
 - sectioning
 - chopping
 - grinding
 - pulp processing
 - juice extraction
 - filtering juice, etc.

- Confirm equipment status and condition:
 - Food contact surfaces must be stainless steel from reactive surfaces
 - Equipment lubrication – food grade lubricants
 - Cleaning / sanitation requirements have been met
 - Position / alignment of seaming equipment
 - Integrity of seals.
- Set up and start up the process
- Monitor the process and equipment operation to identify process deviations or non-compliance with process schedule. This includes: -
 - Fill volumes / or weight
 - Exhaust box operation
 - Seam machine / closing machine operation
 - Product loss

Relevant product characteristics

- Monitor supply and flow of product and materials to and from the process
- Take corrective action in response to product deviations or process schedule non-compliance
- Conduct product / or batch change over
- Follow confined space entry policies and procedures when required
- Report and / or record corrective action as required
- Sort, collect, heat, recycle or dispose of waste.
- Shut down equipment in response to emergency situation
- Shut down equipment in response to routine shut down requirements
- Record factory floor information
- Maintain work area to meet GMP's
- Prepare equipment for cleaning; this may include draining, dismantling, rinsing, in preparation for sanitation.

(2) Pre-requisite Relationship of Units

- Nil

(3) Underpinning Knowledge and Skills

Knowledge

Knowledge of:

- Purpose and principles of processing in canning / bottling
- Link related processes
- Stages and changes, which occur during the processing.
- Effect of process stages and end product quality characteristics and uses of must processing product and materials.
- Product and materials preparation requirements and effect of variation on process

Skill

The ability to:

- Clean and sanitize equipment
- Take samples
- Conduct tests
- Carry out routine maintenance
- Identify, rectify and / or report environmental non-compliance
- Carry out transfer operations
- Prepare and make additions and fitting

Knowledge

Knowledge of: (Cont'd)

- Method used in the must processing in Canning / bottling, Blanching techniques
- Pulper finishing
- Exhausting
- Retorting
- Techniques that must be used to manipulate the process schedule to produce a consistent product
 - Time / temperature / pressure, etc
 - Steam / air / water
 - Process specifications, procedures and operating parameters
 - Equipment and instrumentation
 - Components, purpose and operation
 - Basic operating principles of process control systems where relevant
 - Services used
- Significance and method of monitoring Critical Control points within the process
- Common causes of variation and corrective action required
- Lock out and tag out procedures
- Procedures and responsibility for reporting problems
- Environmental issues and controls.
- Shut down and cleaning requirements associated with change or shift, batch and or types of shut downs
- Waste handling requirements and procedures
- Recording requirements and procedures may include:
 - Sanitation and cleaning procedures
 - Testing procedures
 - Routine maintenance procedures
 - Product transfer procedures.

(4) Resource Implications

- Food processing environment (actual or simulated).

(5) Method of Assessment

The practical aspects must be assessed in an actual work place context. Theoretical components maybe assessed of the job.

(6) Context of Assessment

- This unit must be assessed on the job/in an actual food-processing establishment.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
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Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 1	
Plan and organise activities	Level 1	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

BSSREO0131A: Perform stock control procedures

Competency Descriptor:

This unit involves the handling of stock. It includes receiving, unpacking and dispatching of goods and participating in stocktaking under supervision.

Competency Field: Retail Operations

ELEMENT OF COMPETENCY		PERFORMANCE CRITERIA	
1.	Receive and Process Incoming supplies	1.1	Cleanliness and orderliness in receiving bay maintained according to store policy.
		1.2	Supplies unpacked using correct techniques and equipment in line with store policy.
		1.3	Packing materials removed and disposed of promptly environmental safety practices.
		1.4	Incoming supplies accurately checked and validated against purchase orders and delivery documentation.
		1.5	Items are received, inspected and recorded.
		1.6	Stock levels accurately recorded where required.
		1.7	Secure storage of goods arranged.
		1.8	Stock dispatched to appropriate area/department.
		1.9	Stock price and code labels applied where required.
2.	Rotate Stock	2.1	Stock rotation procedures carried out routinely and accurately.
		2.2	Excess stock placed in storage or disposed of in accordance with established policy/as instructed.
		2.3	Safe lifting and carrying techniques maintained.

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| 3. | Participate in Stock take | 3.1 | Stocktaking and cyclical counts assisted with as required |
| | | 3.2 | Stock records documentation accurately completed. |
| | | 3.3 | Discrepancies in stock recorded and reported are promptly brought to the attention of relevant person. |
| | | 3.4 | Electronic recording equipment operated and maintained according to manufacturer's specifications. |
| 4. | Reorder Stock | 4.1 | Minimum stock levels correctly identified. |
| | | 4.2 | Stock requisition forms or electronic orders completed accurately. |
| | | 4.3 | Undelivered stock orders identified on stock system and followed up without undue delay. |
| 5. | Dispatch Goods | 5.1 | Goods to be returned to supplier identified and labeled with date, supplier and reason for return or referred to management if required. |
| | | 5.2 | Credit request documentation completed according to store procedure. |
| | | 5.3 | Goods stored securely while awaiting dispatch. |
| | | 5.4 | Delivery documentation completed according to established procedures. |
| | | 5.5 | Special delivery instructions noted. |
| | | 5.6 | Items packed safely and securely to avoid damage in transit. |

RANGE STATEMENT

The following variables may be present:

- Establishments' policies and procedures in regard to stock control and dispatch.
- Manual or electronic stock recording.
- Stock takes may be cyclical or compliance driven.
- Type of equipment.
- Range of products
- Seasonal and supplier availability.
- Supplies may need to conform to established quality guidelines.
- Items received inspected for damage, quality, use-by dates, breakage or discrepancies
- Stock control may include checking incoming or existing stock and special orders.
- Stock may be moved manually or mechanically.
- Delivery procedures.
- Varying levels of staff training.
- Routine or busy conditions.
- Full-time, part-time or casual staff.
- Handling techniques may vary according to stock characteristics.

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to perform stock control procedures in accordance with the performance criteria and the range listed within the range of variables statement.

(1) Critical Aspects of Evidence

It is essential that competence be observed in the following aspects:

- consistently applying store policies and procedures in regard to stock control
- consistently applying safe work practices in the manual handling and moving of stock
- interpreting and applying manufacturers' instructions with regard to handling stock and using relevant equipment
- receiving and processing incoming goods and dispatching outgoing goods according to store policies and procedures of establishment
- rotating stock and reordering stock/maintaining stock levels according to store policies and procedures
- assisting with stocktaking and cyclical counts according to establishments policies and procedures
- interpreting and processing information accurately and responsibly.

(2) Pre-requisite Relationship of Units

- Nil

(3) Underpinning Knowledge and SkillsKnowledge

Knowledge of:

- establishment stock control
- labelling policy
- product quality standards
- correct unpacking of goods
- stale, missing or damaged stock
- equipment used for stock handling
- stock rotation
- waste disposal
- methods of storage
- delivery documentation
- stock record documentation
- dispatch documentation
- following set routines and procedures
- use of electronic labelling/ticketing equipment/resource
- handling perishable items

Skills

The ability to:

- | | |
|---|---|
| <ul style="list-style-type: none">• maintain cleanliness and orderliness in receiving bay• unpack goods• remove and dispose of packaging materials• check and validate incoming stock• receive, inspect and record items• record stock levels• arrange secure storage of goods• dispatch stock• carry out stock rotation procedures• maintain safe lifting and carrying techniques• assist with stocktaking and cyclical counts | <ul style="list-style-type: none">• complete stock records documentation• operate and maintain electronic recording (where applicable)_equipment• identify minimum stock levels• complete stock requisition forms or electronic orders• identify undelivered stock orders on stock system• complete credit request documentation• complete delivery documentation |
|---|---|

(4) Resource Implications

All resources must be provided for the assessment. If workplace based, the resources should relate specifically to store policies, procedures and range of stock and equipment. If an off the job or simulated work environment is used then resources should be generic and be applicable to a wide variety of stores/work environments. Resources may include:

- manual/electronic labelling/ticketing equipment(where applicable)
- access to relevant equipment: (stock moving equipment)
- computers/stock recording equipment/resource
- relevant documentation, such as:

(5) Method of Assessment

Competency is demonstrated by performance of all stated criteria according to the range of variables applicable to the workplace.

Evidence should be gathered attesting to the achievement of competence by the candidate to the standard required for each element and unit of competency.

Evidence is best gathered using the products, processes and procedures of the individual workplace context as the means by which the candidate achieves retail industry competencies. In order to ensure consistency of performance, evidence should be collected over a set period of time that is sufficient to include dealings with an appropriate range and variety of retail situations.

Assessment activities may also include written or verbal short answer testing, multiple choice testing, practical exercises, role-plays, research/project work or observation of practical demonstration

(6) Context of Assessment

Elements of competency contain both theoretical and practical components. The theoretical components may be assessed off the job. The practical components should be assessed either in a work or simulated work environment.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
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Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 1	
Plan and organise activities	Level 1	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

AGPFPR0191A: Work in a team

Competency Descriptor:

This is a specialized, unit of the human resource development. It covers the skills and knowledge required to operate as a team member.

Competency Field: Agro-Food Processing

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Maintain good working relationships with others.	1.1 A courteous, helpful manners adopted all interactions. 1.2 Dispute resolution techniques must be used to clarify misunderstandings that may arise. 1.3 Good working relationship to help resolving workplace problems.
2. Co-operate with Colleagues to achieve workplace objectives	2.1 How to treat requests for help, information and assistance from workplace colleagues. 2.2 Give workplace information willingly. 2.3 Ability to pass on technical and other work place information, accurately and promptly. 2.4 Understanding his or her role in the team in achieving company objectives. 2.5 Must receive and identify production and workplace problems that may cause the company not to achieve production objectives. 2.6 Must record information for the review of supervisors.

RANGE STATEMENTS

The range statements indicate the context for demonstrating competence.

Others to include:

- Assigned work team
- Persons from other unit/department
- Internal customers generally

Dispute resolution techniques include:

- Discussion
- Clarifying issues
- Mediating

Request for help include:

- Solution to solve problems
- Shared resources

EVIDENCE GUIDE

(1) Critical Aspects and Evidence

- Must be good at giving advice and taking advice.
- Must be observant, alert and quick to learn.
- Must seek information/ask questions when in doubt.
- Must be informed of company working policies.
- Must be informed of OHS requirements.

(2) Pre-requisite Relationship of Units

- Nil

(3) Underpinning Knowledge and Skills

Knowledge

Knowledge of:

- Types of disagreements that may occur on the job between members of staff.
- Approaches used in dealing with disagreements non-confrontational /confrontational.
- Ways to prevent disagreements that may affect the job and productivity.
- Knowledge of impact of disagreement between workers at the workplace.
- Reporting disagreements to the appropriate competent authority.
- Disciplinary and grievance policies of the company.
- Information communication skills are required for good workplace relationship.

Skill

The ability to:

- Listening skills must be evident.
- Be a team player
- Be flexible
- Understanding and knowledgeable in work operations.
- be good at giving advice and taking advice.
- be observant, alert and quick to learn.
- seek information/ask questions when in doubt.
- be informed of company working policies.
- be informed of OHS requirements.

(4) Resource Implications

Actual work or simulated environment appropriate to demonstrate this unit of competence.

(5) Method of Assessment

The practical aspects must be assessed in an actual/simulated work place context. Competence may be determined through observation of naturally occurring evidence on the job or during simulated activities. Paper based assessment of underpinning knowledge is not an absolute necessity.

(6) Context of Assessment

This unit must be assessed in an actual/simulated team environment.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
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Communicate ideas and information	Level 1	
Plan and organise activities	Level 1	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

ITICOR0011A: Carry out data entry and retrieval procedures

Competency Descriptor:

This unit deals with the skills and knowledge required to operate computer to enter, manipulate and retrieve data and to access information and communicate via the Internet.

Competency Field: Information Technology and Communications - Operations

ELEMENT OF COMPETENCY PERFORMANCE CRITERIA

1. Initiate computer system	1.1	Equipment and work environment are correctly checked for readiness to perform scheduled tasks.
	1.2	The hardware components of the computer and their functions are correctly identified.
	1.3	Equipment is powered up correctly.
	1.4	Access codes are correctly applied.
	1.5	Appropriate software is selected or loaded from the menu.
2. Enter data	2.1	Types of data for entry correctly identified and collected.
	2.2	Input devices selected and used are appropriate for the intended operations.
	2.3	Manipulative procedures of Input device conform to established practices.
	2.4	Keyboard/mouse is operated within the designated speed and accuracy requirements.
	2.5	Computer files are correctly located or new files are created, named and saved.
	2.6	Data is accurately entered in the appropriate files using specified procedure and format.
	2.7	Data entered is validated in accordance with specified procedures.
	2.8	Anomalous results are corrected or reported in accordance with specified procedures.
	2.9	Back-up made in accordance with operating procedures.

- 3. Retrieve data
 - 3.1 The identity and source of information is established.
 - 3.2 Authority to access data is obtained where required.
 - 3.3 Files and data are correctly located and accessed.
 - 3.4 Integrity and confidentiality of data are maintained.
 - 3.5 The relevant reports or information retrieved using approved procedure.
 - 3.6 Formats to retrieved report or information conform to that required.
 - 3.7 Copy of the data is printed where required.
- 4. Amend data
 - 4.1 Source of data/information for amendment is established.
 - 4.2 Data to be amended is correctly located within the file.
 - 4.3 The correct data/Information is entered, changed or deleted using appropriate input device and approved procedures.
 - 4.4 The Integrity of data is maintained.
- 5. Use document layout and data format facilities
 - 5.1 Requirements for document are verified where necessary.
 - 5.2 The given format and layout are appropriately applied.
 - 5.3 Facilities to achieve the desired format and layout are correctly identified, accessed and used.
 - 5.4 Data manipulating facilities are used correctly.
 - 5.5 Format reflects accuracy and completeness.
- 6. Monitor the operation of equipment
 - 6.1 The system is monitored to ensure correct operation of tasks.
 - 6.2 Routine system messages are promptly and correctly dealt with.
 - 6.3 Non-routine messages are promptly referred in accordance with operating requirements.

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| | 6.4 | Error conditions within level of authority are dealt with promptly, and uncorrected errors are promptly reported. |
| | 6.5 | Output devices and materials are monitored for quality. |
| 7. Access and transmit information via the Internet | 7.1 | Access to the Internet is gained in accordance with the provider's operating procedures. |
| | 7.2 | Evidence of the ability to negotiate web sites to locate and access specified information and other services is efficiently demonstrated. |
| | 7.3 | E-Mail is sent and retrieved competently. |
| 8. Close down computer system | 8.1 | The correct shut down sequence is followed. |
| | 8.2 | Problem with shutting down computer is reported promptly. |
| | 8.3 | All safety and protective procedures are observed. |
| | 8.4 | The system integrity and security are preserved. |
| 9. Maintain computer equipment | 9.1 | Cleaning materials and/or solutions used meet specified recommendation. |
| | 9.2 | The equipment is cleaned as directed. |
| | 9.3 | Wear and faults identified are promptly reported to the appropriate personnel. |

RANGE STATEMENT

This unit applies to activities associated with essential operations linked to using and maintaining basic computer equipment.

Equipment:

- install supplied computer
- install supplied peripherals

Work environment:

- equipment
- furniture
- cabling
- power supply

Input devices:

- keyboard
- mouse
- scanner
- microphone
- camera

Software systems to include for:

- word processing
- spread sheet
- internet access

Files save on:

- network
- magnetic media
- personal PC

Data:

- textual
- numerical
- graphical

File operations:

Naming, updating, archiving, traversing field and records in database, use of search, sort, print

Maintenance:

- cleaning: enclosures, screen, input devices, output devices
- checking cables, etc

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to accurately carry out basic data entry and retrieval operations on a computer system in accordance with the performance criteria and the range listed within the range of variables statement .

(1) Critical Aspects and Evidence

It is essential that competence be observed in the following aspects:

- Initiate the use on the equipment.
- Use document layout and data format facilities.
- Locate and access data.
- Use file operations.
- Manipulate input devices.
- Key-in and format reports.
- Access to the internet.

(2) Pre-requisite Relationship of Units

The pre-requisite for this unit is:

- Nil

(3) Underpinning Knowledge and SkillsKnowledge

knowledge of:

- safety for working with and around computers
- computer hardware and software systems
- procedure for initiating and closing down computer
- the operation of the data entry management system
- methods of locating files
- organisation's standards applicable to accessing files
- files operations and their applications
- file operation in database setting
- creating, locating and saving files
- using input devices
- using data checking devices
- formatting functions of software
- layout function of software
- graphic productions and manipulation
- regard for accuracy and security of information
- functions on the internet

Skills

The ability to:

- identify computer hardware
- manipulate data input devices
- access data
- use file operations
- key-in and format reports and letters
- retrieve data
- amend data
- print data
- save data
- search and receive data from the internet
- send and receive E-Mail

(4) Resource Implications

Files saved on network, magnetic media, personal Computer

Input devices: Keyboard, mouse, other selection devices

(5) Method of Assessment

Competency shall be assessed while work is undertaken under direct supervision with regular checks, but may include some autonomy when working as part of a team.

Competencies in this unit may be determined concurrently. Assessment must be in accordance with the performance criteria .

(6) Context of Assessment

This unit may be assessed on or off the job. Assessment should include practical demonstration either in the workplace or through a simulation. A range of methods to assess underpinning knowledge should support this

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices .

Levels of Competency		
Level 1.	Level 2.	Level 3.
<ul style="list-style-type: none"> Carries out established processes Makes judgement of quality using given criteria 	<ul style="list-style-type: none"> Manages process Selects the criteria for the evaluation process 	<ul style="list-style-type: none"> Establishes principles and procedures Evaluates and reshapes process Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level -	
Plan and organise activities	Level 1	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level -	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

AGPFPR0182A: Manage and maintain closing machine

Competency Descriptor:

This unit is a specialist unit. It covers the skills and knowledge required to manage operate, trouble shoot, adjust and shut down a closing machine involved in can seaming, bottle closures and pouch and laminate closures.

Competency Field: Agro-Food Processing

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Prepare the Closing Machine/Sealing Machine for Operation	1.1 Materials are confirmed and made ready for operating requirements. 1.2 Cleaning and maintenance requirements of closing machine /checked-off on checklist system, to state of readiness for operation. 1.3 Machine components and related parts are fitted and adjust to meet operation requirements. 1.4 Operating parameters are entered as is required to OHS codes and production requirements. 1.5 Equipment performance records checked along with maintenance records. 1.6 Pre-start up checks must be done as is required by company and legal requirements. 1.7 All services such as steam, compressed air, electricity and other services confirmed ready for operating requirements.
2. Pre-start up checks must be done as is required by company and legal operate and monitor closing/ seaming machine	2.1 The equipment is attained and operated according to company and manufacturers guidelines and instructions 2.2 Equipment is monitored to identify variations in operating conditions 2.3 Identified variations requiring maintenances are reported.

- 2.4 Out-of Specification/or process derivations such can seam or sealing problems are identified and reported to the competent authority and/or appropriate maintenances steps carried out.
 - 2.5 Work area must observe good housekeeping standards.
 - 2.6 All services must be confirmed to be at full operating requirements.
 - 2.7 Critical Control Points are monitored to confirm performance is maintained with in specification.
- 3. Shut down the closing equipment.
 - 3.1 The equipment is shut down according to company or manufacture's procedures.
 - 3.2 Cleaning requirement is identified.
 - 3.3 Equipment is maintained to meet production packaging and sanitation requirements.
 - 3.4 Waste generated by both the process and cleaning procedures is collected, and disposed of according to company and environmental policies.
- 4. Record Information
 - 4.1 Work place information is record and reported according to company requirements.
- 5. Contribute to Continuous improvement of the closing/seaming system.
 - 5.1 Quality process output is assessed against specifications.
 - 5.2 Proposals for implementation within company planning arrangements and according to company procedures.

RANGE STATEMENTS

The magnitudes of variables provide information, which may be used to interpret the scope and context of this unit to competence

It assumes:

- Work is carried out in accordance with company procedures, manufactures licensing instructions, legal requirements and industrial OHS agreements.
- System operation typically involves planning, co-ordination and trouble shooting within workers level of authority.
- Closing /seaming systems may involves all technical information about the system based on the arrange of product s to be packaged.
- Critical Control Points refer to those key points in a work process which must be monitored and controlled. This includes all aspects of health & safety, quality and regulatory requirements as well as inspection points.
- Information systems may be in print, verbal or on screen.
- Coordination, planning and trouble-shooting is undertaken with the assistance of others in the company or manufactures technicians.
- Work place systems are in place to support closure / packaging system. These include, quality, food safety OHS and environment.

EVIDENCE GUIDE

(1) Critical Aspects and Evidence

The ability to carry the following must be demonstrated:

- Liaise with all relevant work areas to confirm necessary, materials, services, equipment and Labour to meet closure/ packaging requirements.
- Confirm that all equipment with the system meets 6MP standards all safety guard are in place and equipment are ready for operation.
- Monitor implementation of set-up and start up procedures. This may involve monitoring the technical requirements on a checklist by others.
- Monitor observance of work procedures and the system.
- Monitor material flow and work in progress through the system.
- Monitor material flow and work in progress through the system.
- Confirm that the system operates within specified parameters and control points are monitored.

- System deviations/ or out-of-specification results are reported to competent authority or dealt with within level of responsibility.
- Co-ordinate batch/product changeovers.

(2) Pre-requisite Relationship of Units

- Nil

(3) Underpinning Knowledge and Skills

Knowledge

Knowledge of:

- Purpose and principles of closing /seaming packaging systems.
- Understanding the process control for the system where used.
- Technical knowledge of closing characteristics and legal /technical requirements.
- Codes and legal requirements relating to the product and packaging requirements.
- Calibration schedule and responsibilities.
- Types and purpose of test conducted to insure health and safety.
- Responsibilities in the areas of human resources, food safety, quality OHS and environmental management.
- Industrial awards and agreements relating to system operation.
- Hazards, risks, controls and methods of monitoring the closure requirements.
- Trouble shooting procedures and problem solving techniques.
- Recording and reporting requirements.

Skill

The ability to:

- Liaise with all relevant work areas to confirm necessary, materials, services, equipment and Labour to meet closure/ packaging requirements.
- Confirm that all equipment with the system meets 6MP standards all safety guard are in place and equipment are ready for operation.
- Monitor implementation of set-up and start up procedures. This may involve monitoring the technical requirements on a checklist by others.
- Monitor observance of work procedures and the system.
- Monitor material flow and work in progress through the system.
- Monitor material flow and work in progress through the system.
- Confirm that the system operates within specified parameters and control points are monitored.
- System deviations/ or out-of-specification results are reported to competent authority or dealt with within level of responsibility.
- Co-ordinate batch/product changeovers.
- Communicate information effectively.
- Plan maintenance and cleaning procedures to minimize description.
- Review and maintain procedures to support system improvements.

(4) Resource Implications

- Actual or simulated work environment sufficient for the demonstration of this unit of competence.

(5) Method of Assessment

The practical aspects must be assessed in an actual work place context. Theoretical components maybe assessed of the job.

(6) Context of Assessment

This unit must be assessed on the job/in an actual food processing establishment.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
<ul style="list-style-type: none"> • Carries out established processes • Makes judgement of quality using given criteria 	<ul style="list-style-type: none"> • Manages process • Selects the criteria for the evaluation process 	<ul style="list-style-type: none"> • Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 2	
Communicate ideas and information	Level 1	
Plan and organise activities	Level 2	
Work with others and in team	Level 2	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

THHCOR0011A: Work with colleagues and customers

Competency Descriptor:

This unit deals with the interpersonal, communication and customer service skills required by all people working in the tourism and hospitality industries.

Competency Field: Hospitality

ELEMENT OF COMPETENCY		PERFORMANCE CRITERIA	
1.	Communicate in the workplace	1.1	Communications with customers and colleagues are conducted in an open, professional and friendly manner.
		1.2	Appropriate language and tone is used.
		1.3	Effect of personal body language is considered.
		1.4	Sensitivity to cultural and social differences is shown.
		1.5	Active listening and questioning are used to ensure effective two-way communication.
		1.6	Potential and existing conflicts are identified and solutions sought with assistance from colleagues where required.
2.	Provide assistance to internal and external customers	2.1	Trust, support and respect is shown to team members in day to day work activities.
		2.2	Cultural differences within the team are accommodated.
		2.3	Work team goals are jointly identified.
		2.4	Individual tasks are identified, prioritised and completed within designated time frames.
		2.5	Assistance is sought from other team members when required.
		2.6	Assistance is offered to colleagues to ensure designated work goals are met.
		2.7	Feedback and information from other team members is acknowledged.
		2.8	Changes to individual responsibilities are re-negotiated to meet reviewed work goals

RANGE STATEMENTS

This unit applies to all tourism and hospitality sectors.

Depending upon the organisation and the specific situation customers may include but are not limited to:

- members of other tourism and hospitality industry sectors
- internal individuals or groups
- local residents
- visitors
- media
- workmates/colleagues

Customers with specific needs may include:

- those with disability
- special cultural needs
- unaccompanied children
- parents with young children
- single women

EVIDENCE GUIDE

Competency is to be demonstrated by effectively applying interpersonal, communication and customer service skills in accordance with the performance criteria and the range listed within the range of variables statement.

(1) Critical Aspects and Evidence

- evidence should include a demonstrated ability to communicate effectively with customers and colleagues (including those with special needs) within the range of situations required for the relevant job role
- evidence of competency should relate to different communication and customer service contexts and may need to be collected over a period of time
- the focus of this unit will vary depending upon the cultural context of the workplace. Assessment should take account of the variances and special requirements that apply in particular situations

(2) Pre-requisite Relationship of Units

This is a core unit that underpins effective performance in all other units. It is recommended that this unit is assessed/trained in conjunction with other operational and service units.

(3) Underpinning Knowledge and Skills

Knowledge

Knowledge of:

- needs and expectations of different customers as appropriate to industry sector

Skills

The ability to apply:

- listening skill
- questioning techniques
- non verbal communication skills
- understanding of teamwork principles

(4) Resource Implications

The following resources should be made available:

- fully equipped hospitality and tourism environment (simulated or actual enterprise)

(5) Method of Assessment

Competency shall be assessed while work is undertaken under direct supervision with regular checks, but may include some autonomy when working as part of a team. Competencies in this unit may be determined concurrently. Assessment must be in accordance with the performance criteria.

(6) Context of Assessment

This unit may be assessed on or off the job. Assessment should include practical demonstration either in the workplace or through a simulation. This should be supported by a range of methods to assess underpinning knowledge.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
<ul style="list-style-type: none"> • Carries out established processes • Makes judgement of quality using given criteria 	<ul style="list-style-type: none"> • Manages process • Selects the criteria for the evaluation process 	<ul style="list-style-type: none"> • Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 1	
Plan and organise activities	Level 1	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level -	
Solve problems	Level -	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

AGPFPR0352A**Describe and analyse data using mathematical principles**

Competency Descriptor:

This unit covers the knowledge required to use mathematical principles in the description and analysis of data in a work environment.

Competency Field: Agro-Food Processing

ELEMENT OF COMPETENCY		PERFORMANCE CRITERIA	
1.	Identify common units of measurement and dimensions	1.1	SI units of measurement and related unit symbols are correctly identified.
		1.2	Common formulae used to measure characteristics of food are correctly identified and applied.
		1.3	Calculations involving fractions and ratios are accurately performed.
		1.4	Common units of measurement and dimensions used to describe physical properties of materials and food are correctly identified
2.	Apply linear algebra to analyse workplace information	2.1	An unknown value is correctly calculated given two known values.
		2.2	The principles of transposing values to solve workplace problems are correctly applied.
3.	Use graphs to analyse workplace information	3.1	Data analysis and presentation requirements are correctly identified.
		3.2	Graphs to analyze and display workplace information are appropriately selected and accurately generated.
		3.3	Process control chart is correctly constructed.

RANGE STATEMENT

The range statement indicates the context for demonstrating competence. This statement is a guide and unless otherwise indicated, items may or may not apply as required by the work context.

Common measurements include but are not limited to:

- Density
- specific gravity
- volume
- weight
- mass
- speed
- viscosity
- velocity
- other measures as appropriate to a production process

Graphs to be covered in this unit include but are not limited to:

- Statistical Process Control (SPC) charts and x-y charts

Production calculation relate to:

- selection of required formulae
- expressing the problem as an equation
- identifying the known and unknown values
- manipulating equations by transposing values as required
- converting units into compatible formats (i.e. SI units, multiples and sub-multiples)
- calculation of percentages and ratios
- conducting the calculation to obtain a solution
- recording results in the appropriate units and level of details

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to describe and analyze data using mathematical principles in accordance with the performance criteria and the range listed within the range of variables statement.

(1) Critical Aspects of Evidence

The assessment process must address all of the following items of evidence.

- Identify the fundamental units (SI) of measurement - metres, kilograms and seconds
- Identify common derived units/measurements, related formulae and their application in a food processing context.
- Apply relevant formulae to measure physical characteristics of food products and/or processes
- calculate production requirements
- Identify common graphs commonly used in the workplace and relevance to displaying workplace information

Critical Aspects of Evidence (Cont'd)

- Construct charts to analyze and illustrate workplace information. This may include use of relevant software
- Calculate standard deviation for a given data set
- Apply an understanding of standard deviation to determine capability of a process
- Identify the target (mean value) for the process
- Identify upper and lower control limits to provide for 98% of units to fall within the limits

(3) Underpinning Knowledge and SkillsKnowledge

Knowledge of

- fundamental units (SI) of measurement - metres, kilograms and seconds
- common derived units/measurements, related formulae and their application in a food processing context.
- formulae used to measure physical characteristics of food products and/or processes
- calculating production requirements
- graphs commonly used in the workplace and relevance to displaying workplace information
- the use of software to construct charts to analyze and illustrate workplace information.
- calculating standard deviation for a given data set
- the application of standard deviation in determining the capability of a process
- the target (mean value) for a process
- concept of upper and lower control limits to provide for 98% of units to fall within the limits

Skill

The ability to:

- apply fundamental units (SI) of measurement - metres, kilograms and seconds in a food processing context.
- apply relevant formulae to measure physical characteristics of food products and/or processes
- calculate production requirements
- construct graphs to display workplace information
- construct charts to analyze and illustrate workplace information. This may include use of relevant software
- calculate standard deviation for a given data set
- apply an understanding of standard deviation to determine capability of a process
- identify the target (mean value) for a process
- identify upper and lower control limits to provide for 98% of units to fall within the limits

(4) Resource Implications

- An actual or simulated environment where this competency can be demonstrated.

(5) Method of Assessment

Evidence should be gathered attesting to the achievement of competence by the candidate to the standard required for each element in this unit of competency.

Evidence is best gathered using the products, processes and procedures of a workplace context.

Assessment activities may also include written or verbal short answer testing, practical exercises, project work or observation of practical demonstration

(6) Context of Assessment

This unit of competency contains both theoretical and practical components. The theoretical components may be assessed off the job. The practical components should be assessed in a natural or simulated work environment.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
<ul style="list-style-type: none"> Carries out established processes Makes judgement of quality using given criteria 	<ul style="list-style-type: none"> Manages process Selects the criteria for the evaluation process 	<ul style="list-style-type: none"> Establishes principles and procedures Evaluates and reshapes process Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 1	
Plan and organise activities	Level 1	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

AGPFPR0452A**Operate a drying process**

Competency Descriptor:

This unit covers the skills and knowledge required to set up, operate, adjust and shut down a drying process. This unit is not appropriate for sun-drying products.

Competency Field: Agro-Food Processing

ELEMENT OF COMPETENCY		PERFORMANCE CRITERIA	
1.	Prepare the drying process for operation	1.1	Materials are confirmed and available to meet operating requirements.
		1.2	Cleaning and maintenance requirements and status are identified and confirmed.
		1.3	Processing/operating parameters are entered as required to meet safety and production requirements.
		1.4	Equipment performance is checked and adjusted as required.
		1.5	Pre-start checks are carried out as required by workplace requirements.
2.	Operate and monitor the drying process	2.1	The process is started and operated according to workplace procedures.
		2.2	Equipment is monitored to identify variation in operating conditions.
		2.3	Variation in equipment operation is identified and maintenance requirements are reported according to workplace reporting requirements.
		2.4	The process is monitored to confirm that specifications are met.
		2.5	Out-of-specification product/process outcomes are identified, rectified and/or reported to maintain the process within specification.
		2.6	The workplace meets housekeeping standards.
		2.7	Workplace records are maintained according to workplace recording requirements.

- | | | | |
|---|------------------------------|-----|---|
| 3 | Shut down the drying process | 3.1 | The appropriate shut down procedure is identified. |
| | | 3.2 | The process is shut down according to workplace procedures. |
| | | 3.3 | Maintenance requirements are identified and reported according to workplace reporting requirements. |

RANGE STATEMENT

The range statement indicates the context for demonstrating competence. This statement is a guide and unless otherwise indicated, items may or may not apply as required by the work context

- Work is carried out according to company policies and procedures, regulatory and licensing requirements, legislative requirements and industrial awards and agreements.
- Shut down procedures may include cleaning. In some cases cleaning may be carried out by a dedicated cleaning crew.
- Operation of equipment and processes may require the use of process control panels and systems.
- Workplace information may include Standard Operating Procedures (SOPs), specifications, production schedules and instructions, manufacturers' advice, standard forms and reports.
- Drying equipment may include drying chambers, atomizers, heaters, coolers, air filters, fans, recovery cyclones and conveyors.
- Materials may include product to be dried and additives or drying agents as required, consistent with the provisions of the Jamaica Bureau of Standards and international regulations.
- Processes may be batch or continuous.
- Services may need to be confirmed. These depend on the nature of the process. Typical examples include power, fuel, compressed and instrumentation air, steam and water.

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to operate a drying process in accordance with the performance criteria and the range listed within the range of variables statement.

(1) Critical Aspects of Evidence

Ability to:

- Access workplace information to identify processing requirements.
- Select, fit and use personal protective clothing and/or equipment.
- Confirm supply of necessary materials and services.
- Prepare materials as required.

Critical Aspects of Evidence (Cont'd)

- Conduct pre-start checks. This may involve inspecting equipment condition such as checking belts, chains, screens seals and valves, and filters to identify any signs of wear; selecting appropriate settings and/or related parameters, cancelling isolation or lockouts as required, confirming that equipment is clean, correctly configured for processing requirements, sensors and controls are correctly positioned, any scheduled maintenance has been carried out and all safety guards are in place and operational.
- Start, operate, monitor and adjust process equipment to achieve required outcomes. This may include monitoring control points and conducting inspections as required to confirm process remains within specification. This can involve monitoring of temperatures, moisture content, air flow, throughput, time/speed, pressure/vacuum, product characteristics.

(3) Underpinning Knowledge and Skills

Knowledge

knowledge of:

- purpose and basic principles of drying process. This includes an understanding of the stages that occur during the drying process and the effect on product structure of each stage.
- services required and action to take if services are not available.
- Quality characteristics to be achieved by the process.
- Materials preparation requirements and effect of variation on the process.
- Isolation, lock out and tag out procedures and responsibilities.
- Procedures and responsibility for reporting production and performance information.
- Environmental issues and controls relevant to the drying process. This includes waste collection and handling procedures related to the process.
- Basic operating principles of process control where relevant. This includes the relationship between control panels and systems and the physical equipment.
- Product/process changeover procedures and responsibilities.
- Routine maintenance procedures.
- Sampling and testing associated with process monitoring and control.
- Cleaning and sanitation procedures.
- basic operating principles of equipment. This may include an operational understanding of main equipment components, status and purpose of guards, equipment operating capacities and applications and the purpose and location of sensors and related feedback instrumentation. It also includes
- The flow of the drying process and the effect of outputs on downstream processes
- Operating requirements and parameters and corrective action required where operation is outside specified operating parameters
- Typical equipment faults and related causes. This includes recognition of signs and symptoms of faulty equipment and early warning signs of potential problems
- Methods used to monitor the drying process. This may include inspecting, measuring and testing as required by the process. It requires awareness of inspection or test points (control points) in the process and the related procedures and recording requirements
- Contamination/food safety risks associated with the process and related control measures
- Common causes of variation. These may include and temperature, air velocity, humidity, pressure and an understanding of corrective action required if these are out-of-specification
- OHS hazards and controls. This includes awareness of the limitations of protective clothing and equipment relevant to the work process

Knowledge

Knowledge of: (Cont'd)

- Requirements of different shut downs as appropriate to the process and workplace production requirements. This includes emergency and routine shutdowns and procedures to follow in the event of a power outage

Skills

The ability to:

- Monitor supply and flow of materials to and from the process
- Take corrective action in response to out-of-specification results or non-compliance
- Respond to and/or report equipment failure within level of responsibility
- Locate emergency stop functions on equipment
- Follow isolation and lock out/tag out procedures as required to take process and related equipment off line in preparation for cleaning and/or maintenance within level of responsibility
- Prepare equipment for cleaning
- Complete workplace records as required
- Maintain work area to meet housekeeping standards
- Use process control systems
- Demonstrate product/batch changeovers (may not apply to some continuous operations)
- Conduct routine maintenance
- Clean and sanitize equipment
- Collect samples and conduct tests

(4) Resource Implications

- Actual work or simulated environment sufficient for the demonstration of competence in operating a drying process.

(5) Method of Assessment

Evidence should be gathered attesting to the achievement of competence by the candidate to the standard required for each element in this unit of competency.

Evidence is best gathered using the products, processes and procedures of the individual workplace context as the means by which the candidate achieves competence.

In order to ensure consistency of performance, evidence should be collected over a set period of time which is sufficient to include dealings with a range and variety of instances cited in the Range.

Assessment activities may also include written or verbal short answer testing, practical exercises, role plays, research/project work or observation of practical demonstration.

(6) Context of Assessment

Elements of competency contain both theoretical and practical components. The theoretical components may be assessed off the job. The practical components should be assessed in a work environment.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
<ul style="list-style-type: none"> Carries out established processes Makes judgement of quality using given criteria 	<ul style="list-style-type: none"> Manages process Selects the criteria for the evaluation process 	<ul style="list-style-type: none"> Establishes principles and procedures Evaluates and reshapes process Establishes criteria for evaluation

Collect, analyse and organise information	Level 2	
Communicate ideas and information	Level 2	
Plan and organise activities	Level 2	
Work with others and in team	Level 2	
Use mathematical ideas and techniques	Level 2	
Solve problems	Level 2	
Use technology	Level 2	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

AGPFPR0442A**Operate a form fill and seal process**

Competency Descriptor:

This unit covers the skills and knowledge required to set up, operate, adjust and shut down a form, fill and seal process. This is a primary packaging process to fill product into packaging such as bottles, boxes, drums, bladders and pails. This unit can apply to both aseptic and non-aseptic filling and sealing processes.

Competency Field: Agro-Food Processing

ELEMENT OF COMPETENCY		PERFORMANCE CRITERIA	
1.	Prepare the filling and sealing equipment and process for operation	1.1	Materials and packaging components/consumables are confirmed and available to meet operating requirements.
		1.2	Cleaning and maintenance requirements and status are identified and confirmed.
		1.3	Machine components and related attachments are fitted and adjusted to meet operating requirements.
		1.4	Operating parameters are entered as required to meet safety and production requirements.
		1.5	Equipment performance is checked and adjusted as required.
		1.6	Pre-start checks are carried out as required by workplace requirements.
2.	Operate and monitor the form filling and sealing process	2.1	The process is started and operated according to workplace procedures.
		2.2	Equipment is monitored to identify variation in operating conditions.
		2.3	Variation in equipment operation is identified and maintenance requirements are reported according to workplace reporting requirements.
		2.4	Packaging quality and seal integrity are monitored to confirm that specifications are met.

- | | | |
|----|--|---|
| | 2.5 | Out-of-specification process outcomes are identified, rectified and/or reported to maintain the process within specification. |
| | 2.6 | The workplace meets housekeeping standards. |
| | 2.7 | Workplace records are maintained according to workplace recording requirements. |
| 3. | Shut down the form filling and sealing process | |
| | 3.1 | The appropriate shut down procedure is identified. |
| | 3.2 | The process is shut down according to workplace procedures. |
| | 3.3 | Maintenance requirements are identified and reported. |

RANGE STATEMENT

The range statement indicates the context for demonstrating competence. This statement is a guide and unless otherwise indicated, items may or may not apply as required by the work context.

- Work is carried out according to company policies and procedures, regulatory and licensing requirements, legislative requirements and industrial awards and agreements.
- Workplace information may include Standard Operating Procedures (SOPs), specifications, production schedules and instructions, manufacturers' advice, standard forms and reports.
- Operation of equipment and processes may require the use of process control panels and systems.
- Form filling and sealing equipment may include pumps, fillers including bottle fillers, hermetic sealers, bag fillers, aseptic packaging, seamers, level detection equipment and conveyors. Related processes depend on product requirements and may include product preparation equipment such as mixers, blenders, carbonators, heat exchangers, chillers, crystallisers.
- Packaging may include vacuum packing and Modified Atmosphere Packaging (MAP).

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to operate a form fill and seal process in accordance with the performance criteria and the range listed within the range of variables statement.

(1) Critical Aspects of Evidence

Ability to:

- Access workplace information to identify filling and packaging requirements.
- Select, fit and use personal protective clothing and/or equipment.
- Confirm supply of necessary packaging components/consumables, product and services.
- Conduct pre-start checks. This may involve inspecting equipment condition to identify any signs of wear, selecting appropriate settings and/or related parameters, cancelling isolation or lockouts as required, confirming that equipment is clean, correctly configured for packaging requirements, packaging components/consumables are loaded, sensors and controls are correctly positioned, any scheduled maintenance has been completed, and all safety guards are in place and operational.
- Start, operate, monitor and adjust the form filling and sealing process equipment to achieve required outcomes. This may include monitoring control points and conducting inspections as required to confirm process remains within specification. This may include monitoring: flow rates, product weights and volumes, fill levels, times and temperatures – (includes product and sealing temperatures), supply of packaging components/consumables, packaging quality and seal integrity. This may include testing seal integrity.

(2) Pre-requisite Relationship of Units

- Nil

(3) Underpinning Knowledge and Skills

Knowledge

Knowledge of

- Purpose and basic principles of form filling and sealing. This includes an understanding of the purpose and characteristics required of packaging materials used and the method used to fill and seal product. Where methods involve vacuum or MAP packaging, it includes an understanding of the effect of modified atmosphere on product shelf life.
- Product and packaging coding requirements and related legal requirements including product weight.
- Basic operating principles of form filling and sealing equipment. This may include an operational understanding of main equipment components, status and purpose of guards, equipment operating capacities and applications and the purpose and location of sensors and related feedback instrumentation and services required for operation of filling equipment used in the workplace.
- The flow of processes supplying the form filling and sealing process and the effect of outputs on downstream processes.

Knowledge (cont'd)

Knowledge of

- Quality characteristics and requirements of form filling and sealing. This may include an understanding of quality requirements of product and packaging components/consumables, requirements of filling including fill levels and weights, requirements of seal formation and integrity. It may require an understanding of integrity testing procedures.
- Methods used to monitor the process. This may include inspecting, measuring and testing as required by the process. It requires awareness of inspection or test points (control points) in the process and the related procedures and recording requirements.
- Operating requirements and parameters and corrective action required where operation is outside specified operating parameters. This includes an understanding of procedures to clear a breach and restart following a crash or jam up as appropriate.
- Typical equipment faults and related causes. This includes recognition of signs and symptoms of faulty equipment and early warning signs of potential problems.
- Common causes of variation and corrective action required. This includes an understanding of the effect of variation in both product and packaging components/consumables on filling and sealing performance. For example, it may include an understanding of the effect of temperature variation on the filling process.
- Food safety hazards and risks associated with form filling and sealing and related control measures.
- OHS hazards and controls
- Requirements of different shut downs as appropriate to the process and workplace production requirements. This includes emergency and routine shutdowns and procedures to follow in the event of a power outage.
- Isolation, lock out and tag out procedures and responsibilities.
- Product/packaging changeover procedures.
- Procedures and responsibility for reporting production and performance information.
- Environmental issues and controls relevant to the form filling and sealing process. This includes waste/rework collection and handling procedures related to the process.
- Basic operating principles of process control where relevant. This includes the relationship between control panels and systems and the physical equipment.
- Aseptic form filling and sealing requirements.
- Sampling and testing procedures.
- Cleaning and sanitizing procedures.

Skill

The ability to:

- Take corrective action in response to out-of-specification results.
- Respond to and/or report equipment failure within level of responsibility.
- Locate emergency stop functions on equipment.
- Follow isolation and lock out/tag out procedures as required to take form filling and sealing process and related equipment off line in preparation for cleaning and/or maintenance within level of responsibility.
- Prepare form filling and sealing equipment for cleaning.
- Demonstrate product/process changeovers.
- Complete workplace records as required.
- Maintain work area to meet housekeeping standards.
- Use process control systems.
- Demonstrate aseptic form filling and sealing procedures.
- Collect samples and conduct tests.
- Clean and sanitize equipment.

(4) Resource Implications

- Actual or simulated work environment sufficient for the demonstration of this unit of competence.

(5) Method of Assessment

Evidence should be gathered attesting to the achievement of competence by the candidate to the standard required for each element in this unit of competency.

Evidence is best gathered using the products, processes and procedures of the individual workplace context as the means by which the candidate achieves competence.

In order to ensure consistency of performance, evidence should be collected over a set period of time which is sufficient to include dealings with a range and variety of instances cited in the Range.

Assessment activities may also include written or verbal short answer testing, practical exercises, role plays, research/project work or observation of practical demonstration

(6) Context of Assessment

Elements of competency contain both theoretical and practical components. The theoretical components may be assessed off the job. The practical components should be assessed in a work environment.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
<ul style="list-style-type: none"> Carries out established processes Makes judgement of quality using given criteria 	<ul style="list-style-type: none"> Manages process Selects the criteria for the evaluation process 	<ul style="list-style-type: none"> Establishes principles and procedures Evaluates and reshapes process Establishes criteria for evaluation

Collect, analyse and organise information	Level 2	
Communicate ideas and information	Level 2	
Plan and organise activities	Level 2	
Work with others and in team	Level 2	
Use mathematical ideas and techniques	Level 2	
Solve problems	Level 2	
Use technology	Level 2	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

AGPFPR0172A: Carry out retort and cooling down operations

Competency Descriptor:

This unit involves the skills and knowledge required to carry out retort and cooling down operations.

Competency Field: Agro-Food Processing

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Prepare the retort for operation	1.1 Materials are confirmed and made available for operating requirements. 1.2 Cleaning and maintenance, requirements retort checked to confirm state of readiness 1.3 Machine compartment and related parts are fitted and adjust to meet operating requirements 1.4 Operating parameters are entered as is required to meet safety and production requirements. 1.5 Equipment performance is checked from previous records and adjust as is requires. 1.6 Pre-start up checks by way of a check-list-system carried out as required by company and legal requirements. 1.7 Adequate supply of services-steam air, electricity and other services are confirmed available and ready.
2. Prepare retort instruments for operation.	2.1 Retort instruments are checked to confirm readiness. 2.2 Instruments are checked to insure legal compliances. 2.3 Legal certification information is checked to confirm retorts capability. 2.4 The thermal processing instruments are checked and confirm ready. 2.5 Automatic recording and control systems, computers and hand operated systems are confirmed ready for operation according to legal and company policies.

- 3. Operate and monitor the retort system
 - 3.1 The process is started and operated according to workplace/company procedures.
 - 3.2 Proper installation of the retort is essential and confirmed.
 - 3.3 Equipment is monitored to identify variation in operating conditions.
 - 3.4 Variation in equipment operation is identified and maintenance requirements are reported according to company and legal requirements.
 - 3.5 Out-of-specification/or process deviations are identified, reported to the competent authority.
 - 3.6 Work area Good housekeeping standards must be maintained.
 - 3.7 Work place records are maintained according to company policies/and or legal requirements.
 - 3.8 Waste/spoilage are reported and removed according to legal and company policy requirements.
 - 3.9 Services-steam, electricity, are at fully capacity.
- 4. Shut-Down the retort system
 - 4.1 End of batch procedures are completed in accordance with process schedule instructions and standard operating procedures.
 - 4.2 The process is shut down according to workplace procedures.
 - 4.3 Maintenance requirements are identified and reported according to company and legal reporting requirements.
- 5. Cool down of product and retort system
 - 5.1 Retort and containers are partially cooled/and are completely cooled.
 - 5.2 Cooling process depends on the size of containers being processed.
 - 5.3 Services water are be confirmed available adequate and quality.
 - 5.4 Water quality check-of for level of chlorine temperature and level of hardness of water and portability.

RANGE STATEMENTS

The range of variables indicates the context for demonstrating competence. This is a guide, and may apply as required by the work context.

- Work is carried out according to company policy and procedures. Regulatory and certification requirements, legislative and industrial requirements ECT
- Legislative requirements reflect the procedures and specifications requirements by Jamaica Bureau of Standards Certification relevant licensing by Ministry of Labour covering environmental management, occupational health and safety

Workplace information may include:

- SOPs
- Specifications
- process schedules and instructions
- manufactures standards forms and reports
- Commercial sterilization method when bottles and pouches are used as containers.
- Work is done in a clean room environment free from dirt, excess water, floor well drained and noise level low in keeping with OHS regulations.
- Shut –down procedures may include cleaning.
- Retort operators carry out change and legal requirements

Retort/coolers equipment includes:

- Still retorts
- Agitating retort
- Continuous retorts
- Hydrostatic coolers
- With or without over-pressure
- Coding and materials handling equipment

Equipment components typically include:

- Vents
- Bleeders
- Spreaders
- Time and temperature measurement instrumentation

Material may include:

- Hot or cold product filled in different size containers.

Services may include:

- Power
- Compressed and instrumentation air
- Steam
- Treated cooling water

Process stages include:

- Cooking
- Cooling
- Post-cooling container handling

Confirming equipment status involves:

- Checking that hygiene and sanitation standards are met
- Safety guards are in place
- Equipment is operational
- Checking operation and calibration of measuring instruments

Monitoring the process may include:

- Use production data such as performance control and temperature charts

Control points include:

- Food safety
- Quality
- Regulatory
- Inspection points

Containers include:

- Cans
- Bottles
- Semi-rigid and rigid plastic containers

Process operation maybe:

- Manual
- Process control system

Information system maybe:

- Print
- Screen based

Containers holders:

- Baskets
- Cans
- Gondolas
- Rack dividers

EVIDENCE GUIDE

The assessment process must address all of the following items of evidence.

(1) Critical Aspects and Evidence

- Access work place information to identify processing schedule requirements.
- Select, fit and personal protective clothing/and equipment. This includes work area entry and exit, and moving around the work area to minimize risk to health and safety.
- Confirm supply of the necessary consumable services Steam, air, water time clock and electricity.
- Conduct pre-start checks. This will involve inspection of equipment, temperature and pressure recording instrument, selecting appropriate setting and or related parameters for process schedules services and record controllers are correctly positioned, any scheduled maintenance has been carried out and all safety guards are in place and operational.
- Start, operate, monitor and adjust retort operation, to achieve required process schedule requirements. This may include monitoring critical control points conducting inspection as required to confirm process remain within process schedule specification.

This may include monitoring: -

(2) Pre-requisite Relationship of Units

- Nil

(3) Underpinning Knowledge and SkillsKnowledge

Knowledge of:

- Contain flow rate.
- Seam functioning and flow rates
- Size of containers
- Fill levels
- Initial temperature of canned product.
- Process room instrumentation, equipment and operation.
- Principles of heat sterilization and its effect on microbiological characteristics of the product and container material.
- Basic operating principles of retorting.
 - This includes retort closure, venting, and process time.
- Operational understanding of main equipment components, status and purpose of guards, equipment operating capacities and applications and purpose and location of sensors and feed back instrumentation and services required for operation of the retorting process.
- Operating requirements and parameters as per process schedules. Corrective action recorded when outside of operating parameters.
- Typical equipment faults and related causes.
 - This includes recognition of signs and symptoms of faulty instrumentation, and equipment. Early warning signs of potential problems.
- Methods used to monitor the process. Inspecting measuring testing. Critical control points in the process and related procedures and record requirement.
- OHS hazards and controls. This includes recognizing the limitation of protective clothing and other equipment relevant to the work area.
- End of batch procedures – include calculating yield material reconciliation and action taken if yield reconciliation are not within prescribed limits and product labeling responsibilities and procedures.
- Requirements of different shut down as appropriate to the retort process and workplace production and legal requirements. This includes emergency and routine shutdowns and procedures that follow in the event of a power outage.
- Clearance of retort
- Isolation, tag out procedures and responsibilities
- Procedures and responsibility for reporting such production deviation and performance information.
- Environmental issues, and controls relevant to the retorting process.
- Products involved in the process deviation are isolated.
- Base operating principles of retort process control is a must, this includes the relationship between control panels and system and the physical equipment.
- Sampling procedures and routine maintenance procedures.

Skill

The ability to:

- Setting up the retort basket
- Start up the retort – Closing and venting process
- Check by-pass for steam to retort inlet, and automatic control valve and recorder controller.
- Check mercury in glass thermometer
- Check bleeder valves
- Check safety valve
- Take corrective action in response to out-of-specification procedures
- Monitor supply and flow of material to and from the retorting process
- Monitor and respond to and/or report equipment failure within level of responsibility.
- Report all process deviations products involved must be tagged accordingly.
- Locate emergency stop function on equipment.
- Follow isolation and tag out procedures as is required to the process.
- Follow end of batch procedures including line clearance, yield calculation, material/product reconciliation.
- Cool product as is required by process
- Complete company records as required.
- Maintain good housekeeping standards.
- Use process control system.
- Collect samples for quality control.
- Conduct batch/line changeovers.
- Sort, collect, treat, recycle or dispose of waste.
- Shut down equipment in response to an emergency situation.
- Prepare equipment for cleaning.
- Clean and sanitize equipment.
- Carry out routine maintenance.

(4) Resource Implications

- Sufficiently equipped environment to allow for the conduct of retorting and cooling down operations.

(5) Method of Assessment

The practical aspects must be assessed in an actual work place context. Theoretical components maybe assessed of the job.

(6) Context of Assessment

This unit must be assessed on the job/in an actual food processing establishment.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
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Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 2	
Plan and organise activities	Level 1	
Work with others and in team	Level 2	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

BSBSBM0012A: Craft personal entrepreneurial strategy

Competency Descriptor:

This unit deals with the skills and knowledge required to craft an entrepreneurial strategy that fits with the attitudes, behaviours, management competencies and experience necessary for entrepreneurs to meet the requirements and demands of a specific opportunity.

Competency Field: Small Business Operations

ELEMENT OF COMPETENCY PERFORMANCE CRITERIA

1. Demonstrate knowledge of the nature of entrepreneurship	1.1	Concepts associated with entrepreneurship are clearly defined.
	1.2	Factors which influence entrepreneurship in and outside of Jamaica are correctly identified and explained.
	1.3	The importance of entrepreneurship to economic development and employment is explained clearly.
	1.4	The findings of research conducted on entrepreneurial ventures and successes in the Caribbean region are clearly presented in an appropriate format.
	1.5	Differences between wage employment and entrepreneurial ventures are correctly stated.
2. Identify and assess entrepreneurial characteristics	2.1	Relevant research is carried out and required entrepreneurial characteristics identified.
	2.2	Entrepreneurial characteristics identified are assessed and ranked.
	2.3	An understanding of the process and discipline that enable an individual to evaluate and shape choices and to initiate effective action is correctly demonstrated.
	2.4	Factors that will help an entrepreneur to manage the risk and uncertainties of the future, while maintaining a future orientated frame of mind, are identified.

- | | | | |
|----|-----------------------------------|-----|---|
| 3. | Develop self-assessment profile | 3.1 | Self-assessment tools/methods to identify personal entrepreneurial potential are identified and properly used. |
| | | 3.2 | The ability to apply creativity, problem-solving techniques and principles to solve business related problems are demonstrated. |
| | | 3.3 | Feedback from others for the purpose of becoming aware of blind spots and for reinforcing or changing existing perceptions of strengths/ weaknesses is appropriately obtained. |
| 4. | Craft an entrepreneurial strategy | 4.1 | A profile of the past that includes accomplishments and preferences in terms of life and work styles, coupled with a look into the future and an identification of what one would like to do is developed. |
| | | 4.2 | Commitment, determination and perseverance; orientation towards goals; taking initiative and accepting personal responsibility; recognizing management competencies and identifying areas for development are determined. |
| | | 4.3 | Written guidelines to obtain feedback that is solicited, honest, straightforward, and helpful but not all positive or negative are developed to facilitate reviews. |
| | | 4.4 | Framework and process for setting goals which demand time, self-discipline, commitment, dedication and practice are developed. |
| | | 4.5 | Goals established are specific and concrete, measurable, relate to time, realistic and attainable. |
| | | 4.6 | Priorities, including identifying conflicts and trade-offs and how these may be resolved are established. |
| | | 4.7 | Potential problems, obstacles and risks in meeting goals are identified. |
| | | 4.8 | Specified action steps that are to be performed in order to accomplish goals are identified. |
| | | 4.9 | The method by which results will be measured is indicated. |

- 4.10 Milestones for reviewing progress and tying these to specific dates on a calendar are established.
- 4.11 Sources of help to obtain resources are identified.
- 4.12 Evidence of the ability to review process and periodically revise goals is demonstrated.

RANGE STATEMENT

At this stage of the entrepreneurial process the entrepreneur must be able to conduct a self-assessment profile, examine the frame work for self assessment, develop a personal entrepreneurial strategy, identify data to be collected in the self-assessment process and learn about receiving feedback and setting goals.

Concepts associated to include:

- risk
- entrepreneurship
- macro-screening
- micro-screening
- competition
- wage employment

Influencing factors to include:

- market conditions
- markets – demand/supply
- global trends
- level of economic activities
- funding
- economic stability
- social stability
- resources availability

The entrepreneur must be able to:

- understand the extreme complexity in predicting or aligning him/herself to specific careers in an environment of constant change
- determine the kind of entrepreneur he or she wants to become based on attitudes, behaviours, competencies, experience and how these fit with the requirements and demands for a specific opportunity
- evaluate thoroughly his or her attraction to entrepreneurship
- effectively develop personal plan
- utilize available information that will enhance his or her ability to achieve success

The entrepreneur may encounter setbacks if the planning process is not effectively pursued.

Pitfalls may include:

- proceeding without effective planning which may result in commitment to uncertainty
- commitment to a premature path with the desirability of flexibility can lead to disaster
- personal plans fail for the same reasons as business plans including frustration if the plan appears not to be working immediately and the challenges of changing behaviour from an activity-oriented routine to one that is goal oriented
- developing plans that fail to anticipate obstacles, and those that lack progress milestones and reviews

EVIDENCE GUIDE

Competency is to be demonstrated when the entrepreneur is able to undertake a personal entrepreneurial assessment exercise to determine if he or she possesses the necessary credentials to be a successful entrepreneur. This stage of the entrepreneurial process is critical since experience has shown that the founder is one of the deciding forces if the venture is to succeed and prosper.

(1) Critical Aspects of Evidence

The entrepreneur will be assessed by his/her action in developing an orchestrated plan in order to effectively pursue the business concept.

(2) Pre-requisite Relationship of Units

- Nil

(3) Underpinning Knowledge and SkillsKnowledge

Knowledge of:

- personal entrepreneurial profile systems
- effective management systems: marketing, operations/productions, finance, administration, law
- how to measure feedback
- the method of developing a personal plan and a business plan
- understanding the difference between entrepreneurial culture and management culture

Skills

The ability to:

- determine barriers to entrepreneurship
- minimize exposure to risk
- exploit any available resource pool
- tailor reward systems to meet a particular situation
- effectively plan and execute activities
- use computer technology to undertake assessments

(4) Resource Implications

The following resources should be made available:

Personal computer with access to the internet and appropriate software that will enable one to conduct the necessary analysis using the internet

(5) Method of Assessment

A useful method of assessment is to determine if the venture can stand up to the test of critical evaluation.

(6) Context of Assessment

This stage of the entrepreneurial process is assessed when comparisons are made between actual outcomes and plans/projections.

CRITICAL EMPLOYABILITY SKILLS

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Level 1	Level 2	Level 3
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Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 1	
Plan and organise activities	Level 1	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.