

UNIT TITLE: ESTABLISH AND MAINTAIN QUALITY CONTROL IN FOOD PRODUCTION		NOMINAL HOURS: 35
UNIT NUMBER: D1.HCC.CL2.02		
UNIT DESCRIPTOR: This unit deals with skills and knowledge required by cooks and chefs in a supervisor position to establish and maintain quality control of food production in commercial food environments		
ELEMENTS AND PERFORMANCE CRITERIA	UNIT VARIABLE AND ASSESSMENT GUIDE	
<p>Element 1: Establish quality control in food production</p> <p>1.1 Identify appropriate <i>quality standards</i> in <i>food production</i></p> <p>1.2 Develop appropriate <i>quality procedures</i> are to maintain quality</p> <p>Element 2: Implement and monitor quality control procedures in food production</p> <p>2.1 Ensure that <i>quality procedures</i> are implemented</p> <p>2.2 Verify products produced are in-line with established <i>quality standards</i></p> <p>Element 3: Review quality control procedures in food production</p> <p>3.1 Identify <i>problems</i> that may occur</p> <p>3.2 Solve <i>problems</i> that may occur</p>	<p>Unit Variables</p> <p>The Unit Variables provide advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment</p> <p>This unit applies to all industry sectors that are responsible for establishing and maintaining high quality food production within the labour divisions of the hotel and travel industries and may include:</p> <p>1. Food Production.</p> <p><i>Quality standards</i> may be related to:</p> <ul style="list-style-type: none"> • Raw materials • Cooking processes • Portion control • Re-thermalisation • Standard recipes • Menu listings • Food handling. 	

Food production may be related to:

- Room service
- Functions
- Buffet service
- Bistro service
- Al la carte style service
- In house or outside catering.

Quality procedures may be related to:

- Formal audits
- Feedback from colleagues and customers
- Reviews of costs and revenues.

Problems may relate to :

- Product quality
- Processes
- Customer expectations.

Assessment Guide

The following skills and knowledge must be assessed as part of this unit:

- Knowledge of the enterprise's policies and procedures in regard to quality
- Demonstrated ability to establish, implement and maintain quality control systems in a commercial kitchen
- Knowledge of quality systems and options suitable for a commercial cookery or catering enterprise.

Linkages To Other Units

- Comply with workplace hygiene procedures
- Implement occupational health and safety procedures
- Prepare and store food
- Work effectively with colleagues and customers
- Maintain strategies for safe food storage
- Present and display food products
- Apply basic techniques of commercial cookery
- Prepare a variety of sandwiches
- Prepare stock and sauces
- Prepare soups
- Prepare vegetables, eggs and farinaceous dishes
- Identify and prepare various meats
- Prepare and cook poultry and game meats
- Prepare and cook seafood.

Critical Aspects of Assessment

Evidence of the following is essential:

- Knowledge of quality as it relates to food production
- Ability to identify quality standards that relate to raw materials, cooking processes and menu items
- Demonstrated ability to identify a range of quality procedures to be applied to a food production area
- Demonstrated ability to solve quality problems identified in a food production area.

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 activity, supported by a range of methods to assess underpinning knowledge
- Assessment must relate to the individuals work area or area of responsibility
- Demonstration of skills on more than one occasion
- Commercial food preparation area with relevant equipment.

Resource Implications

Training and assessment to include access to a real or simulated workplace and use of a fully equipped commercial kitchen, use of real ingredients and service equipment; and access to workplace standards, procedures, policies, guidelines and tools.

Assessment Methods

The following methods may be used to assess competency for this unit:

- Case studies
- Observation of practical candidate performance
- Oral and written questions
- Portfolio evidence
- Problem solving
- Role plays
- Third party reports completed by a supervisor
- Project and assignment work.

Key Competencies in this Unit		
<i>Level 1 = competence to undertake tasks effectively</i>		
<i>Level 2 = competence to manage tasks</i>		
<i>Level 3 = competence to use concepts for evaluating</i>		
Key Competencies	Level	Examples
Collecting, organising and analysing information	2	Conduct audits and complete reports; implement changes as a result of audits and reports
Communicating ideas and information	1	Receive, follow and give instructions about quality; communicate with colleagues; provide information about quality systems
Planning and organising activities	2	Plan, organise and prioritise work tasks and responsibilities
Working with others and in teams	2	Work cooperatively with colleagues in implementing quality systems; clarify personal responsibilities; deal with conflicts and misunderstandings; work out solutions in consultation with others
Using mathematical ideas and techniques	1	Calculate ratios of satisfaction; summarize audit responses
Solving problems	2	Deal with quality or service breakdowns
Using technology	1	Use calculators or computer-based systems to record information