Unit Title:	**Monitor and help improve food safety in a retail environment**
OCR unit number:	4
Sector unit number:	B.22
Level:	3
Credit value:	11
Guided learning hours:	50
Unit reference number:	L/503/5675

Unit purpose and aim

This unit assesses certain aspects of the occupational competence needed to ensure the safe handling or preparation of food in a retail environment. The food concerned may be wrapped or unwrapped, and may include food subject to temperature control. The unit covers monitoring **critical control points** and using the findings of those monitoring activities to improve the processes that affect food safety.

Learning Outcomes	Assessment Criteria
The Learner will: 1 Understand the principles of food safety management that apply to a retail environment	**The Learner can:** 1.1 explain the following terms in relation to own organisation: • **'critical control points'** • **'control points'** • **'critical limits'** • **'variance'** 1.2 explain the importance of monitoring **critical control points** and **control points** 1.3 explain the impact of **variance** at **critical control points** and **control points** on food safety, public health and the organisation 1.4 explain why traceability is important to food safety 1.5 explain how traceability works 1.6 explain the importance of having organisational food safety **procedures** in place
2 Be able to monitor critical control points in a retail environment	2.1 select relevant food safety **control measures** when monitoring **critical control points** 2.2 implement all specified organisational operational controls and checks of critical control points at the set time frequency

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Learning Outcomes	Assessment Criteria
	2.3 maintain records of monitoring activities in line with organisational procedures 2.4 obtain **verification** for completed checks, following organisational **procedures**
3 Be able to deal with problems identified when monitoring critical control points in a retail environment	3.1 take **corrective action** when **control measures** fail, ensuring that such action is: • suited to the situation • carried out with a degree of urgency that matches the seriousness of the situation 3.2 report to the designated person any **procedures** that are out of line with **critical limits** 3.3 seek expert advice and support for problems identified when monitoring **critical control points** that are outside own level of authority or expertise to resolve
4 Be able to ensure that staff perform to the standard required for food safety in a retail environment	4.1 allocate food safety responsibilities to staff 4.2 supervise staff to ensure that allocated food safety responsibilities are met 4.3 ensure that staff receive the **training** in food safety that they need
5 Be able to evaluate the nature and impact of factors or issues that may affect the safety of food in a retail environment	5.1 evaluate the nature and impact of factors or issues that may affect the safety of food, arising in: • own work activities • the working environment • supplies • products to be sold to customers
6 Be able to contribute to improving food safety in a retail environment	6.1 explain the term ‘continuous improvement’ in relation to food safety 6.2 explain the importance of contributing to the process of improving food safety 6.3 present to decision-makers ideas for improving **procedures** or processes that affect food safety 6.4 implement new or revised **procedures** to improve food safety, where authorised to do so

Assessment

This unit requires workplace assessment of occupational competence. It is internally assessed by centre staff and externally assessed by an OCR External Verifier.

The unit is competence-based. This means that it is linked to the candidate’s ability to competently perform a range of tasks associated with their work.

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If the assessor is unable to make judgements about the specialist skills and knowledge covered by this unit, expert witness testimony must be sought from a person with suitable current experience, to confirm the candidate's competence.

The candidate may have undertaken formal food safety training that may contribute to the evidence for this unit.

The terms highlighted in bold in the assessment criteria are explained in a glossary appended to this unit.

The unit needs to be assessed in line with the relevant Sector Skills Council's (SSC's) Assessment Strategy or Principles. Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website (www.skillsmartretail.com).

Assessment conducted by an external/peripatetic assessor must adhere to section 4.2.1 of Skillsmart Retail's '*Retail Qualifications Assessment Principles'*. As such, OCR requires the line manager or the owner/manager to sign and date the bottom of each unit Evidence Record Sheet (ERS) to both confirm their involvement and the candidate's competence. This should be on or prior to the signature and date provided by the assessor.

Evidence requirements

OCR does not stipulate the mode of delivery for the teaching of the content of this unit. Centres are free to deliver this unit using any mode of delivery that meets the needs of their candidates. Centres should consider the candidates' complete learning experience when designing programmes of learning.

Guidance on assessment and evidence requirements

You should refer to the '*Admin Guide: Vocational Qualifications* (A850)' for *Notes on Preventing Computer-Assisted Malpractice*.

National Occupational Standards (NOS) mapping/signposting

This unit is based on the NOS reference SSR.B308

NOS can be viewed on the relevant Sector Skills Council's website or the Occupational standards directory at www.ukstandards.co.uk.

Functional skills signposting

This section indicates where candidates may have an opportunity to develop their functional skills.

Functional Skills Standards					
English		**Mathematics**		**ICT**	
Speaking and Listening	✔	Representing		Use ICT systems	✔
Reading	✔	Analysing		Find and select information	✔
Writing	✔	Interpreting		Develop, present and communicate information	✔

Additional information

For further information regarding administration for this qualification, please refer to the OCR document '*Admin Guide: Vocational Qualifications' (A850)* on the OCR website www.ocr.org.uk .

Glossary **for unit B.22**	
Control measures	Actions required to prevent or eliminate a food safety hazard or reduce it to an acceptable level.
Control point	A step in the food preparation process which can be controlled, but would *not* result in an unacceptable health risk if control was not exercised.
Corrective action	The action to be taken when a **critical limit** is breached.
Critical control point	A step in the food control or preparation process where a **food safety hazard** must be dealt with by preventing it, removing it or reducing it to an acceptable level.
Critical limit	The minimum and maximum limits allowed in order to control a particular task or process.
Food safety hazards	Something which may cause harm to the consumer and can be: • microbiological (for example, bacteria, moulds, viruses) • chemical (for example, pesticides used on fruit and vegetables, chemicals used in cleaning or for pest control) • physical (for example, insects, parasites, glass, nails) • allergenic (for example, nuts, milk, eggs)
Food safety management	Putting into practice the policies, procedures, practices, controls and documentation that ensure that food is safe for consumers.
Procedures	A series of clear steps or instructions on how to do things; rules. Some companies document their procedures formally in writing, and others simply have procedures that all staff understand and follow but which are not written down.
Training	Bringing an individual up to a desired level or standard of proficiency. This can be done by means of instruction or by formal training courses.
Variance	The difference between the planned or standard limits allowed and the actual values monitored.
Verification	Using a selection of methods, **procedures** and tests to show and confirm that the system is operating in line with the plan.

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