

Title	Principles of managing fish and chip operations				
Ofqual unit ref	F/503/2918				
Level	3	Credit value	4	GLH	37
Learning Outcomes			Assessment Criteria		
The learner will:			The learner can:		
1 Understand how to manage food safety and health and safety in fish and chip operations			1.1 Explain why it is important to work hygienically and safely in a fish and chip business		
			1.2 Outline the key food safety and health and safety issues and how they are managed		
			1.3 Explain how to evaluate the effectiveness of food safety and HACCP policies and practices		
			1.4 Explain how to evaluate the effectiveness of health and safety policies and practices		
				recording and do ed for food safety ety compliance.	
2 Understand how to manage resources in fish and chip operations			2.1 Explain how the buying and stock control of consumables is managed		
			2.2 Describe ho safer operation	ow staff training o s	contributes to
			2.3 Describe how maintenance of equipment contributes to safer operations		
			2.4 Describe how to ensure the secure handling of money from sales		
				thods used to min the importance o	
3 Understand how to manage staff in fish and chip operations			 3.1 Explain how to ensure adequate levels of competent staff are available to meet business requirements, to include recruitment staff rotas 		
		3.2 Describe staff training policies and practices in fish and chip operations			
			3.3 Outline methods used to manage staff performance in fish and chip operations		

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4 Understand how to promote the business		4.1 Outline the importance of creating a comfortable, clean and safe place for customers		
		4.2 Describe how point of sale materials can be used to increase customer perception		
		4.3 Explain how media based marketing can be used to promote the business.		
5 Understand the importance of planning fish and chip operations		 5.1 Explain how to develop an effective daily business plan to include services processes staff 		
		5.2 Describe how to maintain a weekly business plan to ensure the availability of resources and services		
		 5.3 Identify issues that need to be managed with contingency plans, to include emergencies resource shortages fluctuating customer demand. 		
Unit purpose an	d aim(s)	This unit is designed to assess the underpinning knowledge and understanding of learners in the workplace context, for understanding the principles of managing fish and chip operations. It can be assessed on or off the job. The learner must demonstrate their current knowledge and understanding, to meet all assessment criteria. Assessment methods appropriate to the needs of the learner must be used to generate satisfactory evidence of knowledge and understanding. The Improve Assessment Strategy sets out the overarching assessment requirements.		