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| **Title** | **Principles of managing fish and chip operations** | |
| **Level** | **3** | |
| **Credit value** | **4** | |
| **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. Explain why it is important to work hygienically and safely in a fish and chip business 2. Outline the key food safety and health and safety issues and how they are managed 3. Explain how to evaluate the effectiveness of food safety and HACCP policies and practices 4. Explain how to evaluate the effectiveness of health and safety policies and practices 5. Summarise recording and documentation systems required for food safety, HACCP and health and safety compliance. |
| 2. Understand how to manage resources in fish and chip operations | | 1. Explain how the buying and stock control of consumables is managed 2. Describe how staff training contributes to safer operations 3. Describe how maintenance of equipment contributes to safer operations 4. Describe how to ensure the secure handling of money from sales 5. Outline methods used to minimise waste in operations and the importance of this to the business. |
| 3. Understand how to manage staff in fish and chip operations | | 1. Explain how to ensure adequate levels of competent staff are available to meet business requirements, to include  * recruitment * staff rotas  1. Describe staff training policies and practices in fish and chip operations 2. Outline methods used to manage staff performance in fish and chip operations |
| 4. Understand how to promote the business | | 1. Outline the importance of creating a comfortable, clean and safe place for customers 2. Describe how point of sale materials can be used to increase customer perception 3. Explain how media based marketing can be used to promote the business. |
| 5. Understand the importance of planning fish and chip operations | | 1. Explain how to develop an effective daily business plan to include  * services * processes * staff  1. Describe how to maintain a weekly business plan to ensure the availability of resources and services 2. Identify issues that need to be managed with contingency plans, to include  * emergencies * resource shortages * fluctuating customer demand. |
| Additional information about the unit | | |
| Unit purpose and aim(s) | | This unit supports workforce and/or vocational development for those who need to understand the principles of managing fish and chip operations, in a fish and chip frying business.  The unit is designed for use primarily in fish and chip operations and others who carry out these workplace activities. It is also designed for those who plan to enter the food and drink industry or employees who wish to expand on their existing knowledge and understanding. The aim of the unit is to assess underpinning knowledge and understanding to recognised national occupational standards. |
| Unit expiry date | |  |
| Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate) | | This unit of assessment relates directly to Improve Sector Performance Standard (approved as National Occupational Standard) knowledge unit FP.152K Principles of frying fish and chips. |
| Assessment requirements or guidance specified by a sector or regulatory body (if appropriate) | | 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. |
| Support for the unit from a SSC or appropriate other body (if required) | | [The National Skills Academy for Food and Drink](http://www.improveltd.co.uk/) |
| Location of the unit within the subject/sector classification system | | 04 Engineering and Manufacturing Technologies |
| Name of the organisation submitting the unit | | Improve |
| Availability for use | | Shared |
| Unit available from | |  |
| Unit guided learning hours | | 37 |
| Unit Category | | Underpinning Knowledge (UK) |
| SPS Reference | | FP.152K |
| WBA Reference | | F/503/2918 |

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