

# Food and Drink Process Operator

## Apprenticeship Standard Specification ST0199/AP02

### 1.1 Occupational profile

Food and Drink Process Operators work in one of the largest, most dynamic and fastest growing sectors of industry. Every day, producers, manufacturers and retailers make and sell millions of innovative food products to consumers in the UK and around the world. This includes drinks, cakes, biscuits, ready-to-eat and ready-to cook food, sandwiches, wraps, fresh fruit and salads. It is imperative that Process Operators in the industry have the skills and knowledge to ensure our food products, which millions of people consume every day, are safe.

Process Operators work in the manufacturing sector of the food and drink industry. They may be employed in a company that specialises one type of product, e.g. ready meals, soft drinks or confectionary, or in a company that makes a wide range of different products. Process Operators typically work on production lines within food manufacturing plants. The industry uses excellent manufacturing processes and highly automated equipment and technology to ensure it remains competitive, and produces food and drink products to strict food safety and quality standards.

### 1.2 Purpose

This apprenticeship has been designed by food and drink manufacturing employers to ensure that both new entrants and those interested in progressing a career in the sector have an opportunity to develop the right skills, knowledge and behaviours. This apprenticeship is a fantastic way of developing these skills whilst learning and gaining experience at work.

At the end of the programme apprentices will be able to:

- carry out production operations using a range of equipment
- carry out basic fault finding
- handle food products safely and hygienically
- maintain quality and ensure products meet customer requirements
- understand food safety and its importance to the industry
- have a good level of product knowledge
- work as an effective member of a team and exhibit effective communication skills.

In addition apprentices will have developed an understanding of continuous improvement processes used in the industry.

### 1.3 Entry requirements

There are no formal entry requirements for apprentices selecting this apprenticeship standard. Employers and training providers must ensure that learners have the potential and opportunity to achieve the apprenticeship standard successfully. It is an advantage if apprentices have already achieved an Entry Level 3 English and mathematics qualification.

### 1.4 Gateway requirements

Gateway requirements are stipulated by the apprenticeship standard's assessment plan and End-point Assessment Organisation's must ensure that all apprentices have completed and achieved the requirements.

Food and Drink Process Operator apprentices must have exceeded the 12 month Government minimum duration and completed a programme of learning as set by their employer, supported by the appointed training provider. The programme will develop the skills, knowledge and behaviours detailed in the standard.

Apprentices are required to achieve the following mandated qualifications for this standard:

- Level 1 English
- Level 1 mathematics
- Results from the Level 2 English test
- Results from the Level 2 mathematics test
- Level 2 Diploma in Food and Drink Operations

Evidence of these qualifications must be submitted to OAL along with a declaration that the apprentice has met the gateway requirements. Qualification certificates can be submitted at any point once the apprentice has been registered on our Portal. OAL will accept qualification certificates from any awarding organisation.

Apprentices, who have previously achieved their English and/or mathematics as specified above, must submit their qualification certificates to Occupational Awards Limited as evidence of achievement and exemption.

In the main OAL expects evidence to be in the form of the qualification certificate. Where the certificate is not available then a formal transcript or notification of results. Where either a certificate or formal notification of results is not available, but the apprentice has other evidence that may be acceptable, you should contact us directly so we can offer advice on the verification of the evidence.

Apprentices and their employer/training provider should refer to the OAL English and Mathematics Policy for end-point assessment gateway evidence available at <https://www.oawards.co.uk/about-us/> for evidence requirements of English and mathematics achievement.

## 1.5 End-point Assessment (EPA)

End-point assessment for this standard includes a:

- [Knowledge test](#)

The test will be 60 minutes under controlled examination conditions and invigilated by the end-point assessment organisation. It can take place in the workplace or at an assessment centre. The test will comprise of 30 multiple-choice questions. The test is available online or paper-based.

- [Practical observation](#)

The observation takes place over a maximum 2-hour period in either one two hour session or in two one hour sessions. It can be carried out in the workplace or in a simulated food processing environment. The employer premises will need to be recognised by OAL as a recognised EPA site. This process is simple and typically involves a 60-minute assessment by OAL or the training provider on our behalf.

The observation will be based on a set of key process tasks detailed in the OAL Apprentice EPA Handbook and OAL Food and Drink Process Operator Standard Handbook. Once the apprentice has successfully passed through gateway a planning session will take place between the employer, training provider and OAL. The outcome of the planning session is to not only ensuring that the EPA runs smoothly on the day but also to allow for the process tasks to be mapped to the apprentices duties and activities. The plan will provide details for the apprentice to move from one area or function to another during the observation giving the apprentice the best opportunity to demonstrate their application of skills, behaviours and knowledge.

- **Professional dialogue and interview**

The professional dialogue and interview is a structured discussion between the apprentice and their independent assessor. It needs to be taken after the knowledge test and practical observation. The professional dialogue and interview will cover areas of the standard not assessed in the other end-point assessment components and can be found in the OAL Apprentice EPA Handbook and OAL Food and Drink Process Operator Standard Handbook. The independent assessor will select six questions from a randomised bank of competency-based questions and will be no longer than 45 minutes.

End-point assessment will take place at the end of the programme and is designed to test apprentices' skills, knowledge and behaviours independently of learning and qualifications. The apprentice will not be allowed to take the end-point assessment without evidencing completion of these.

It is important to note that the mandated qualifications are important as they demonstrate that apprentices have developed the skills, knowledge and behaviours according to the standard requirements. However they do not count towards the end-point assessment.

Apprentices will be given access to the OAL Apprentice End-point Assessment Handbook once they have been enrolled onto the standard. The EPA Handbook sets out the assessment requirements of EPA and the criteria on which the apprentice will be graded.

## **1.6 Order of end-point assessment**

The assessment plan for this standard stipulates that the EPA is taken in the following order:

1. Knowledge test and Practical observation
2. Professional dialogue and interview.

## **1.7 Assessment personnel**

An Independent Assessor appointed by OAL must invigilate and assess all components of the end-point assessment.

## 1.8 Apprenticeship grading

The apprenticeship is graded: Fail, Pass, Merit or Distinction. Apprentices must achieve a minimum of a pass in each of the 3 components.

Results are subject to moderation and will be issued every 10 working days to the named training provider. OAL will send results to the Education and Skills Funding Agency in line with guidelines for certification.

An apprentice can retake a component of their EPA if they fail. In this instance the apprentice cannot be awarded an overall grade of distinction the final grade will be capped at Merit. It is expected that a period of further learning will need to be undertaken if the apprentice has to re-take any part of the end-point assessment. OAL can make exemptions to this ruling should reasons for the fail are deemed to be outside the control of the apprentice.

## 1.9 EPA fees

The Food and Drink Process Operator apprenticeship standard attracts a total funding of £5,000. 20% of the total apprenticeship funding is withheld until the EPA has been concluded, this is to encourage completion of the apprenticeship training and mandated qualifications. In respect of this standard this represents the maximum cost of an EPA.

OAL typically charges 15% of the total funding for this standard. However fees are worked out on an individual basis to ensure that employers and apprentices get the best value for money. For approved centres our fees can be found in the online Portal. Non-approved centres should contact us directly for a bespoke quote.

At OAL there are no hidden fees. Our fees are inclusive of all support, documentation and materials. This includes access to our team of experts to support the induction of apprentices, preparation for EPA, handbooks and assessment specifications and materials.

### Key to table in 1.10

- PO Practical Observation
- PDI Professional dialogue and interview
- MCQ Multiple-choice Questions

## 1.10 Standard SKB criteria

Food and Drink Process Operator Apprenticeship Standard	
Knowledge statements	Assessed
<ul style="list-style-type: none"> <li>The need for and principles of quality management</li> </ul>	MCQ
<ul style="list-style-type: none"> <li>Environmental Management System requirements</li> </ul>	MCQ/PO
<ul style="list-style-type: none"> <li>The Food and Drink sector: businesses and principles within it</li> </ul>	MCQ
<ul style="list-style-type: none"> <li>Product origin and end-to-end supply chain</li> </ul>	MCQ
<ul style="list-style-type: none"> <li>Standard Operating Procedures (SOPs)</li> </ul>	MCQ/PO
<ul style="list-style-type: none"> <li>Hygiene standards and food safety</li> </ul>	MCQ/PO
<ul style="list-style-type: none"> <li>Health and Safety in the food industry</li> </ul>	MCQ/PO
<ul style="list-style-type: none"> <li>Products: how to handle products and the effects of external influences on them</li> </ul>	MCQ/PO
<ul style="list-style-type: none"> <li>The Operator's role: how it fits into the wider business and adds customer and consumer value</li> </ul>	MCQ
<ul style="list-style-type: none"> <li>Effective communication skills and team working</li> </ul>	MCQ
<ul style="list-style-type: none"> <li>How to use relevant tools and equipment in food production</li> </ul>	MCQ
<ul style="list-style-type: none"> <li>The principles of Continuous Improvement (CI) in the food production industry</li> </ul>	MCQ
<ul style="list-style-type: none"> <li>Good manufacturing practice in the food industry</li> </ul>	MCQ
<ul style="list-style-type: none"> <li>Performance data: understanding, interpreting and acting on it</li> </ul>	MCQ/PO
Skills statements	Assessed by
<ul style="list-style-type: none"> <li>Follow and implement Standard Operating Procedures (SOPs) and work with the quality process as appropriate</li> </ul>	PO
<ul style="list-style-type: none"> <li>Carry out basic fault finding and problem solving; take action according to organisational procedures</li> </ul>	PO
<ul style="list-style-type: none"> <li>Ensure effective handovers to appropriate colleagues</li> </ul>	PDI
<ul style="list-style-type: none"> <li>Clean equipment according to specifications and schedules</li> </ul>	PO

Skills statements	Assessed by
<ul style="list-style-type: none"> <li>Ensure personal compliance with regulatory and company Quality, Food Safety, Environmental, and Health and Safety requirements</li> </ul>	PO
<ul style="list-style-type: none"> <li>Actively contribute to optimal production performance, eg line optimisation in the control of yields/stock levels</li> </ul>	PDI
<ul style="list-style-type: none"> <li>Identify Health and Safety, Food Safety, Hygiene and Quality issues where appropriate and escalate</li> </ul>	PO
<ul style="list-style-type: none"> <li>Contribute to effective changeovers</li> </ul>	PDI
<ul style="list-style-type: none"> <li>Monitor product quality and identify and communicate opportunities for improvement</li> </ul>	PO
<ul style="list-style-type: none"> <li>Contribute to Continuous Improvement (CI) activities</li> </ul>	PDI
<ul style="list-style-type: none"> <li>Interpret, record and act upon performance indicator data</li> </ul>	PO
<ul style="list-style-type: none"> <li>Engage in HACCP (Hazard Analysis and Critical Control Points) monitoring and controls</li> </ul>	PO
Behaviour statements	Assessed by
<ul style="list-style-type: none"> <li>Safe working: ensures safety of self and others, food safe, challenges safety issues</li> </ul>	PO
<ul style="list-style-type: none"> <li>Ownership of work: accepts responsibility and is proactive</li> </ul>	PO
<ul style="list-style-type: none"> <li>Pride in work: aims for excellence, punctual and reliable, has 'first time right' attitude</li> </ul>	PO
<ul style="list-style-type: none"> <li>Self-development: seeks learning and development opportunities</li> </ul>	PDI
<ul style="list-style-type: none"> <li>Integrity and respect: respect for colleagues, customers, products and equipment</li> </ul>	PO
<ul style="list-style-type: none"> <li>Working in a team: builds good relationships with others</li> </ul>	PDI
<ul style="list-style-type: none"> <li>Problem solving: participates in problem solving</li> </ul>	PDI
<ul style="list-style-type: none"> <li>Responsiveness to change: flexibility to changing working environment and demands</li> </ul>	PDI
<ul style="list-style-type: none"> <li>Company/industry perspective: desire to learn about the company and food industry, acts as an ambassador</li> </ul>	PDI

Behaviour statements	Assessed by
<ul style="list-style-type: none"> <li>Effective communication: with others, listens effectively, gives and receives feedback</li> </ul>	PO
<ul style="list-style-type: none"> <li>Demonstrates and encourages curiosity to foster new ways of thinking and working</li> </ul>	PDI