



Australian Government

Department of Education, Employment and Workplace Relations

FDFRB4002A Control bakery operations to meet quality and production requirements

Release: 2

FDFRB4002A Control bakery operations to meet quality and production requirements

Modification History

April 2012: Minor typographical corrections.

Unit Descriptor

Unit descriptor	This unit of competency covers the skills and knowledge required to determine production targets and control production processes in order to meet retail bakery output requirements.
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Application of the Unit

Application of the unit	This unit applies in a retail bakery environment where production requirements are determined by consumer purchasing patterns for bakery products. It applies to those responsible for the production management of the operation in order to meet consumer demand. Processes, such as retardation, are included as techniques used to control production flow.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Establish production targets	1.1 Sales history information is analysed and current variables considered to determine expected production targets 1.2 Special conditions that may affect production requirements are incorporated into production targets 1.3 Production targets are specified for product range 1.4 Production requirements for specialised product range are identified and incorporated into production planning 1.5 Quality criteria for product range are confirmed 1.6 Production targets are documented according to workplace practice
2. Determine requirements to meet production targets	2.1 Ingredients required to meet production targets are identified and quantities calculated and documented 2.2 Current stock is assessed and material order requirements determined 2.3 Equipment requirements are determined and availability and operational readiness assessed 2.4 Labour requirements to meet production targets are determined 2.5 Specialised skill requirements are identified and resourced 2.6 Production process is mapped to determine flow requirements
3. Determine production processes	3.1 Fermentation techniques are selected according to production requirements 3.2 Retarding strategies are selected according to production requirements 3.3 Strategies for the control and handling of frozen products are selected 3.4 Techniques for controlling retarding are implemented in the production process 3.5 Processes specified are in accordance with workplace environmental guidelines
4. Develop production schedule	4.1 Production is scheduled to meet production targets in accordance with quantity and quality standards 4.2 Production schedule reflects bakery capacity and expected consumer purchase patterns 4.3 Production schedule is documented according to workplace practice
5. Manage production flow	5.1 Production schedule is communicated to relevant staff members 5.2 Availability and readiness of all production requirements are arranged and confirmed 5.3 Production operations are monitored and assessed against production targets 5.4 Variances to operations are assessed for impact on production outcomes and action taken accordingly 5.5 Flow of product is monitored to ensure product quality is

ELEMENT	PERFORMANCE CRITERIA
	maintained
6. Assess production outputs	6.1 Achievement of production schedule is assessed and variations determined and documented 6.2 Quality of bakery products is assessed against established standards 6.3 Production waste is monitored at each stage of production and waste reduction strategies determined 6.4 Outputs are documented with production scheduling information

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills include:

Ability to:

- identify relevant information, such as sales volumes and purchasing patterns and any conditions that could influence sales
- estimate how much and what type of product is required and the time it should be available
- calculate dough weight compared to finished product weight
- determine optimum batch size, number and timing, taking account of process stages, equipment capacity and availability of labour
- produce or complete a production schedule covering each stage of the production process
- regulate dough/batter maturity and proofing of yeast products so they arrive at the oven at the optimum time and condition
- develop a production schedule
- ensure availability of stock, human and material resources and equipment in order to meet production requirements
- monitor operations and address variations to production schedule
- compare outcomes against standards and targets
- use oral communication skills/language competence to fulfil the job role as specified by the organisation, including questioning, active listening, asking for clarification and seeking advice from supervisor
- work cooperatively within a culturally diverse workforce.

Required knowledge includes:

Knowledge of:

- sources of information on sales performance, history and special events
- methods used to regulate dough/batter maturation and proofing, including formulation, temperature control and time
- production schedule formats and level of detail as appropriate to meet workplace scheduling requirements
- baking processes and stages to match production to optimal timing and equipment capacity
- monitoring procedures
- quality standards.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment	Assessment must be carried out in a manner that recognises the cultural and literacy requirements of the assessee and is appropriate to the work performed. Competency in this unit must be achieved in accordance with food safety standards and regulations.
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of ability to: • determine production targets and requirements to meet targets • conduct estimations and calculations to determine production requirements • determine dough making and retarding processes required for production • schedule production to meet customer requirements • communicate production requirements and ensure resources are available • monitor production to ensure targets are achieved • address any non-conformance to meeting production targets • assess waste in production processes • apply food safety procedures.
Context of and specific resources for assessment	Assessment of this unit must occur in a real or simulated workplace. Such an environment must provide an opportunity for the assessee to prepare or complete a daily production schedule, including: • sales performance, history and other relevant information • product formulations • formulae to calculate batch weight to finished product weight • process equipment and information on machine capacity.
Method of assessment	This unit should be assessed together with other units of competency relevant to the function or work role.
Guidance information for assessment	To ensure consistency of performance, competency should be assessed on more than one occasion over a

EVIDENCE GUIDE

period of time in order to cover a variety of circumstances, cases and responsibilities, and where possible, over a number of assessment activities.

Range Statement**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Policies and procedures

Work is carried out according to company policies and procedures, regulatory and licensing requirements, legislative requirements, and industrial awards and agreements

Sales history

Sales history may include:

- number of products sold over a given period
- pattern of sales over the course of a day

Special conditions

Special conditions that may affect production requirements may include:

- weather conditions
- special events or occasions affecting orders

Specialised product range

Specialised product range may Include:

- products with specific dietary criteria (e.g. gluten free, flourless, wheat free, sugar free, vegetarian and low salt)

Production requirements for specialised product range

Production requirements for specialised product range may include:

- use of specific equipment
- absence of any traces of ingredients in equipment
- use of specialised ingredients
- additional preparation requirements

Retarding strategies

Retarding strategies may include:

- use of frozen dough

RANGE STATEMENT	
	• retarding by temperature controls • fermentation strategies • selection of starters
Waste	Waste may include: • time • ingredients • space • non-conforming product • human resources • energy

Unit Sector(s)

Unit sector	Retail baking
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