

# Food and Drink Technical Operator

## Level 3



### Overview:

A Level 3 Food and Drink Technical Operator is a skilled professional who plays a key role in the production and quality control of food and beverage products.

At this level, individuals are responsible for overseeing and managing the operation of complex machinery, ensuring safety and quality standards are met, and optimising production processes.


Technical Operators are involved in troubleshooting, maintenance, and continuous improvement within food and drink manufacturing environments, making them critical to the efficiency and success of production lines.


Apprentices will demonstrate a strong understanding of food safety regulations, technical knowledge of processing equipment, and the ability to work effectively within a team to meet business objectives.

### What to expect from Linden:

- Bespoke content customised for your organisation and its goals.
- Support from a dedicated Trainer who will support with learning, skill competency and developing evidence. Always aiming for Distinction grade at EPA.
- Individual support and mentoring to make every apprenticeship a success.
- Access to our virtual learning environment.
- Live workshops delivered by specialist Trainers.
- Dedicated Account manager.
- Blended learning approach, distance and face to face visits from your Trainer to suit the employer and learner needs.


### Key information:

 Level:  
**Level 3**

 Recommended duration:  
**28 months**

 Format / Delivery:  
**Blended learning model**

 Funding band:  
**£16,000**

 Contextualisation available:  
**Yes**

#### Functional skills

Maths and English Functional skills qualifications are available at Level 1 and 2 for eligible learners aged 19+. Apprentices aged 16-18 must complete these qualifications as a mandatory part of their programme. For more information, please contact the Linden team.

#### Relevant to:

Advanced Operator, Manufacturing Technician, Process Development Technician, Process Technician, Skilled Production Operator, Technical Operator.



# What is included in the Standard:

Knowledge	Skills & Practical Application	Behaviours
<ul style="list-style-type: none"> <li>• The food and drink sector, including regulations, standards, product types and trends.</li> <li>• The role of a food and drink technical operator.</li> <li>• Food and drink manufacturing methods and processes.</li> <li>• Standard operating procedures.</li> <li>• Food and drink industry quality management standards.</li> <li>• Food and drink tools and equipment.</li> <li>• Customer specifications: purpose and consequences of non-compliance.</li> <li>• Line performance management.</li> <li>• The role of line trials in new product introduction.</li> <li>• Legislation and standards.</li> <li>• Food safety &amp; HACCP.</li> <li>• Food integrity.</li> <li>• Material and ingredient specification requirements.</li> <li>• Health and Safety at Work Act.</li> <li>• Environment and sustainability.</li> <li>• Types of incidents - fire, accidents, near-misses, mitigation methods and incident management.</li> <li>• Principles of mechanical engineering technologies and safe working practices.</li> <li>• Different types of maintenance activities: preventative, reactive.</li> <li>• Food safety engineering.</li> <li>• Problem solving techniques.</li> <li>• Continuous improvement techniques.</li> <li>• Audit requirements - internal and external.</li> <li>• Information technology: Management Information Systems (MIS).</li> <li>• Planning, prioritising and time management techniques.</li> <li>• Communication techniques: verbal, non-verbal.</li> <li>• Communication techniques: written.</li> <li>• Workplace training and buddying techniques.</li> <li>• Team working techniques.</li> </ul>	<ul style="list-style-type: none"> <li>• Interpret, follow and implement food and drink production SOPs.</li> <li>• Interpret, follow and implement quality assurance procedures.</li> <li>• Monitor production performance, stock usage and rotation.</li> <li>• Operate or use food and drink production tools and equipment.</li> <li>• Identify hazards (Critical Control Points) and control measures to mitigate risks.</li> <li>• Comply with food safety regulations and procedures.</li> <li>• Comply with health and safety regulations and procedures.</li> <li>• Comply with environment and sustainability regulations and procedures.</li> <li>• Monitor and inspect production machinery.</li> <li>• Apply basic maintenance practices.</li> <li>• Select and use maintenance hand tools.</li> <li>• Follow food safe engineering standards and practices.</li> <li>• Follow site isolation and lock off procedures</li> <li>• Diagnose and resolve issues. Escalate issues.</li> <li>• Apply fault-finding and problem solving techniques.</li> <li>• Apply continuous improvement techniques.</li> <li>• Collect and interpret information.</li> <li>• Record information - paper based or electronic.</li> <li>• Use information technology and comply with GDPR.</li> <li>• Plan and organise self, others and resources.</li> <li>• Communicate with colleagues and stakeholders visually and verbally.</li> <li>• Communicate in writing.</li> <li>• Identify training needs. Train and buddy team members in the workplace.</li> </ul>	<ul style="list-style-type: none"> <li>• Prioritise and promote health and safety, and food safety.</li> <li>• Prioritise and promote the environment and sustainability.</li> <li>• Apply a professional approach.</li> <li>• Take responsibility for work.</li> <li>• Team-focus to meet work goals.</li> <li>• Respond and adapt to work demands.</li> <li>• Committed to Continued Professional Development.</li> </ul>



# Typical learner journey:

	<p><b>1. Enquiry / Consultation</b> Prospective learners and employers begin their Linden journey with an exploration session to better understand goals and objectives.</p>		<p><b>5. Learning journey commences</b> With enrolment and induction completed, learners start their learning journey by engaging with regular sessions, workshops, projects, assignments and reviews, with full guidance and support from their dedicated Trainer.</p>
	<p><b>2. Programme Introduction</b> Learners are invited along with their line managers to an introduction. This session provides a full programme overview, opportunity for Q&amp;A and agreement of next steps.</p>		<p><b>6. EPA Prep and Gateway</b> Learners prepare for their End Point Assessment (EPA) by reviewing key concepts and skills essential for demonstrating competency against the skills, knowledge and behaviours set out in the Standard.</p>
	<p><b>3. Onboarding / Enrolment</b> Learners are sent links to our online enrolment form, skills gap analysis and functional skills diagnostic.</p>		<p><b>7. End Point Assessment</b> The End Point Assessment is the final evaluation where learners showcase their acquired skills, knowledge and behaviours.</p>
	<p><b>4. Induction</b> Learners participate in a comprehensive induction with their dedicated Trainer. This session supports understanding of expectations and resources (including an introduction to the e- portfolio).</p>		<p><b>8. Achievement / Progression</b> Upon successful completion of the EPA, learners celebrate their achievement and may choose to progress to a higher level within the same sector or explore new pathways.</p>

## End Point Assessment:

The End Point Assessment consists of three elements, all of which may be completed online:

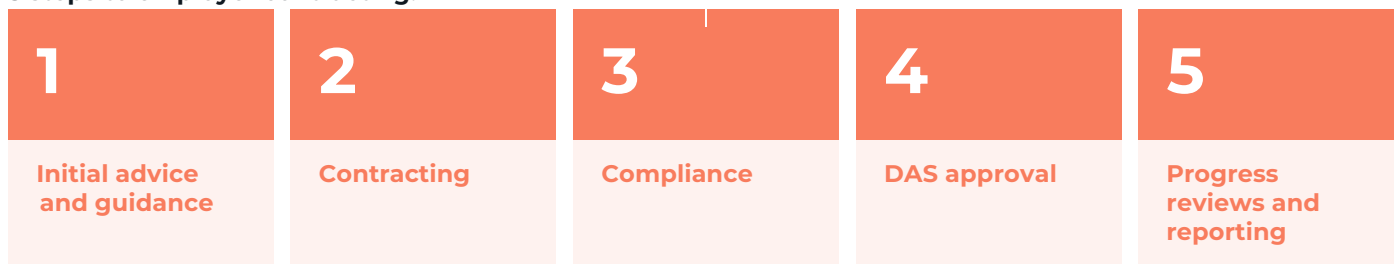
Assessment method	Areas assessed	Weighting
Multiple-choice test	Knowledge	All assessment methods are weighted equally in their contribution to the overall EPA grade.
Observation with questions	Knowledge / Skills / Behaviours	
Interview underpinned by a portfolio of evidence	Knowledge / Skills / Behaviours	



# Employer contracting:

All employers who want to utilise the Apprenticeship Levy or Co-investment model are required to contract with a ROATP approved provider and follow the Government approval process for onboarding new learners and securing funding for each apprenticeship Standard in the Digital Apprenticeship Service.

## 5 steps to employer contracting:



Discussions around apprenticeship intent and requirements of the Standard. Dedicated Linden account manager support from inception through to EPA.

Contract for services issued online for review and electronic signature..

Employer to complete Health & Safety compliance and provide Insurance Liability certification for the apprentices workplace.

Agreeing learners to enrol and approval on the Digital Apprenticeship Service.



Employers will be invited to attend progress reviews and receive updates throughout their Apprentices journey.

## Progression options:

On completion of your apprenticeship you may choose to advance to a higher level within the same subject area or explore a completely new pathway.

Food Technologist	<b>Level 3</b>
Team Leader	<b>Level 3</b>
Operations Manager	<b>Level 5</b>

## What our learners have to say:



It is so great to see the value that our carefully designed/planned talent programmes have on the business, when the individuals apply the earning in their day-to-day roles.

Sophie- Employer



Thank you so much for all your help and support. I hope I get the chance to do more apprenticeships with Linden in future.

Carmen



## Contact us today:

For more information about Apprenticeships at Linden, call us on **0800 2980632** or visit our website at: **[lindenmanagement.org.uk](http://lindenmanagement.org.uk)**

