



T Level Technical Qualification in Science

Occupational specialism assessment (OSA)

Food Sciences

Assignment 3

Assignment brief

v1.1: Specimen assessment materials
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Timings

You have 3 hours 30 minutes to complete the tasks within this assignment, split into two 1 hour 45 minutes sessions. Your tutor will provide details of a rest break between the 2 sessions.

The time allocation for assignment 3 is 3 hours 30 minutes, divided as:

- task 1 – 1 hour 45 minutes
- task 2 – 1 hour 45 minutes

Scenario

You work within the product development department of Raven Foods, a speciality chocolate manufacturer. The company is planning to develop a new range of nut free dark, milk and white chocolate bars for retail sale. As part of Raven Foods' sustainability policy, all ingredients used on site are fair trade or equivalent certified.

This will be the first nut free product for Raven Foods.

The product brief describes the product as 30g bars, wrapped in Raven Foods' distinctive black foil with a new design paper sleeve carrying all mandatory and non-mandatory labelling information, marketing descriptions and designs. The product will be packed into cardboard retail selling units of 30 bars per box (net weight 900g). The target consumers are ABC1 adults, who are willing to pay a premium for a fair trade product.

Raven Foods source cleaned cocoa beans by the container load, directly from a primary processor in Brazil, and produce their own cocoa nib on site. Sugar and milk powder are purchased directly from local UK manufacturers. Beans, nibs and cocoa butter are occasionally purchased from an importer and distributor in Manchester as a backup in case of supplier issues, or any issues at the Raven Foods site.

Performance outcomes

PO3: Identify and resolve issues in the food supply chain

Task 1: food risk assessment

Complete a risk assessment for the presence of nuts in the supply chain and processing operations for Raven Foods, to determine the risk of making a nut free claim on these 3 new products.

(20 marks)

1 hour 45 minutes

Your risk assessment should include:

- justification of conclusions
- additional information that may improve the risk rating

Documents

Documents in pdf format are in a folder available to all students taking the assignment:

- supply chain map
- supplier documentation summary – detailing certification status, questionnaire status and supplier approval status
- supplier questionnaires and allergen assessments
- nut policies for all suppliers
- Raven Foods' hazard analysis and critical control point (HACCP) process flow diagram and critical control point table
- Raven Foods' nut policy

Task 2: analysis of customer complaints

3 months after the successful launch of the nut free bars, you are asked to review customer complaints received as part of the postlaunch review.

Analyse the complaints data provided, identifying any trends, and producing a summary of the main reasons for the complaints.

Based on your analysis of the complaint data:

- prioritise the actions required to resolve identified trends
- conduct a root cause analysis to identify the cause of each complaint type
- recommend appropriate preventive actions

(21 marks)
1 hour 45 minutes

Document information

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Change History Record

Version	Description of change	Approval	Date of Issue
v1.0	Post approval, updated for publication.		January 2021
v1.1	NCFE rebrand.		September 2021