

SVQs in Food and Drink Operations (4768)

February 2016 Version 2



Qualification at a glance

Subject area	Food and Drink Operations
City & Guilds number	4768
Age group approved	16+
Entry requirements	No entry requirements
Assessment	By portfolio
Fast track	Not available
Support materials	Centre handbook Unit pack
Registration and certification	Consult the Walled Garden/Online Catalogue for last dates

Title and level	City & Guilds number	Accreditation number
SVQ 2 in Food and Drink Operations (Craft Bakery Skills) at SCQF Level 5	4278-20	GG85 22
SVQ 2 in Food and Drink Operations (Meat and Poultry Skills) at SCQF Level 5	4278-21	GG84 22
SVQ 2 in Food and Drink Operations (Distribution Skills) at SCQF Level 5	4278-22	GG7X 22
SVQ 2 in Food and Drink Operations (Fresh Produce Skills) at SCQF Level 5	4278-23	GG81 22
SVQ 2 in Food and Drink Operations (Fish and Shellfish Processing Skills) at SCQF Level 5	4278-24	GG7Y 22
SVQ 2 in Food and Drink Operations (Production and Processing Skills) at SCQF Level 5	4278-25	GG80 22
SVQ 2 in Food and Drink Operations (Dairy Skills) at SCQF Level 5	4278-26	GG7W 22
SVQ 2 in Food and Drink Operations (Livestock Market Droving Skills) at SCQF Level 5	4278-27	GG83 22
SVQ 3 in Food and Drink Operations (Bakery Skills) at SCQF Level 6	4278-30	GG86 23
SVQ 3 in Food and Drink Operations (Meat and Poultry Skills) at SCQF Level 6	4278-31	GG88 23

SVQ 3 in Food and Drink Operations (Supply Chain Skills) at SCQF Level 6	4278-32	GG89 23
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1 Introduction

This document tells you what you need to do to deliver the qualifications:

Area	Description
Who are the qualifications for?	These qualifications are designed for learners who are working in the food and drink manufacturing sector. They offer learners the opportunity to develop skills and knowledge required to prove competence at work. They will also suit learners who are competent in their particular field but are looking for ways of developing their existing skills and knowledge, perhaps to support multi-skilling or increase productivity at work.
What do the qualifications cover?	<p>The flexible choice of units allows learners to select units that are most relevant to their own employment, learning and progression requirements. The choice of units also reflects the wide variety of jobs which people do in different types of companies in the food and drink manufacturing sector.</p> <p>The common operations units offer learners the opportunity to achieve competences which are generic to the whole food and drink industry, such as food safety, working with others and quality.</p>
Are the qualifications part of a framework or initiative?	The qualifications are part of the modern apprenticeship framework.
What opportunities for progression are there?	Learners may wish to go on to take qualifications in leadership and management. For more information, please visit www.i-l-m.com

Structure

(4768-20) To achieve the **SVQ 2 in Food and Drink Operations (Craft Bakery Skills) at SCQF level 5** learners must achieve **8** units.

- **2** units from (045, 046)
- **4** units from (097, 100, 101, 165, 167, 183, 184, 187, 188, 202, 225, 226, 229, 233, 234, 286, 295, 304, 308, 323, 325)
- **2** units from (002-005, 007-011, 020, 026, 031, 033, 034, 044, 047-049, 051-054, 058, 059, 062, 063, 070, 074, 077-084, 093, 094, 097, 100, 101, 165, 167, 183, 184, 187, 188, 202, 225, 226, 229, 233, 234, 286, 290, 295, 304, 308, 314, 323, 325, 331, 347)
- Elective units (088-092, 249, 251-253, 255, 267-272) units within this group do not count towards the overall qualification.

(4768-21) To achieve the **SVQ 2 in Food and Drink Operations (Meat and Poultry Skills) at SCQF level 5** learners must achieve **8** units.

- **2** units from (045-046)
- **4** units from (032, 033, 051, 060, 074, 080, 106-109, 111, 117-125, 128, 131, 152, 162, 163, 166, 171, 173, 174, 181, 182, 194, 196, 213, 235, 237, 276-278, 289, 291, 300-302, 317-320, 327-330)
- **2** units from (002-005, 007-011, 020, 026, 031-034, 044, 047-049, 051-054, 058-060, 062, 063, 070, 074, 077-084, 093-095, 106-109, 111, 117-125, 128, 131, 152, 162, 163, 166, 171, 173, 174, 181, 182, 194, 196, 213, 235, 237, 276-278, 289-291, 300-302, 314, 317-320, 327-331, 347)
- Elective units (088-092, 239-241, 243, 246, 248, 264) units within this group do not count towards the overall qualification.

(4768-22) To achieve the **SVQ 2 in Food and Drink Operations (Distribution Skills) at SCQF level 5** learners must achieve **8** units.

- **2** units from (045-046)
- **4** units from (058, 078, 094, 098, 110, 126, 127, 157, 176, 189, 191-193, 221, 222, 227, 228, 232, 275, 290, 294, 299, 324, 326)
- **2** units from (002, 004-005, 007-009, 011, 020, 026, 033, 034, 044, 047-049, 054, 058, 062, 077, 078, 094, 098, 110, 126, 127, 157, 176, 189, 191-193, 221, 222, 227, 228, 232, 275, 290, 294, 299, 324, 326, 331, 347)
- Elective units (088-092) units within this group do not count towards the overall qualification.

(4768-23) To achieve the **SVQ 2 in Food and Drink Operations (Fresh Produce Skills) at SCQF level 5** learners must achieve **8** units

- **2** units from (045, 046)
- **4** units from (145-150, 159-161, 164, 186, 306, 309)
- **2** units from (002-005, 007-009, 011, 020, 026, 031, 033, 034, 044, 047-049, 051-054, 058, 059, 062, 063, 070, 074, 077-084, 093-095, 145-150, 159-161, 164, 186, 290, 306, 309, 314, 331, 347)
- Elective units (088-092, 257-260, 273, 274) units within this group do not count towards the overall qualification.

(4768-24) To achieve the **SVQ 2 in Food and Drink Operations (Fish & Shellfish Processing Skills) at SCQF level 5** learners must achieve **8** units.

- **2** units from (045-046)
- **4** units from (001, 012-019, 021-024, 026-030, 032, 033, 035-043, 055-057, 060, 071, 072, 076, 096, 151, 347)
- **2** units from (001-005, 007-024, 026-044, 047-060, 062, 063, 070-072, 074, 076-084, 093-096, 151, 290, 314, 331, 347)
- Elective units (061, 064-069, 086-092) units within this group do not count towards the overall qualification.

(4768-25) To achieve the **SVQ 2 in Food and Drink Operations (Production and Processing Skills) at SCQF level 5** learners must achieve **8** units.

- **2** units from (045-046)
- **4** units from (012-014, 018-022, 025, 026, 031-033, 055, 060, 130, 131, 138-143, 151, 153-156, 231, 303, 307, 315, 316, 321, 322, 347)
- **2** units from (002-005, 007-014, 018-022, 025, 026, 031-034, 044, 047-049, 051-055, 058-060, 062, 063, 070, 074, 077-084, 093-095, 130, 131, 138-143, 151, 153-156, 231, 290, 303, 307, 314-316, 321, 322, 331, 347)
- Elective units (088-092) units within this group do not count towards the overall qualification.

(4768-26) To achieve the **SVQ 2 in Food and Drink Operations (Dairy Skills) at SCQF level 5** learners must achieve **8** units.

- **2** units from (045, 046)
- **4** units from (099, 105, 112-116, 144, 185, 203, 223, 224, 236, 279-285, 287, 288, 297, 305, 328, 329)
- **2** units from (002-009, 011, 020, 026, 031, 033, 034, 044, 047-049, 051-054, 058-059, 062, 063, 070, 074, 077-084, 093-095, 099, 105, 112-116, 144, 185, 203, 223, 224, 236, 279-285, 287, 288, 290, 297, 305, 314, 328, 329, 331, 347)
- Elective units (088-092, 238, 244, 245, 250, 254, 262, 263) units within this group do not count towards the overall qualification.

(4768-27) To achieve the **SVQ 2 in Food and Drink Operations (Livestock Market Droving Skills) at SCQF level 5** learners must achieve **8** units.

- **2** unit from (175, 177)
- **4** units from (106, 107, 129, 158, 172, 190, 197, 198, 296, 298, 301, 318, 330)
- **2** units from (004, 005, 007-009, 011, 020, 031, 044-049, 054, 062, 063, 094, 095, 106, 107, 129, 158, 172, 190, 197, 198, 296, 298, 301, 314, 318, 330, 331, 347)
- Elective units (088-092) units within this group do not count towards the overall qualification.

(4768-30) To achieve the **SVQ 3 in Food and Drink Operations (Bakery Skills) at SCQF level 6** learners must achieve **8** units.

- **1** unit from (211, 215, 341)
- **4** units from (102-104, 168, 169, 179, 180, 292, 293)
- **3** units from (006, 093, 102-104, 130, 168-170, 178-180, 199-201, 205, 211, 212, 215, 230, 292, 293, 312, 332-346)
- Elective units (088-092, 242, 247, 249, 251-253, 255, 256, 261, 265-272) units within this group do not count towards the overall qualification.

(4768-31) To achieve the **SVQ 3 in Food and Drink Operations (Meat and Poultry Skills) at SCQF level 6** learners must achieve **8** units.

- **1** unit (211, 215, 341)
- **4** units from (012, 026, 032, 033, 093, 132-137, 152, 204, 206, 208, 209, 213, 214, 218, 219, 310, 330)

- **3** units from (006, 012, 026, 032, 033, 093, 130, 132-137, 152, 170, 178, 199-201, 204-206, 208, 209, 211-215, 218, 219, 230, 310, 312, 330, 332-346)
- Elective units (088-092, 239-241, 243, 246-248, 256, 264, 266) units within this group do not count towards the overall qualification.

(4768-32) To achieve the **SVQ 3 in Food and Drink Operations (Supply Chain Skills) at SCQF level 6** learners must achieve **8** units.

- **1** unit from (211, 215, 341)
- **4** units from (207, 210, 217, 220, 311, 337, 340, 342, 346)
- **3** units from (006, 093, 130, 170, 178, 199-201, 205, 207, 210-212, 215, 217, 220, 311, 312, 332-337, 340-344, 346)
- Elective units (088-092, 247, 256, 266) units within this group do not count towards the overall qualification.

City & Guilds unit number	Unit title	SCQF Credit value	SCQF Level
001	Assemble fish/shellfish products by hand	4	5
002	Carry out product changeovers in food manufacture	8	6
003	Assemble and process products for food service	7	5
004	Carry out task hand-over procedures in food manufacture	6	6
005	Clean in place (CIP) plant and equipment in food and drink operations	7	6
006	Contribute to continuous improvement of food safety in manufacture	4	5
007	Contribute to environmental safety in food manufacture	6	6
008	Contribute to problem diagnosis in a food environment	6	6
009	Contribute to problem resolution in a food environment	5	5
010	Bake off food products for sale	6	5
011	Contribute to the maintenance of plant and equipment in food manufacture	5	5
012	Control defrosting in food manufacture	5	5
013	Control depositing in food manufacture	8	6
014	Control enrobing in food manufacture	7	6

015	Control fish gutting operations	6	5
016	Control fish skinning operations	6	5
017	Control fish/shellfish defrosting	6	5
018	Control forming in food manufacture	8	6
019	Control heat treatment in food manufacture	8	6
020	Carry out hygiene cleaning in food and drink operations	5	5
021	Control mixing in food manufacture	6	5
022	Control separation in food manufacture	9	6
023	Control shellfish depuration production	2	6
024	Control shellfish meat extraction operations	6	5
025	Control size reduction in food manufacture	8	6
026	Control temperature reduction in food manufacture	6	5
027	Control the dry curing of fish	4	5
028	Control the fish/shellfish brining process	5	5
029	Control the fish/shellfish marinating process	4	5
030	Control the fish/shellfish smoking process	5	5
031	Control washing and drying machinery in food and drink operations	4	5
032	Control weighing in food manufacture	6	5
033	Control wrapping and labelling in food manufacture	8	6
034	Carry out sampling in food and drink operations	6	6
035	Display fish/shellfish for retail sale	5	5
036	Extract shellfish meat by hand	5	5
037	Conduct shellfish depuration operations	3	4
038	Fillet fish by hand	7	5
039	Grade fish/shellfish by hand	6	5
040	Grade fish/shellfish by machine	4	5
041	Gut and clean fish by hand	4	5

042	Harvest fish for food supply	4	5
043	Intake fish/shellfish	6	5
044	Lift and handle materials safely in food manufacture	6	6
045	Maintain workplace food safety standards in manufacture	6	5
046	Maintain the workplace and Health & Safety in food manufacture	6	5
047	Contribute to the application of improvement techniques for achieving excellence in a food environment	7	6
048	Contribute to sustainable practice in a food environments	5	5
049	Communicate in a business environment (CfA A211)	3	6
050	Deal with waste in food and drink operations	4	5
051	Display food products in a retail food environment	5	5
052	Label food products by hand	5	5
053	Monitor food hygiene standards using rapid test methods	5	5
054	Organise and improve work activities for achieving excellence in a food environment	7	5
055	Operate central control systems in food manufacture	10	6
056	Pack and ice fish/shellfish	4	5
057	Pack live shellfish for despatch	5	5
058	Pack orders for despatch in a food environment	7	5
059	Prepare orders for despatch	5	5
060	Prepare sauces/marinades by hand in food manufacture	5	5
061	Principles of brining and salting fish or shellfish	3	6
062	Plan and organise your own work activities in a food business	4	5
063	Prepare tools and equipment for use in food and drink operations	4	5
064	Principles of fish or shellfish quality assessment	3	6
065	Principles of fish or shellfish smoking	6	6
066	Principles of frying fish and chips	6	6

067	Principles of marine finfish	6	6
068	Principles of seafood quality science	7	7
069	Principles of shellfish, non marine finfish and marine food products	6	6
070	Prepare food product orders for customers	5	5
071	Process fish by hand	7	5
072	Process fish/shellfish for sale in a retail environment	5	5
074	Sell food products in a retail food environment	6	5
076	Shuck bivalves by hand	6	5
077	Slice and bag individual food products	6	5
078	Supply materials for production in food and drink operations	6	5
079	Prepare ingredients and store fillings and toppings in food manufacture	6	4
080	Produce individual packs by hand in a food environment	7	5
081	Prepare and clear areas for counter/take away service	3	4
082	Provide a counter/take-away service	3	4
083	Prepare and clear areas for table/tray service	4	5
084	Provide a table/tray service	3	4
086	Principles of fish or shellfish for retail sale	6	6
087	Principles of a specialist seafood sales service	3	6
088	Principles of continuous improvement techniques (kaizen) in a food environment	7	7
089	Principles of sustainability in a food environment	4	7
090	Principles of energy efficiency in a food environment	4	7
091	Principles of waste minimisation in a food environment	4	7
092	Principles of efficient water usage in a food environment	6	6
093	Maximise sales of food products in a food retail environment	6	6
094	Store goods and materials in a food environment	7	5

095	Use knives in food and drink operations	4	5
096	Use fish/shellfish quality assessment methods	6	6
097	Assemble and fill celebration cakes	6	5
098	Assemble different products to a pre-determined pattern in a food environment	7	5
099	Bandage cheese	5	5
100	Batch finish dough products	7	5
101	Batch finish flour confectionery	7	5
102	Batch produce advanced craft fermented dough products	5	6
103	Batch produce advanced craft flour confectionery products	6	6
104	Batch produce advanced craft non-fermented dough products	5	6
105	Blend or mix ingredients in food manufacture	7	5
106	Care for livestock pre-slaughter in food manufacture	6	5
107	Care for poultry pre-slaughter in food manufacture	6	5
108	Carry out bleeding operations for Halal meat	5	5
109	Carry out boning of meat or poultry	6	5
110	Carry out bulk filling in food & drink operations	4	5
111	Carry out butchery of red meat primal joints	5	5
112	Carry out cheese extrusion operations	5	5
113	Carry out cheese piercing operations	5	5
114	Carry out cheese pressing operations	4	5
115	Carry out cheese smoking operations	5	5
116	Carry out cheese waxing operations	5	5
117	Carry out manual bleeding operations	7	5
118	Carry out manual stunning of meat or poultry species	5	5
119	Carry out poultry butchery	5	5
120	Carry out primal cutting of meat or poultry	6	5
121	Carry out religious slaughter	5	5
122	Carry out rodding and clipping of meat carcasses	4	5

123	Carry out seaming or filleting of meat or poultry	6	5
124	Carry out trimming of meat or poultry	6	5
125	Carry out wild game butchery	5	5
126	Clean vehicle to maintain food safety	2	3
127	Complete pre-journey and post-journey procedures in food and drink operations	3	5
128	Contribute to bio-security in livestock holding in food manufacture	5	4
129	Contribute to bio-security in livestock markets	2	4
130	Contribute to optimising work areas in food manufacture	6	7
131	Contribute to the effectiveness of food retail operations	5	5
132	Control a carcass electrical stimulation system	5	6
133	Control a carcass shackling system	4	6
134	Control an automated bleeding system	5	6
135	Control an automated de-hairing or de-feathering system	5	6
136	Control an automated stunning system	6	7
137	Control automated meat or poultry processing operations	5	6
138	Control batching in food manufacture	6	5
139	Control bottle-washing in food manufacture	5	5
140	Control bottling and packaging in food manufacture	7	6
141	Control canning in food manufacture	4	5
142	Control conditioning in food manufacture	8	6
143	Control conversion in food manufacture	8	6
144	Control filling in food manufacture	5	5
145	Control fresh produce chopping operations	5	5
146	Control fresh produce drying operations	5	5
147	Control fresh produce grading operations	5	5
148	Control fresh produce peeling operations	5	5

149	Control fresh produce ripening operations	5	5
150	Control fresh produce washing operations	5	5
151	Control manual size reduction in food manufacture	8	6
152	Control massaging or tumbling of boneless meat or poultry	4	5
153	Control membrane processing in food manufacture	5	5
154	Control milling in food manufacture	8	6
155	Control pelletising in food manufacture	7	6
156	Control slicing and bagging in food manufacture	6	6
157	Control stock levels in a food environment	4	6
158	Control the movement of livestock in livestock markets	5	6
159	Control the non-invasive testing of produce	6	6
160	Control the production of fresh produce product labels	5	5
161	Control the production of ready-to-eat fresh produce products	5	5
162	Cook batched meat or poultry	5	5
163	Cure meat products	4	5
164	Cut fresh produce by hand	5	5
165	Decorate celebration cakes	7	6
166	Deliver a good customer service	5	8
167	Deposit and fry hot plate products	6	5
168	Design and develop specialist individual dough based products	7	7
169	Design and develop specialist individual flour confectionery	7	7
170	Diagnose production problems in a food environment	6	7
171	Display livestock to potential buyers in food manufacture	5	5
172	Display livestock to potential buyers in livestock markets	4	5
173	Display meat or poultry for sale	5	6
174	Enhance flavour in meat or poultry products	4	5

175	Ensure the health and welfare of livestock in livestock markets	4	5
176	Ensure the vehicles is unloaded correctly	2	5
177	Ensure your own actions reduce risks to health and safety in livestock markets	5	6
178	Evaluate production performance in food manufacture	7	7
179	Evaluate specialist individual dough based products	7	6
180	Evaluate specialist individual flour confectionery	7	7
181	Eviscerate animals or birds for Kosher meat and poultry	4	5
182	Eviscerate meat or poultry	4	5
183	Fill and close pastry products	6	5
184	Fry dough products	6	5
185	Grade cheese	4	6
186	Grade fresh produce by hand	5	5
187	Hand deposit, pipe and sheet flour confectionery	7	5
188	Hand divide, mould and shape fermented dough	6	5
189	Load consignments for despatch in a food environment	7	5
190	Maintain effective working relationships in livestock markets	3	5
191	Maintain food safety during delivery	2	5
192	Maintain food safety during loading and unloading	2	5
193	Maintain food safety during transport	3	4
194	Maintain lairage and antemortem facilities for religious slaughter	6	5
196	Maintain reception and holding areas for livestock in food manufacture	5	4
197	Maintain the cleanliness and disinfection of livestock markets	4	5
198	Maintain the lairage of livestock in livestock markets	4	5
199	Maintain, promote and improve environmental good practice in food manufacture	6	7

200	Manage organisational change for achieving excellence in a food environment	7	6
201	Manage production performance in food manufacture	7	7
202	Mask and cover celebration cakes	7	6
203	Mill curds	5	5
204	Monitor an automated meat or poultry processing system	5	6
205	Monitor and control quality of work activities in food and drink operations	4	6
206	Monitor and control the reception of livestock in food manufacture	6	6
207	Monitor and maintain storage conditions in a food environment	5	6
208	Monitor bleeding for Kosher meat	6	5
209	Monitor carcase production	5	6
210	Monitor effectiveness of despatch and transport operations in a food environment	6	6
211	Monitor health, safety and environmental systems in food manufacture	6	6
212	Monitor hygiene cleaning in food and drink operations	6	6
213	Maintain lairage and ante-mortem facilities in food manufacture	6	6
214	Monitor meat or poultry further processing	4	6
215	Monitor and maintain product quality in food and drink operations	5	6
217	Monitor stored goods and materials in a food environment	4	5
218	Monitor the health and welfare of livestock pre-slaughter in food manufacture	6	5
219	Monitor the recovery of meat and poultry processing by-products	5	6
220	Monitor wrapping and labelling of products in a food environment	5	6
221	Move and handle products and materials in food and drink operations	4	5
222	Move materials using mechanical transfer systems in food and drink operations	4	5

223	Operate manual dispensers in food manufacture	5	5
224	Organise and monitor hand operations in dairy processing	7	5
225	Oven bake dough products	6	5
226	Oven bake flour confectionery	6	5
227	Palletise and wrap products in food manufacture	6	5
228	Pick orders and store in food manufacture	7	5
229	Pin, block and shape dough	6	6
230	Plan and co-ordinate food services	6	6
231	Plan production schedules in food manufacture	5	6
232	Plan the route and timings for the delivery and collection of loads (5	6
233	Prepare and mix dough	5	5
234	Prepare and mix flour confectionery	6	5
235	Prepare and monitor feed and water supplies to livestock in food manufacture	6	5
236	Prepare starter cultures in dairy processing	6	5
237	Prepare, move and re-locate livestock in food manufacture	6	5
238	Principles of a specialist cheese sales service	3	6
239	Principles of a specialist cooked meat service	6	6
240	Principles of a specialist raw meat service	6	6
241	Principles of added value meat or poultry products	6	6
242	Principles of baking bakery products	6	6
243	Principles of butchery	6	6
244	Principles of butter and mixed fat spreads	3	6
245	Principles of cheese making	3	6
246	Principles of classification of meat or poultry carcasses	6	6
247	Principles of communication in a food business	5	6
248	Principles of curing meat	6	6
249	Principles of dairy products in bakery	6	6

250	Principles of dairy science	3	6
251	Principles of dough fermentation and process control	6	6
252	Principles of egg and egg products in bakery	6	6
253	Principles of fats and oils in bakery	6	6
254	Principles of fermented dairy products	3	6
255	Principles of flour milling and flour types for bakery	6	6
256	Principles of food policy and regulation	3	7
257	Principles of fresh produce handling and quality	5	6
258	Principles of fresh produce packaging and preservation	7	6
259	Principles of fresh produce ripening	5	6
260	Principles of fresh produce wholesaling	6	6
261	Principles of frying bakery products	6	6
262	Principles of heat treatment in dairy processing	3	6
263	Principles of ice cream production	3	6
264	Principles of meat or poultry processing by-products	6	6
265	Principles of mixing dough and process control	6	6
266	Principles of organisational compliance in a food business	6	6
267	Principles of packaging in bakery	6	6
268	Principles of pastry lamination & process control	6	6
269	Principles of pre-mixes and concentrates in bakery	6	6
270	Principles of retarding and proving dough and process control	6	6
271	Principles of salt and dough conditioners / improvers in bakery	6	6
272	Principles of sugars and starches in bakery	6	6
273	Principles of the fresh produce handling systems	5	6
274	Principles of the fresh produce supply chain	6	6
275	Process orders for goods in a food environment	6	5

276	Process offal and meat processing by-products	4	5
277	Produce added value meat or poultry products	4	5
278	Produce batch meat or poultry products by hand	4	5
279	Produce butter	5	5
280	Produce cheese	6	5
281	Produce cream	5	5
282	Produce curds and whey	6	5
283	Produce dried milk whey powder	6	5
284	Produce fermented dairy products	6	5
285	Produce ice cream	5	5
286	Produce laminated pastry	6	6
287	Produce liquid milk	8	6
288	Produce mixed fat spreads	5	5
289	Produce portion controlled raw meat or poultry products	4	5
290	Produce product packs in a food environment	6	5
291	Produce sausages by hand	5	5
292	Produce specialist individual dough based products	8	6
293	Produce specialist individual flour confectionery	6	6
294	Protect the vehicle and the load	2	5
295	Provide accessories and store celebration cakes	5	5
296	Receive and communicate information in livestock markets	3	5
297	Receive and offload bulk liquids in food manufacture	4	5
298	Receive and pen livestock in livestock markets	4	5
299	Receive goods and materials in a food environment	7	5
300	Receive livestock in food manufacture	6	5
301	Receive poultry in food manufacture	6	5
302	Remove category 1 specified risk material in meat processing	4	5
303	Report and record production operations in food manufacture	7	5
304	Retard and prove dough products	6	5
305	Salt and mould curds	5	5

306	Sculpt fresh produce by hand	5	5
307	Select and prepare raw materials in food manufacture	4	5
308	Select weigh and measure bakery ingredients	6	5
309	Sell fresh produce on the wholesale market	3	5
310	Serve on a specialist food retail counter	4	6
311	Set up and maintain despatch and transport of products in a food environment	6	6
312	Set up and maintain operations in retail food manufacture	6	6
314	Sharpen and maintain cutting tools for use in food and drink operations	4	5
315	Shut down multi stage operations in food manufacture	6	6
316	Shut down plant and equipment in food manufacture	6	6
317	Skin meat species	4	5
318	Sort and classify livestock for sale or despatch in food manufacture	4	6
319	Sort meat or poultry processing by-products	4	5
320	Split meat carcasses	4	5
321	Start up multi stage operations in food manufacture	6	6
322	Start up plant and equipment in food manufacture	6	6
323	Tin and tray up dough products	6	6
324	Transport goods and materials	2	4
325	Tray up and prepare flour confectionery for baking	6	5
326	Use equipment to move goods in logistics operations	4	5
327	Use powered tools or equipment for processing meat	4	5
328	Weigh or measure ingredients in food manufacture	5	5
329	Wrap by hand in food manufacture	5	5
330	Arrange transport scheduling for the delivery of livestock in food manufacture	6	6
331	Contribute to continuous improvement for achieving excellence in a food environment	4	5

332	Control and monitor safe supply of raw materials and ingredients in food manufacture	6	7
333	Control energy efficiency in a food environment	6	7
334	Interpret and communicate information and data in food and drink operations	4	6
335	Maintain plant and equipment in food manufacture	6	6
336	Manage commissioning and handover of plant and equipment in food manufacture	7	8
337	Monitor and maintain storage systems and procedures in a food environment	5	5
338	Monitor effectiveness of operations in retail food manufacture	6	6
339	Monitor effectiveness of food service operations in food manufacture	6	6
340	Monitor effectiveness of picking and packing operations in a food environment	5	6
341	Monitor food safety in critical control points in food manufacture	3	6
342	Organise the receipt and storage of goods in a food environment	6	6
343	Report on compliance with food safety requirements in manufacture	6	6
344	Resolve production problems in a food environment	7	7
345	Set up and maintain food service operations in food manufacture	6	6
346	Set up and maintain picking and packing orders in a food environment	6	6
347	Maintain product quality in food and drink operations	4	5



2 Centre requirements

Approval

There is no fast track approval for this qualification. Existing centres who wish to offer this qualification must use the **standard** Qualification Approval Process.

New centres that wish to offer these qualifications will need to gain both centre and qualification approval. Please refer to the *Centre Manual - Supporting Customer Excellence* for further information.

Centre staff should familiarise themselves with the structure, content and assessment requirements of the qualifications before designing a course programme.

Resource requirements¹

Centre staffing

Staff delivering these qualifications must be able to demonstrate that they meet the following occupational expertise requirements. They should:

- be occupationally competent or technically knowledgeable in the areas for which they are delivering training. This knowledge must be to the same level as the training being delivered
- have recent relevant experience in the specific area they will be assessing
- have credible experience of providing training.

Centre staff may undertake more than one role, eg tutor and assessor or internal quality assurer, but cannot internally verify their own assessments.

Assessors and Internal Quality Assurer

Centre staff should hold, or be working towards, the relevant Assessor/Internal Quality Assurer TAQA qualification for their role in delivering, assessing and verifying these qualifications.

Assessors:

- should provide current evidence of competence, knowledge and understanding in the areas to be assessed, to the satisfaction of City and Guilds. This will normally be achieved through demonstrating competence in the roles which are to be assessed, which may be recorded in company training records. Alternatively, this can be demonstrated by relevant experience

¹ Please refer to Improve's (Food & Drink Skills Council) *Assessment Strategy for Improve's Accredited Qualifications Scotland* for full details of the quality assurance arrangements for these qualifications, some of which has been paraphrased in this qualification handbook.

and continuing professional development which may include the achievement of qualifications relevant to the areas being assessed.

- should have a full and current understanding of the units of competence and requirements of the qualification which they are assessing.
- should operate safely as an assessor in a food environment (it is strongly recommended that a relevant food safety/hygiene qualification is achieved).
- who are 'in training' and not fully recognised as competent by City and Guilds may carry out assessment practice. For the period in training and working towards recognition, the assessor must have assessment activity monitored and signed off (countersigned) by a fully recognised and competent assessor. The 'in training' period should be limited to twelve months and have clear development goals set for achieving recognition and competence.

Internal quality assurers:

- should demonstrate sufficient and current understanding of the qualifications to be internally verified, and know how they are applied in business, to the satisfaction of City and Guilds. Relevant knowledge and understanding of the workplace areas to be sampled during quality assurance activity is required. Relevant experience of working in or with the sector area(s) is preferable.
- should demonstrate competent practice in internal verification of assessment, and demonstrate understanding of the principles and practices of internal verification of assessment.
- should know where and when to access specialist sector advice, where additional specialist or technical knowledge relating to assessment and internal verification decisions are concerned.
- should operate safely in a food environment, therefore it is strongly recommended that a relevant food safety/hygiene qualification is achieved.
- who are 'in training' and not fully recognised as competent by City and Guilds may carry out internal verification of assessment practice. For the period in training and working towards recognition, they must have their internal verification activity monitored and signed off (countersigned) by a fully recognised and competent internal verifier. The 'in training' period should be limited to twelve months and have clear development goals set for achieving recognition and competence.

Continuing professional development (CPD)

Centres must support their staff to ensure that they have current knowledge of the occupational area, that delivery, mentoring, training, assessment and verification is in line with best practice, and that it takes account of any national or legislative developments.

Candidate entry requirements

City & Guilds does not set entry requirements for these qualifications. However, centres must ensure that candidates have the potential and opportunity to gain the qualifications successfully.

Age restrictions

There is no age restriction for these qualifications unless this is a legal requirement of the process or the environment.



3 Delivering the qualification

Initial assessment and induction

An initial assessment of each candidate should be made before the start of their programme to identify:

- if the candidate has any specific training needs,
- support and guidance they may need when working towards their qualifications.
- any units they have already completed, or credit they have accumulated which is relevant to the qualification.
- the appropriate type and level of qualification.

We recommend that centres provide an induction programme so the candidate fully understands the requirements of the qualifications, their responsibilities as a candidate, and the responsibilities of the centre. This information can be recorded on a learning contract.

Support materials

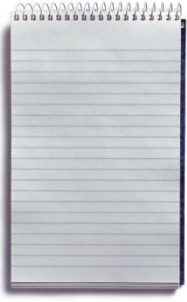
The following resources are available for these qualifications:

Description	How to access
Unit Pack	www.cityandguilds.com

Recording documents

Candidates and centres may decide to use a paper-based or electronic method of recording evidence.

City & Guilds endorses several ePortfolio systems, including our own, **Learning Assistant**, an easy-to-use and secure online tool to support and evidence learners' progress towards achieving qualifications. Further details are available at: www.cityandguilds.com/eportfolios.



4 Assessment

Candidates must:

- have a completed portfolio of evidence for each unit.

Evidence

Scottish Vocational Qualifications are specifically designed to be assessed in the workplace and workplace performance evidence is essential for all units of competence.

The use of employer's training and assessment processes and records in the workplace are strongly encouraged, where this supports evidence of competent learner performance. This is particularly significant where such evidence is audited as part of external quality standards relevant to the food and drink sector. Learner records of assessment and internal quality assurance activity will in this case reflect employer systems and records.

Where employer's assessment processes or records are insufficiently rigorous to generate credible evidence of learner performance, then formal assessment processes must be implemented to confirm a learner's competence, and this evidence captured in the learner's portfolio of evidence.

Workplace testimony

Workplace personnel, who are not recognised as assessors, may contribute to the assessment process by providing workplace testimony. Those providing the testimony must be familiar with the activity being carried out and able to make a judgement that the task has been completed to organisational procedures and to the required standard. The person providing the testimony is not in a position to decide if the learner is competent overall, they are only able to judge the specific instance they observe. The overall decision regarding competence of the learner will be made by the assessor and subject to internal verification.

Assessment strategy²

Simulation

The use of simulation is not permitted in this qualification except in specific situations. Where simulation is allowed, this is clearly marked in the unit. Simulation activities must be designed to mirror the same activity, as it would be carried out in the workplace and include:

² Please refer to Improve's (Food & Drink Skills Council) *Assessment Strategy for Improve's Accredited Qualifications Scotland* for full details of the quality assurance arrangements for these qualifications, some of which has been paraphrased in this qualification handbook.

- the number and sequence of actions needed to complete the activity
- the number and complexity of factors needed to complete the activity
- the urgency with which the activity must be completed
- achievement of an outcome in the same time constraints that might apply in the workplace.

Simulation cannot be used to provide the sole evidence of any one unit.

Recognition of prior learning (RPL)

Recognition of prior learning means using a person's previous experience or qualifications which have already been achieved to contribute to a new qualification.

Evidence from past achievement may be included as evidence within assessment methods for Scottish Vocational Qualifications.

Evidence of knowledge and understanding can be presented as supplementary evidence, provided it is a measurable assessed outcome of learning which links to outcomes detailed in the units of competence and confirms current competence.

Assessors should make best use of all the assessment methods available to them in ensuring the most reliable and effective use is made of claims of prior learning and experience which relate to the individual learner's circumstances.

All learners, presenting evidence from past achievements, must also be able to demonstrate current competence.



5 Units

Availability of units

The units can be obtained from the *Unit Handbooks*, which are available on the City & Guilds website.

Structure of units

These units each have the following:

- City & Guilds reference number
- title
- level
- credit value
- unit aim
- endorsement by a sector or other appropriate body
- learning outcomes which are comprised of a number of assessment criteria
- notes for guidance.



Appendix 1 Sources of general information

The following documents contain essential information for centres delivering City & Guilds qualifications. They should be referred to in conjunction with this handbook. To download the documents and to find other useful documents, go to the **Centres and Training Providers homepage** on **www.cityandguilds.com**.

Centre Manual - Supporting Customer Excellence contains detailed information about the processes which must be followed and requirements which must be met for a centre to achieve 'approved centre' status, or to offer a particular qualification, as well as updates and good practice exemplars for City & Guilds assessment and policy issues. Specifically, the document includes sections on:

- The centre and qualification approval process
- Assessment, internal quality assurance and examination roles at the centre
- Registration and certification of candidates
- Non-compliance
- Complaints and appeals
- Equal opportunities
- Data protection
- Management systems
- Maintaining records
- Assessment
- Internal quality assurance
- External quality assurance.

Our Quality Assurance Requirements encompasses all of the relevant requirements of key regulatory documents such as the *SQA Awarding Body Criteria* (2007), and sets out the criteria that centres should adhere to pre and post centre and qualification approval.

Access to Assessment & Qualifications provides full details of the arrangements that may be made to facilitate access to assessments and qualifications for candidates who are eligible for adjustments in assessment.

The **centre homepage** section of the City & Guilds website also contains useful information such on such things as:

- **Walled Garden:** how to register and certificate candidates on line
- **Events:** dates and information on the latest Centre events
- **Online assessment:** how to register for e-assessments.

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www.cityandguilds.com

Useful contacts

UK learners General qualification information	T: +44 (0)844 543 0033 E: learnersupport@cityandguilds.com
International learners General qualification information	T: +44 (0)844 543 0033 F: +44 (0)20 7294 2413 E: intcg@cityandguilds.com
Centres Exam entries, Certificates, Registrations/enrolment, Invoices, Missing or late exam materials, Nominal roll reports, Results	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 E: centresupport@cityandguilds.com
Single subject qualifications Exam entries, Results, Certification, Missing or late exam materials, Incorrect exam papers, Forms request (BB, results entry), Exam date and time change	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 F: +44 (0)20 7294 2404 (BB forms) E: singlesubjects@cityandguilds.com
International awards Results, Entries, Enrolments, Invoices, Missing or late exam materials, Nominal roll reports	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 E: intops@cityandguilds.com
Walled Garden Re-issue of password or username, Technical problems, Entries, Results, e-assessment, Navigation, User/menu option, Problems	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 E: walledgarden@cityandguilds.com
Employer Employer solutions, Mapping, Accreditation, Development Skills, Consultancy	T: +44 (0)121 503 8993 E: business@cityandguilds.com
Publications Logbooks, Centre documents, Forms, Free literature	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413

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City & Guilds Group

The City & Guilds Group is a leader in global skills development. Our purpose is to help people and organisations to develop their skills for personal and economic growth. Made up of City & Guilds, City & Guilds Kineo, The Oxford Group and ILM, we work with education providers, businesses and governments in over 100 countries.

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