

Dairy Skills Level 2



1. Overview and Introduction to Dairy Skills Level 2 (SCQF Level 5)

The Scottish Vocational Qualification (SVQ) in Dairy Skills Level 2 (SCQF Level 5) is part of a suite of qualifications which are designed to provide candidates with the knowledge and skills that they will need for employment within the dairy sector.

This qualification is designed for candidates who are working within the dairy sector or the wider food and drink industry. It offers the opportunity to develop skills and knowledge required in a wide range of dairy manufacturing techniques including milk and cheese production. It will also suit candidates who are competent in their particular field but are looking for ways of developing their existing skills and knowledge.



This qualification is suitable for

- Dairy operatives
- Dairy producers

This qualification offers the opportunity to tailor units to suit specific business training needs, through the transfer of topic specific knowledge and practical ability for example in: producing milk, butter, cream, ice cream and cheese; through to customer service and processing customer orders.



2. Qualification Content

- Food and Drink Operations (Dairy Skills) Level 2 (SCQF Level 5)

Award Structure:

Candidates must complete a minimum of 9 units (if undertaking a Modern Apprenticeship)

Unit Title
Group A (Mandatory)
Maintain workplace food safety standards in manufacture
Maintain the workplace and health & safety in food manufacture
Group B (a minimum of 4 units and a maximum of 6)
Receive and offload bulk liquids in food and drink operations
Control processing to produce Liquid Fresh Milk
Control processing to produce UHT milks
Control processing to produce Extended Shelf Life (ESL) milks
Control processing to produce cream for retail packs
Control processing to produce cream (sweet and whey) for further processing
Control processing to produce filtered dairy products
Control processing to produce ice cream
Control processing to produce evaporated products
Control processing to produce dried products
Control processing to produce butter, spreads and margarines (BSM) products
Control processing to produce Anhydrous Milk Fat (AMF) and Butter Oil
Control processing to produce cultured and fermented dairy products
Control processing to produce natural cheese
Control processing to produce processed cheese
Control processing to produce liquid whey protein concentration
Prepare starter cultures in dairy processing
Weigh or measure ingredients in food and drink operations
Blend or mix ingredients in food and drink operations
Carry out cheese pressing operations
Carry out cheese piercing operations
Grade cheese
Carry out cheese smoking operations
Carry out cheese encasement operations
Operate manual dispensers in food and drink operations
Control filling in food and drink operations
Group C (a maximum of 3 units)
Plan and organise your own work activities in a food business
Communicate in a business environment
Prepare tools and equipment for use in food and drink operations
Maintain product quality in food and drink operations
Contribute to continuous improvement in food operations
Clean in place (CIP) plant and equipment in food and drink operations
Carry out task handover procedures in food and drink operations
Lift and handle materials in food manufacture
Carry out hygiene cleaning in food and drink operations
Contribute to problem diagnosis in food and drink operations
Contribute to problem resolution in food and drink operations
Contribute to sustainable practice in a food environment

Core Skills (SCQF Level 4):

Candidates undertaking a Modern Apprenticeship Level 2 must also complete the following Core Skills as part of the MA Framework


- F42N 04: Working with Others
- F42E 04: Information and Communication Technology
- F42A 04: Numeracy
- F426 04: Communication
- F42J 04: Problem Solving

3. Benefits of the Qualification

This qualification provides dairy businesses with an opportunity to develop good practices and understanding. It allows skills and knowledge to be developed in a wide variety of areas depending upon the type of business and products that apply. Topics covered may include producing milk, butter, cream, ice cream and cheese; customer service and processing customer orders.

4. Learning Content

This qualification develops the skills and knowledge required when working in a dairy role. It enables individuals employed in the dairy sector to be more proficient in food safety standards and in maintaining the workplace.



This qualification is most suitable for those working in dairies and farm shops

5. How the learning is delivered

We use a Blended Learning approach suited to workplace learning on an individual basis or groups as required.


The Training Advisor will visit the candidate within the workplace on a regular basis to support, advise, guide and facilitate workshops and individual one to one learning and development; all visits are in the workplace so there is no need to release staff to college.

6. The Assessment Process

Assessment of this award will be through a series of theoretical and practical assessments or tasks and projects defined by a set of National Occupational Standards (NOS) developed by Improve Ltd (Sector Skills Council).

Methods of assessment can include:

- *observation*
- *discussion*
- *personal statements*
- *projects, testimonies*
- *supporting documentation.*



Each candidate
will be appointed
a dedicated
Training Advisor

7. Engagement with Training Advisor

Each candidate will be appointed a dedicated Training Advisor. An Individual Training Plan will be drawn up and the units for delivery will be agreed by the candidate, employer and training advisor. Each visit date will be agreed and progress will be mapped in the form of progress reviews that will also detail work to complete for next visit, date of next visit and any feedback that either party wishes to convey.

The training advisor will also make each candidate aware of their contact details should they require any future information and guidance.

National Food and Drink Training

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