

Food Sales and Service Skills Level 2



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

The Scottish Vocational Qualification (SVQ) in Food Sales and Service 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 retail employment within the food and drink sector.

This qualification is designed for candidates who are working in a retail environment where food is prepared, cooked, handled and sold. It will suit candidates who are competent in their job role but are looking for ways of developing their existing skills and knowledge.



This qualification is suitable for

- Retail Assistants
- Team Leaders
- Supervisors
- Managers

The qualification offers the opportunity to tailor the units to suit specific business needs including: selling food products; displaying food products; food service; preparing food orders; storing goods and materials; and controlling stock levels.



2. Qualification Content

- Food and Drink Operations Food Sales and Service 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)
Contribute to the effectiveness of food and drink retail operations
Assist with selling food and drink retail products
Sell food and drink products in a retail environment
Display food and drink products in a retail environment
Serve on a specialist food retail counter
Prepare and clear areas for counter/take-away service
Provide a counter/take-away service
Prepare and clear areas for table/tray service
Provide a table/tray service
Assemble and process products for food service
Receive goods and materials in a food and drink operations
Store and organise goods and materials in a food and drink operations
Control stock levels in food and drink operations
Process orders for goods in food and drink operations
Pick orders and store in food and drink operations
Produce product packs in food and drink operations
Pack orders for despatch in food and drink operations
Assemble different products to a pre-determined pattern in food and drink operations
Deliver a good service to customers
Slice and bag individual products in food operations
Bake-off food products for sale in food operations
Finish bake-off products
Wrap by hand in food and drink operations
Produce individual packs by hand 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
Maintain product quality in food and drink operations
Contribute to continuous improvement in food operations
Lift and handle materials in food manufacture
Contribute to environmental safety in food manufacture
Contribute to problem diagnosis in food and drink operations
Contribute to problem resolution in food and drink operations
Control wrapping and labelling in food and drink operations
Carry out hygiene cleaning in food and drink operations
Carry out sampling in food and drink operations
Contribute to the application of improvement techniques in food 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 businesses with an opportunity to develop good practices and understanding. It allows skills and knowledge to be developed in a wide variety of areas including working as part of a team, providing a counter, take-away or table service, dealing with customers and handling payments.

4. Learning Content

This qualification develops the skills and knowledge required when working in a food retail environment. It covers topics such as visual merchandising, customer service and sales.



**Develop skills working
as part of a team,
providing a counter,
take-away or table
service, dealing with
customers and
payments**

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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