





## GG6A 22 SVQ 2 in Food and Drink Operations (Meat and Poultry Skills) at SCQF Level 5 - Structure

To attain the qualification candidates must complete 8 units in total. This comprises:2 Mandatory units
4 units from Group B
The remaining 2 units can be taken from Group B,C,D

Mandatory	Mandatory Units: Candidates must complete both units from this group	
Code	Title	
2050	Maintain workplace food safety standards in manufacture	
	This unit is about keeping your workplace clean and hygienic. It involves understanding the importance of minimising the risks of product contamination, cross-contamination and food poisoning, pests and infestation, storage and disposal of waste.	
3075	Maintain the workplace and health & safety in food manufacture	
	This unit is about working safely in a food and drink manufacturing environment. It covers working within defined safety limits; following emergency procedures and using personal protective equipment correctly  This unit is for you if you work in food and drink operations and your job requires you to enter the food manufacturing or processing area.	







Optional L	Optional Units : Group B – Candidates must complete a minimum of 4 units from this group	
Code	Title	
2102	Sort and classify livestock for sale or despatch in food manufacture	
	This unit is about sorting and classifying livestock for sale or despatch. It covers sorting and classifying livestock, preparing materials and equipment and working safely.	
	This unit is for you if you work in meat and/or poultry operations and your role requires you to sort and/or classify livestock.	
2121	Display livestock to potential buyers in food manufacture	
	This unit is about receiving and displaying livestock to potential buyers. It is about receiving livestock into the display area, following directions from the auctioneer and displaying livestock to potential buyers.	
	This unit is for you if you work in meat and/or poultry operations and your role requires you to display livestock.	
2122	Prepare, move and re-locate livestock in food manufacture	
	This unit is about preparing, moving and re-locating livestock. It covers checking livestock destinations and routes, reporting livestock which show any signs of injury and street, as well as monitoring livestock and working safely and hygienically.	
	This unit is for you if you work in meat and/or poultry processing operations and your role requires you to move and re-locate livestock.	
3135	Arrange transport scheduling for the delivery of livestock in food manufacture	
	This unit is about producing transport scheduling plans, identifying the livestock and their locations for collection purposes and communicating the information to the relevant people. You will need to make and monitor transportation arrangements, provide delivery schedules, and recommend remedial action when difficulties are encountered.	
2123	Receive livestock in food manufacture	
	This unit is about receiving livestock for food and drink manufacturing operations. It covers preparing to receive livestock, checking the condition of the livestock and reporting discrepancies as well as unloading and penning livestock.	
	This unit is for you if you work in meat and/or poultry processing operations and your role requires you to receive livestock	







2124	Receive poultry in food manufacture
	Receiving poultry into a plant is a critical time for animal welfare. This movement between the poultry farm and the poultry plant is also a vital link in the essential chain of traceability.
	In this unit you will need to show that you can follow animal welfare procedures and understand how to deal with animal welfare problems. You will also need to prove that you deal correctly with the documents recording the delivery.
	This unit is appropriate for anybody whose job involves working in a transport yard and pre-slaughter area.
2125	Contribute to bio-security in livestock holding in food manufacture
	This unit is for your role requires you to enter areas where livestock are kept.
	It is about making sure you maintain bio-security and preventing cross-contamination by wearing the correct clothing, and using equipment properly. It is also about reporting any concerns you have quickly to the appropriate people.
2126	Maintain reception and holding areas for livestock in food manufacture
	This unit is about maintaining reception and holding areas for livestock. It covers pareparing and identifying areas requiring maintenance, cleaning and maintaining the area and working safely and hygiencially.
	This unit is for you if you work in meat and/or poultry processing operations and your role requires you to maintain reception and holding areas for livestock.
2127	Care for livestock pre-slaughter in food manufacture
	This unit is about caring for livestock pre-slaughter (the period between the arrival of livestock on the site and movement to the line for slaughter).
	This unit is for you if you work in meat and/or poultry processing operations and your role requires you to provide pre-slaughter care of livestock.
2128	Care for poultry pre-slaughter in food manufacture
	Poultry may be held awaiting slaughter after arriving on the site. If this happens, the poultry will need to be cared for during that time to ensure they do not suffer and their condition is maintained
	The welfare of poultry is most important throughout this time and can directly affect the quality of the meat after slaughter.
	This unit covers the period between the arrival of poultry on the site and movement to the line for slaughter.
	This unit is appropriate for people whose job involves dealing with poultry in pre- slaughter.







2130	Prepare and monitor feed and water supplies to livestock in food manufacture
	This unit is about preparing, monitoring and controlling the supply of feed and water to livestock.
	This unit is for you if you work in meat and/or poultry processing operations and your role requires you to prepare, monitor and control the supply of feed and water to livestock.
3137	Maintain lairage and antemortem facilities in food manufacture
	This unit is about preparing, monitoring and controlling the supply of feed and water to livestock.
	This unit is for you if you work in meat and/or poultry processing operations and your role requires you to prepare, monitor and control the supply of feed and water to livestock.
2131	Maintain lairage and antemortem facilities for religious slaughter
	This unit is about monitoring and controlling the supply of feed and water to livestock lairage in accordance with the procedures of religious slaughter.
	This unit is for you if you work in meat and/or poultry processing operations carrying out religious slaughter and your role requires you to prepare, monitor and control the supply of feed and water to livestock.
2245	Use powered tools or equipment for processing meat
	This unit is about the skills needed for you to use powered tools or equipment for processing meat or poultry in food and drink manufacture and/or supply operations. Powered tools and equipment can be used for a wide range of meat and poultry processing including sawing, de-rinding and slicing.
	You will need to be able to prepare and use powered tools and equipment adhering to regulatory and organisational health and safety standard operating standards. You will also need to be able to work to organisational quality and yield specifications.
	This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in using powered tools or equipment for processing meat or poultry.
2246	Carry out manual stunning of meat or poultry species
	This unit is about the skills needed for you to carry out manual stunning of meat or poultry species in food and drink manufacture and/or supply operations. Carrying out manual stunning of meat or poultry species is important to the production of meat and poultry that adheres to regulatory and organisational welfare standards. It is also important to the production of a quality product that meets organisational requirements.
	You will need to be able to prepare to stun meat or poultry species, adhere to meat or poultry welfare and safety standards, restrain meat or poultry and use manual stunning equipment.
	This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in the manual stunning of meat and poultry species.







2247	Carry out manual bleeding operations
	This unit is about the skills needed for you to carry out manual bleeding of meat or poultry species in food and drink manufacture and/or supply operations. Carrying out manual bleeding operations is important to the production of meat or poultry that is fit for human consumption, adheres to welfare regulations and meets quality specifications.
	You will need to be able to prepare work area, tools and equipment and to carry out sticking and bleeding. You also need to show you can carry out sticking and bleeding operations adhering to regulatory and organisational welfare and quality standards.
	This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in manual bleeding operations.
2248	Carry out religious slaughter
	This unit is about slaughtering animals to the requirements of religious standards. If you work in this area and carry out slaughter operations you must follow closely defined procedures eg Zibah and Shechita. These procedures and standards are intended to ensure humane slaughter, hygiene and food safety. They also aim to contribute to animal welfare in this most sensitive part of the industry process. Specific licences are required to work in this area.
	People who work in manual slaughter have specialist skills so that different objectives of the area are met. This unit is for you if your job involves working in religious slaughter area of a meat facility. Slaughter is through non-automated methods.
2249	Carry out bleeding operations for Halal meat
	This unit is about carrying out bleeding operations in religious slaughter. This job must be done by experienced people with provisional or full licences. The job is tightly controlled by laws that define humane methods of bleeding.
	The task is important to the industry because the way it is carried out affects the condition of the meat and whether it is suitable for human consumption and complies with Halal slaughter rules. If you do this work you need specialist skills so that the meat produced meets quality specifications.
2250	Skin meat Speciies
	This standard is about the skills needed for you to skin meat species including cattle, sheep, goat and venison in food and drink manufacture and/or supply operations. Skinning, often called dressing is an essential part of the processing of meat species in the production of meat that meets food safety and quality specifications.
	You will need to be able to skin meat species manually using the correct tools and equipment and adhering to regulatory and organisational standards
	This standard is for you if you work in food and drink manufacture and/or supply operations and are involved in skinning meat species.
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2251	Carry out rodding and clipping of most carcases
2251	Carry out rodding and clipping of meat carcases
	This unit is about the skills needed for you to carry out rodding and clipping of cattle, sheep and goat carcases in food and drink manufacture and/or supply operations.  Rodding and clipping is also known as sealing the alimentary canal and weasand sealing. It is important in ensuring the production of a hygienically clean carcase. Sealing the oesophagus prevents contamination of the carcase with gut contents.
	You will need to be able to prepare equipment and work area needed to carry out rodding and sealing operations. You also need to be able to work to organisational and regulatory requirements, work within the limits of your responsibility and refer problems to the relevant people.
	This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in carrying out rodding and clipping of meat in food and drink production.
2252	Split meat carcases
	This unit is about the skills needed for you to split meat carcases in food and drink manufacture and/or supply operations. Beef, lamb, pork, goat and venison carcases are commonly split to aid handling and butchery operations. Splitting meat carcases is an essential part of the processing of meat to enable handling and butchery to be carried out more effectively and efficiently.  You will need to be able to split meat carcases using the correct tools and equipment and
	adhering to regulatory and organisational specifications.  This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in splitting meat carcases.
2253	Remove category 1 specified risk material in meat processing
	This unit is about the skills needed for you to remove specified risk material (SRM) in meat processing in food and drink manufacture and/or supply operations. SRM is the tissues of cattle, sheep or goats which cannot be passed for human consumption. SRM is the part of the animal most likely to contain transmissible spongiform encephopathy (TSE). TSE conditions affect the brain and nervous system of animals including humans. They include bovine spongiform encephopathy (BSE) in cattle and scrapie in sheep and goats. Tissue potentially carrying SRM includes the brain, spinal cord and thymus. SRM can be removed manually or using a vacuum removal system and is essential in the production of a final meat product that adheres to food safety requirements.
	You will need to be able to identify SRM and remove it adhering to organisational and regulatory requirements.
	This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in the removal of category 1 SRM in meat processing.
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2254	Eviscerate animals or birds for Kosher meat and poultry
	After Shechita, the internal organs of animals or birds must be removed if the meat is to be suitable for food. This is called evisceration. Some of the internal organs can be eaten and are sold for valuable extra income. Some are used for further processing and manufacture of meat products. The waste must be dealt with safely and hygienically.  All the organs must be handled and processed carefully so that the maximum possible value can be gained from them. The knowledge required to eviscerate will contribute towards gaining the maximum value from the internal organs.
2255	Eviscerate meat or poultry
	This unit is about the skills needed for you to eviscerate meat or poultry in food and drink manufacture and/or supply operations. Evisceration is the removal of the internal organs of an animal. It includes the removal of category 2 and 3 animal by-products including those intended for disposal or human consumption. Complete evisceration is important in maximising the economic revenue from a carcase and in ensuring meat entering the food chain adheres to food safety standards.  You will need to be able to eviscerate meat or poultry species manually using the correct tools and equipment, adhering to regulatory and organisational standards.  This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in the evisceration of meat or poultry by hand.
2256	Sort meat or poultry processing by-products
	This unit is about the skills needed for you to sort meat or poultry by-products in food and drink manufacture and/or supply operations. Meat and poultry by-products can be sorted into category 1, 2 or 3. Sorting meat and poultry by-products into the correct category is important in maintaining the food safety supply chain and in the maximisation of profit from a carcase.  You will need to be able to prepare to sort meat or poultry processing by- products and carry out sorting adhering to regulatory and organisational requirements.  This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in the sorting of meat or poultry offal and processing by- products.







2257	Process offal and meat processing by-products
	This unit is about the skills needed for you to process meat or poultry offal or processing by-products in food and drink manufacture and/or supply operations. Processing offal and by-products is important to the maximisation of profit from carcases.
	You will need to be able to prepare to process meat or poultry offal or by-products. You will also need to be able to trim and process offal or by-products adhering to regulatory and organisational requirements.
	This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in the processing of meat or poultry offal or processing by- products.
2258	Carry out primal cutting of meat or poultry
	This unit is about the skills needed for you to carry out primal cutting meat in food and drink manufacture and/or supply operations. Beef, lamb, pork, venison and goat carcase sides and quarters are generally broken down into primal cuts as the first stage of butchery. Primal cutting requires a high level of skill and has a significant effect on the overall efficiency of butchery operations.
	You need to be able to use the correct tools and equipment, maximise yield and maintain quality, handle and store meat or poultry and dispose of waste products following organisational and regulatory standards.
	This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in carrying out primal cutting of meat or poultry.
2259	Carry out boning of meat or poultry
	This unit is about the skills needed for you to carry out boning of meat or poultry in food and drink manufacture and/or supply operations. Removing bones from carcases or cuts of meat or poultry is a key skill, important in producing a final product that adheres to organisational and customer requirements.
	You need to be able to use the correct tools and equipment, maximise yield and maintain quality, handle and store meat and poultry and dispose of waste products following organisational and regulatory standards.
	This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in carrying out boning of meat or poultry.







2260	Carry out seaming or filleting of meat or poultry
	This unit is about the skills needed for you to carry out seaming or filleting of meat or poultry in food and drink manufacture and/or supply operations. Seaming or filleting to remove whole muscle from bones or from other muscle is a key skill in meat production, important in producing a final product that adheres to organisational and customer requirements.
	You need to be able to use the correct tools and equipment, maximise yield and maintain quality, handle and store meat or poultry and dispose of waste products following organisational and regulatory standards.
	This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in carrying out seaming or filleting of meat or poultry.
2261	Carry out trimming of meat or poultry
	This unit is about the skills needed for you to carry out trimming of meat or poultry in food and drink manufacture and/or supply operations. Trimming is important at all stages of the process through production from post slaughter carcase trimming to trimming joints and pre-sale cuts and joints. Trimming to remove waste and unwanted fat, bone gristle etc is important in the production of a final product that adheres to organisational classification, quality and yield specifications.
	You need to be able to use the correct tools and equipment, maximise yield and maintain quality, handle and store meat or poultry and dispose of waste products following organisational and regulatory standards.
	This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in carrying out trimming of meat or poultry.
2262	Carry out butchery of red meat primal joints
	This unit is about the skills needed for you to carry out butchery of cattle, sheep, pigs, rabbits and hares in food and drink manufacture and/or supply operations. Butchery of primal joints is a key skill in meat production and butchery sales outlets. It is important to providing a final product that fulfils organisational and customer requirements.
	You need to be able to use the correct tools and equipment, adhere to organisational specifications for joints or cuts of red meat, handle and store meat maintaining product quality and the dispose of waste products following organisational and regulatory standards.
	This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in carrying out butchery of red meat primal joints.







2263	Carry out poultry butchery
	This unit is about the skills needed for you to carry out butchery of chickens, turkeys, ducks, geese and avian game in food and drink manufacture and/or supply operations. Carrying out butchery of poultry is a key skill in production of meat and in butchery outlets. It is important to the production of a product that meets organisational and customer requirements.  You will need to be able to carry out butchery of poultry to organisational procedures. You must also be able to use correct tools and equipment when carrying out butchery, store poultry and the dispose of waste products.  This unit is for you if you work in food and drink manufacture and/or supply operations
	and are involved in carrying out butchery of poultry.
2264	Carry out wild game butchery
	This unit is about the skills needed for you to carry out butchery of wild game primal joints to individual joints or cuts of meat or poultry including in food and drink manufacture and/or supply operations. Carrying out butchery of wild game is important to the production of a final product that meets organisational and customer product specification requirements.
	You will need to be able to carry out butchery of poultry to organisational procedures. You must also be able to use correct tools and equipment when carrying out butchery, store poultry and the dispose of waste products.
	This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in carrying out wild game butchery.
2265	Produce portion controlled raw meat or poultry products
	This unit is about the skills needed for you to produce portion controlled raw meat or poultry products in food and drink manufacture and/or supply operations. Meat and poultry can be cut and trimmed into individual cuts or joints to meet organisational and customer specifications. Producing portion controlled raw meat and poultry is a key skill in meat processing and butchery outlets.
	You will need to be able to use tools and equipment, follow a product specification and work to organisational procedures to produce portion controlled raw meat or poultry.
	This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in producing portion controlled raw meat or poultry.
2181	Prepare sauces/marinades by hand in food manufacture
	This unit is about the preparation of fresh sauces or marinades for use in food manufacture. It relates to the preparation of sauces or marinades, combining raw materials according to specified recipes. It details the skills required to set-up and maintain the brining process. It is also about working to product specifications and production schedules.







2266	Enhance flavour in meat or poultry products
	This unit is about the skills needed for you to enhance the flavour of meat or poultry products food and drink manufacture and/or supply operations. Meat and poultry flavour can be enhanced by methods such as curing, marinating, coating, glazing, stuffing, injecting, rubbing or seasoning. These operations can be carried out in a meat processing or butchery outlet.
	You will need to be able to source ingredients and equipment, follow a product specification and work to organisational and regulatory requirements.
	This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in enhancing the flavour of meat and poultry products.
2267	Cure meat products
	This unit is about the skills needed for you to enhance the flavour of meat or poultry products food and drink manufacture and/or supply operations. Meat and poultry flavour can be enhanced by methods such as curing, marinating, coating, glazing, stuffing, injecting, rubbing or seasoning. These operations can be carried out in a meat processing or butchery outlet.
	You will need to be able to source ingredients and equipment, follow a product specification and work to organisational and regulatory requirements.
	This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in enhancing the flavour of meat and poultry products.
3265	Control massaging or tumbling of boneless meat or poultry
	This unit is about the skills needed for you to carry out massaging or tumbling of meat or poultry in food and drink manufacture and/or supply operations. Many meat and poultry products are made from selected meat trimmed of all fat and gristle then arranged into a standards shape to meet customer expectations. To reform the shape of the meat it is massaged or tumbled, often using solutions that flavour and bind the meat.
	You will need to be able to prepare ingredients and equipment, follow a product specification and work to organisational procedures.
	This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in controlling the massaging or tumbling of boneless meat or poultry.







2268	Produce sausages by hand
	This unit is about the skills needed for you to produce sausages by hand in food and drink manufacture and/or supply operations. Producing batches of sausages by hand using semi-automated equipment is a key skill in meat processing and butchery outlets.
	You will need to be able to prepare ingredients and equipment, follow a product specification and work to organisational procedures. You must also be able to hand produce a batch of sausages.
	This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in the production of sausages by hand.
2269	Produce batch meat or poultry products by hand
	This unit is about the knowledge needed for you to produce batch meat or poultry products by hand in food and drink manufacture and/or supply operations. Producing batches of meat or poultry products by hand including meat pies, sausage rolls and pasties is a key skill in food manufacturing and butchery outlets.
	You will need to be able to prepare ingredients and equipment, follow a product specification, work to organisational recipes, standard operating procedures and production requirements. You must also know how to hand produce a batch of meat or poultry products.
	This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in the production of meat or poultry products by hand.
2270	Cook batched meat or poultry
	This unit is about the skills needed for you to cook batched meat or poultry in food and drink manufacture and/or supply operations. Batched meat and poultry can be cooked using dry and/or moist heating methods. Cooking batched meat or poultry is a key skill in butchery outlets and meat and poultry production processing.
	You will need to be able to prepare ingredients and equipment, follow a product specification and work to organisational procedures. You must also maintain food safety standards and adhere to regulatory standards relating to the cooking of meat or poultry.
	This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in the cooking of batched meat or poultry.







2271	Produce added value meat or poultry products
	This unit is about the skills needed for you to add value to meat or poultry products in food and drink manufacture and/or supply operations. Adding value to meat or poultry products is important in meeting customer requirements and maximising revenue from meat and poultry sales. Adding value includes rolling, forming, stringing, using sticks, skewers and adding flavour to meat or poultry products.
	You will need to be able to add value to meat or poultry products including following product specifications and organisational procedures.
	This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in adding value to meat or poultry products.
3266	Display meat or poultry for sale
	This unit is about the skills needed for you to display meat or poultry for sale in food and drink manufacture and/or supply operations. Displaying meat for sale is important in influencing the purchasing decisions made by retail or wholesale customers. Effective displays make the products more attractive to customers, enhance sales and help to minimise the loss of quality during display.
	You will need to be able to prepare display areas and meat or poultry products for display. You must also be able to label and display the meat or poultry products effectively and maintain the display.
	This unit is for you if you work in food and drink manufacture and/or supply and are involved in the displaying of meat or poultry products for sale.
2173	Control weighing in food manufacture
	This unit is about weighing food products (eg meat products, cheese) for sale. Weighing is generally automated so you need the skills to mind a weighing machine and to make sure that weighing is accurate and efficient in food and drink manufacturing. If weighing is not efficient and accurate, there may be losses because meat is sold cheaply or because customers feel dissatisfied.
2188	Weigh or measure ingredients in food manufacture
	This unit is about the skills needed for you to weigh or measure ingredients in food and drink manufacture and/or supply operations. Weighing or measuring ingredients is important to the production of a final product that adheres to organisational quality and yield specifications.
	You will need to be able to prepare ingredients and equipment when weighing or measuring. You must also be able to use weighing or measuring equipment following organisational standard operating procedures. You must also be able to follow organisational specifications or recipes, work within the limits of your responsibility and take action to address problems.
	This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in weighing or measuring ingredients in food manufacture.







3194	Control wrapping & labelling in food manufacture
	This unit is about controlling wrapping and labelling machinery to wrap a variety of food and drink products. It details the skills required to start up, run and shut down equipment, as well as being able to take the appropriate action should operating problems occur. It is also about working to product specifications and production schedules.
2190	Wrap by hand in food manufacture
	This unit is about the skills needed for you to wrap by hand in food and drink manufacture and/or supply operations. Wrapping by hand is important to the production of a variety of food products, ensuring the product is packaged to prevent contamination and to minimise physical damage.
	You will need to be able to prepare resources and work area. You must also be able to wrap a food or drink product and seal the product to organisational requirements. You must also be able to work within the limits of your responsibilty and take action to address problems.
	This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in wrapping by hand.
2155	Contribute to the effectiveness of food retail operations
	This unit is about organising basic tasks and work activity within an already planned retail schedule, it is also about contributing to improvements in a food & drink retail environment. Food & drink retail may involve one or more areas like serving customers, displaying products, preparing and selling take-away foods, serving at fast food counters or at tables.
	You will organise tasks so that part of a retail schedule can be worked through efficiently. You will need to make a contribution towards identifying opportunities for improvements in an aspect of retail practice.
2158	Display food products in a retail food environment
	This unit is about the skills needed for you to display food products in food and drink manufacture and/or supply operations. Displaying food products in a retail food environment is important maintaining a product display. It is also important to producing a hygienic and quality product.
	You will need to be able to prepare to display food and drink products. You also need to show you can label displays of food and drink products. You must also show you can arrange and maintain food and drink products for display.
	This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in food retail, responsible for setting up, maintaining and dismantling product displays in a food and drink retail environment.







2157	Sell food products in a retail food environment
	This unit is about the skills needed for you to sell food and drink products in a food retail environment in food and drink manufacture and/or supply operations. Selling food products in a food retail environment is important to an effective organisation. It is also important to customer care.
	You will need to be able to establish customer needs. You also need to show you can satisfy customer needs. You must also show you can process the sale of food and drink products.
	This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in a food & drink retail unit and serve customers at the counter.
3013	Deliver a good customer service
	To make sure that your customers are satisfied with the service you provide, your business needs to be meeting and exceeding their expectations. However, even if your service to customers is excellent, some customers will experience problems. How you respond to problems is particularly important because many customers judge the service of your business by the way in which their problems are dealt with. Improving relationships with your customers involves delivering consistent and reliable service to them, making sure everyone involved is committed to providing good customer service and also to finding ways to improve it.  You might do this if you:  1. are concerned about the quality of the service you deliver to customers  2. have problems with customer service  3. want to review and improve your levels of customer service  Delivering a good service to customers involves:  1. trying to meet and exceed customer expectations  2. responding to problems  3. reviewing what you are doing and how well it is working
	4. thinking about how it could be done better
	5. improving services by making changes
2090	Produce individual packs by hand in a food environment
	This unit is about the skills needed for you to produce individual packs by hand in food and drink manufacture and/or supply operations. Knowing how to produce individual packs by hand is essential to producing a quality and safe product.
	You will need to be able to prepare to produce packs by hand. You also need to show you can carry out production of packs by hand. You must also show you can finish production of packs by hand.
	This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in carrying out packing operations.







Optional	Optional Units: Group C	
Code	Title	
2001	Plan and organise your own work activities in a food business	
	This standard is about the skills needed for you to plan and organise your own work activities in a food business. Planning and organising your own work activities is important to the successful completion of aims and objectives.  You will need to be able to identify and agree your work objectives within an area of the food business, determine your work plans and organise your time and resources in-line with food business requirements. You will also need to be able to recognise how your own work impacts on the effectiveness of the team, area you work in and the food business as a whole.	
	This standard is for you if you work in food and drink manufacture and/or supply operations and are involved in planning and organising your own work activities in a food business.	
3004	Communicate in a business environment (CfA A211)	
	Communicate by making sure that the `message' is delivered and received as intended. Links: SAS / A212; and, SAS / A111. Specific Skills:  1. communicating 2. interpersonal skills 3. managing resources 4. managing time 5. negotiating 6. presenting yourself 7. problem solving 8. organising 9. planning 10. recording 11. using technology	
2212	Prepare tools and equipment for use in food and drink operations	
	This standard is about the preparation of tools and equipment for use in a range of food and drink operations.  It covers obtaining tools and equipment from storage or cleaning areas in readiness for production work to a schedule. Also, setting up tools and equipment ready for the start of production.  This standard is appropriate to those working in food and drink operations that are required to prepare tools and equipment.	







2213	Sharpen and maintain cutting tools for use in food and drink operations
	This standard is about sharpening and maintaining knives and cutting tools on manual or automated equipment in food and drink operations, e.g. the meat and poultry, fish and fresh produce industries. Knives and cutting tools are used for a variety of purposes in food and drink operations. The cutting edges must be sharp to be effective, and this includes handheld knives and the cutting blades in equipment and automated machines.  This standard is for you if you work in food and drink operations and maintain and sharpen cutting tools ready for use.
3212	Use knives in food and drink operations
	This unit is about the use of knives in food operations. You will need to be able to use knives safely and appropriately dependent on the tasks to be carried out ensuring appropriate use personal protective clothing.  This unit is for anyone working in food and drink operations who need to use knives safely and efficiently.
3050	Maintain product quality in food and drink operations
3030	This unit is about maintaining product quality in food and drink operations.  This unit is relevant to you if your role requires you to check product and materials against the required quality standards; record results and take appropriate action if there are problems.
2021	Contribute to continuous improvement for achieving excellence in a food Environment
	This unit is about identifying opportunities for improving food and drink manufacture and/or supply operations. This is important to the productivity and success of manufacture, processing and supply of food and drink within the food supply chain.  It includes working in teams and groups; applying problem solving techniques; communicating ideas and making presentations and handling questions and clarifying potential problems. You will need to identify achieving excellence in improvement opportunities by suggesting ideas and contributing to the development of an action plan.  This unit is for you if you work in food and drink manufacture and/or supply operations. You may have responsibilities for maintaining quality in the workplace.
3210	Clean in place (CIP) plant and equipment in food and drink operations
	This standard is about cleaning in place food and drink operations plant and equipment. It covers using automated and semi-automated cleaning procedures, ensuring hygienic conditions of the plant and returning plant to a safe and hygienic working condition.
	This standard is for those involved in preparing for and cleaning in place plant and equipment.







3177	Carry out task hand-over procedures in food manufacture
	This unit is about the exchange of all relevant information during the hand-over process regarding both what has occurred and what may have to happen in order to maintain continuity of output. This can include shift hand-over and cover for absence and breaks.
2051	Monitor food hygiene standards using rapid test methods
	This unit is about following standard operating prodedures to monitor food hygiene standards using rapid methods. You need to check and prepare equipment and the environment for testing; conduct sampling and record test results. You also need to interpret test results.
2060	Lift and handle materials safely in food manufacture
	This unit is about keeping healthy safe when moving and handling materials in the workplace. You need to follow the relevant health and safety and hygiene requirements and procedures for moving and handling materials. You need to use transport routes and equipment correctly.
2061	Contribute to environmental safety in food manufacture
	This unit is about working in an environmentally safe way. You will need to follow safe working practices; identify, minimise and report environmental damage and incidents; and dispose of waste in an environmentally safe way.
2070	Contribute to the maintenance of plant and equipment in food manufacture
	This unit is about contributing to the care and effective operation of plant and equipment in order to minimise machine down time and facilitate optimum production. It covers preparing for the maintenance of plant and equipment and undertaking maintenance of plant and equipment. Working safely, in the optimum time, using correct tools, equipment and materials, and carrying out maintenance in accordance with statutory and organisational procedures are essential features of this unit.
2081	Store goods and materials in a food environment
	This unit is about the skills needed for you to store goods and materials in food and drink manufacture and/or supply operations. When storing goods and materials it is important to identify the different types of stock and their storage requirements. It is also about putting goods and materials into correct locations using correct handling techniques to minimise damage to or contamination to the goods and materials.
	You will need to be able to select goods and materials for storage and correct locations. You also need to show you can arrange and put stock in allocated locations. You must also show you can report difficulties and check documentation.
	This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in putting goods and materials into storage.







2095	Prepare orders for dispatch
	This unit is about the skills needed for you to label food by hand in food and drink manufacture and/or supply operations. Labelling food products by hand is important to traceability, food safety and providing customer information. Labelling is a regulatory requirement.
	You will need to be to prepare work area, source labels and carry out labelling operations by hand. You must also need to be able to label food products by hand to regulatory and organisational requirements.
	This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in the labelling of food by hand.
2083	Supply materials for production in food and drink operations
	This standard is about ensuring that there are sufficient and timely supplies of materials to meet production requirements. It covers matching production needs with availability of supplies as well as maintaining that supply to ensure smooth running in production.
	This standard is for you if you work in food and drink operations and your job requires you to arrange the supply of food and drink materials to the production area.
2089	Produce product packs in a food envrionment
	This unit is about the skills needed for you to produce product packs in food and drink manufacture and/or supply operations. The correct production of packs is essential to maintaining the integrity of the product. It is therefore essential to maintaining product quality and safety.
	You will need to be able to prepare to produce individual packs. You also need to show you can carry out production of individual packs. You must also show you can finish production of individual packs.
	This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in carrying out packing operations.
2091	Pack orders for despatch in a food environment
	This unit is about the skills needed for you to pack orders for despatch in food and drink manufacture and/or supply operations. Correctly packing orders for despatch is important following packing specifications. It is also important to identify potential hazards, following safety and hygiene requirements. It is therefore important to the production of a safer packed product.
	You will need to be able to pack orders to specification.
	This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in packing orders of products in readiness for despatch.







3178	Carry out product changeovers in food manufacture
	This unit is about the changing of machines or equipment and/or the introduction of different products of materials. It covers preparing for changeovers, carrying out changeovers and completing the process according to the legal or regulatory requirements.
3184	Contribute to problem diagnosis in a food environment
	This unit is about the skills required to contribute or assist in identifying problems quickly in order to prevent any loss in production or operational time within food and drink manufacturing or supply operations (including multi-stage operations). It covers contributing to identifying problems, finding out what they are and reporting them to the appropriate people. Contributing to making decisions and communicating effectively are essential features of this standard. Contribution is typically provided through working in a team, although this does not exclude individual contributions from outside of close working teams
2472	This unit is for you if you work in the manufacture or supply of food and drink.
2172	Contribute to problem resolution in a food environment  This unit is about the skills required to contribute or assist in fixing problems quickly and
	accurately in order to keep production running and minimise down time in the manufacture and supply of food and drink. This standard covers problems in multistage operations. It involves contributing to the review of available information and selecting and applying the most appropriate solution. Contribution to making decisions and communicating effectively are essential features of this standard. Contribution is typically provided through working in a team, although this does not exclude individual contributions from outside of close working teams
2175	Control temperature reduction in food manufacture
	This unit is about removing heat to achieve the required change in the condition of the product or to preserve the product state and/or quality in food and drink manufacturing. It details the skills required to start up, run and shut down equipment, as well as being able to take the appropriate action should operating problems occur. It is also about working to product specifications and production schedules.
2178	Slice and bag individual food products
	This unit is about slicing and bagging individual food products using a slicing machine in a non automated food production or distribution environment.  You need to show that you can set up the slicing machine correctly, load and slice individual or small numbers of food products. You will need to show that you can select the
	correct bags and closures, and bag the product reliably.







2211	Control washing and drying machinery in food and drink operations
	This standard is about controlling washing and drying machinery to wash and dry tools, utensils, trays and sundries in a semi-automated or fully automated food and drink operations.  You must be able to start up, shut down and control washing and drying machinery to meet production requirements and effectively deal with problems as they arise.  This standard is for those working in food and drink operations required to operate and control washing and drying machinery in a food and drink operations.
2210	Carry out hygiene cleaning in food and drink operations
	This standard is about how to carry out hygiene cleaning of plant and work areas safely and to make sure it fits the overall cleaning plan.  Hygiene and food safety are very important to the food and drink industry. Efficient and regular cleaning is essential to maintain hygiene standards. The cleaning done is part of an overall plan that provides evidence for auditors, regulators and/or customers.  This standard is relevant to everyone involved in cleaning plant and work areas to meet hygiene standards.
3054	Carry out sampling in food and drink operations  This standard is about carrying out sampling for quality in food and drink operations.  This standard is relevant to you if your role requires you to follow organisational procedures in preparing products for sampling and obtaining a representative sample. You also need to maintain the integrity of the sample to allow for traceability and to avoid product contamination.
	This standard is about carrying out sampling for quality in food and drink operations.  This standard is relevant to you if your role requires you to follow organisational procedures in preparing products for sampling and obtaining a representative sample. You also need to maintain the integrity of the sample to allow for traceability and to avoid product contamination.
2020	This standard is about carrying out sampling for quality in food and drink operations.  This standard is relevant to you if your role requires you to follow organisational procedures in preparing products for sampling and obtaining a representative sample. You also need to maintain the integrity of the sample to allow for traceability and to
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2051	
3061	Contribute to the application of improvement techniques for achieving excellence in a food environment
	This unit is about the skills needed for you to contribute to the application of improvement techniques in food and drink manufacture and/or supply operations. It is vital that improvement techniques are applied and maintained so that they are fit for purpose in support of achieving excellence. This is important to the productivity and success of manufacture, processing and supply of food and drink within the food supply chain. Contribution is typically provided through working in a team, although this does not exclude individual contributions from outside of close working teams.
	You will need to show that you can contribute systematically to the application and maintenance of improvement techniques applied in your workplace. You also need to show that you can make recommendations regarding more effective application of improvement techniques which relate to your role. You will need to comply with your company policy for use of improvement techniques, take responsibility for your contribution, and refer any issues outside of the limit of your authority to others.
	This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in operational practice sufficiently to be able to make a valued contribution to the application of improvement techniques. This could be either as an autonomous and focused operational role or as part of another food manufacturing/processing or supply role which includes some operational responsibilities.
2065	Contribute to sustainable practice in a food environment
	This unit is about working in a sustainable way in food manufacture or supply. You will need to work effectively to ensure the efficient use of resources and to minimise waste. In addition, you need to assess your own performance and identify and implement opportunities to improve efficiency.  This unit is for you, if you work in a food environment.
2177	Prepare ingredients and store fillings and toppings in food manufacture
	This unit is about preparing, mixing, storing and maintaining the supplies of a range of fillings and toppings in a food production environment.
	Flour confectionery fillings typically include: jam, butter-cream and non-dairy confectionery spreads, dairy cream, fruit fillings, mincemeat, and toppings include: fondants, water icing, royal icing, and chocolate covering.
	Savoury fillings and toppings include: prepared meats, vegetables, cheeses, cereals, herbs and spices.
	You need to show that you can identify and select ingredients or base preparations for fillings and toppings and prepare for mixing. You will need to prepare and mix ingredients correctly, adjust mixtures to meet specifications, store and maintain the supplies of fillings and toppings ready for processing.







2179	Bake off food products for sale
	This unit is about how you prepare bake off products. You will need to be able to understand and work with specifications for baking and finishing a range of bake off products as well as using a variety of different items of equipment correctly and safely. Hygiene and safety are key factors in the performance of this unit in terms of the way you work and the way you look after the products that you are working with. You are expected to ensure that products are available for display as and when required and be able to make decisions about the quality of products and what to do with them if they do not meet the required quality.
2159	Prepare and clear areas for counter/take away service
	This unit is about preparing work areas and service equipment, and displaying promotional materials and food properly. It also covers clearing these areas, including switching off service equipment, storing condiments, and disposing of rubbish.
2160	Provide a counter/take-away service
	This unit is about taking customers' orders and serving food and drink on a counter or takeaway basis. It also covers maintaining the counter and service areas, with items such as trays and utensils, and displaying food and drink items in the correct manner.
2161	Prepare and clear areas for table/tray service
	This unit is about preparing service areas and equipment (for example, utensils, trolleys, fridges) prior to service and ensuring that there are sufficient seasonings, sauces and other accompaniments available. It also covers preparing service items such as trays, crockery, ashtrays, and laying up for either tray or table service. Finally the unit covers clearing dining areas, and storing equipment and condiments.
2162	Provide a table/tray service
	The unit is about greeting and seating customers, answering any questions they may have, and taking their orders. It also covers serving customers and maintaining the area, for example: by clearing away crockery and cutlery and maintaining the levels of condiments.
2163	Assemble and process products for food service
	This unit is about making up a range of service products, like sandwiches, rolls and other fast foods in a food retail and food service environment.
	You need to show that you can assemble service products, making use of spreads and fillings, using different bases. You will also need to show that you can maintain the condition of service products and process them if they require heating, toasting or chilling.
2096	Label food products by hand
	This unit is about the skills needed for you to label food by hand in food and drink manufacture and/or supply operations. Labelling food products by hand is important to traceability, food safety and providing customer information. Labelling is a regulatory requirement.  You will need to be to prepare work area, source labels and carry out labelling operations
	by hand. You must also need to be able to label food products by hand to regulatory and organisational requirements.  This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in the labelling of food by hand.







2097	Prepare food product orders for customers
	This unit is about the skills needed for you to prepare food product orders for customers. It includes weighing, packing and labelling food products by hand to specific customer requirements in food and drink manufacture and/or supply operations. Preparing food product orders by hand is important to maintaining product quality and food safety and meeting specific customer requirements and is a key skill in sales outlets such as butchers, delicatessens, cheesemongers and greengrocers.
	You will need to be able to identify customer requirements, weigh food products, prepare packaging and product for packaging. You must also be able to package and label the food product by hand to customer and organisational requirements.
	This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in the preparing of food product orders for customers.
3155	Maximise sales of food products in a food retail environment
	This unit is about the skills needed for you to maximise sales of food products in food and drink manufacture and/or supply operations. Maximising sales of food products is important to improving retail sales. It is also important to ensure product quality and availability.
	You will need to be able to identify opportunities to increase retail sales through promotions and displays. You also need to show you can organise the promotion and display of food & drink products for sale. You must also show you can promote food & drink products to customers.
	This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in a food and drink retail environment. You may be responsible for, or part of a team, which inputs into the maximising of sales through product promotions and displays.







Optional Units: Group D		
Code	Title	
3060	Principles of Continuous Improvement (Kaizen) in a Food Environment	
	This unit is about understanding the principles of continuous improvement (Kaizen). It includes understanding the Kaizen principles and how these principles can be used to support improvements in food and drink manufacturing and/or supply operations.	
	This unit is about knowing how to apply continuous improvement techniques in the overall condition of the working environment. This is important to the productivity and success of manufacture, processing and supply of food and drink within the food supply chain.	
	This unit is for you if you work in food and drink manufacture and/or supply operations. You may have responsibilities for applying continuous improvement techniques (Kaizen) within your organisation.	
3080	Principles of Sustainability in a Food Environment	
	This unit is about understanding the principles of sustainability in a food environment and how these principles can be applied to achieve sustainability. It includes background knowledge related to the development of sustainable food manufacture and/or supply as an integral part of an organisation's corportate social responsibility.	
	This unit applies to you if you are a manager or consultant who has responsibility for developing a strategy to support the achievement of sustainability in a food environment. It is expected that you will control and support others with regard to the development and implementation of this strategy.	
3081	Principles of Energy Efficiency in a Food Environment	
	This unit is about understanding the principles of efficient energy usage in food manufacture or supply. It includes understanding climate change and the processes that can be used to monitor and control energy efficiency, including those used to reduce carbon usage.	
	This unit applies to you if you are a manager, technologist or consultant who has responsibility for improving energy efficiency in a food environment. It is expected that you will work as part of a team to develop and implement the systems.	
3082	Principles of Waste Minimisation in a Food Environment	
	This unit is about understanding the principles of waste minimisation in food manufacture or supply. It includes understanding the causes of waste and measures that can be put in place to avoid and reduce waste. It also covers understanding the measures that can be used to manage unavoidable waste and the potential benefits that these measures offer in respect to achieving sustainability.  This unit applies to you if you are a manager, technologist or consultant who has	
	responsibility for minimising waste in a food environment. It is expected that you will work as part of a team to develop and implement the systems.	







3083	Principles of Efficient Water Usage in a Food Environment
	This unit is about understanding the principles of efficient use of water in food manufacture or supply. It includes understanding water usage in a food environment and measures that can be put in place to reduce waste and improve efficiency.
	This unit is for you if you work in food and drink operations and your job requires you to have responsibility for the efficient use of water in a food environment. You may also have management responsibilities for an operational team.
3261	Principles of Butchery
	This unit is about the principles of butchery in food and drink manufacture and/or supply operations. An underpinning knowledge of butchery is important in providing a broader understanding of the meat and poultry industry, including wild game and more detailed knowledge of factors influencing the practices commonly carried out in the industry.
	You will need to know and understand the principles underpinning meat and poultry butchery including regulatory requirements, classification, food safety requirements, maturation and shelf life.
	This unit is for you if you work in food and drink manufacture and/or supply operations and need a broad understanding of the principles of butchery.
3262	Principles of Curing Meat
	This unit is about the principles of curing meat and poultry in food and drink manufacture and/or supply operations. The curing of meat or poultry is important to the production of added value products and extending the shelf life of meat.
	You will need to know and understand the principles underpinning the curing of meat or poultry including regulatory requirements, the major systems typically used to cure meat or poultry and the factors affecting the final product flavour and quality and shelf life.
	This unit is for you if you work in food and drink manufacture and/or supply operations and need a broad understanding of the principles of meat curing to support your role.
3267	Principles of a Specialist Raw Meat Service
	This unit is about the principles of a specialist raw meat or poultry sales service in food and drink manufacture and/or supply operations. Sales of raw meat or poultry commonly occurs at a butchery counter or outlet.
	You will need to know and understand the principles underpinning a specialist raw meat and poultry sales service. This includes the range of raw meat or poultry available, how to present and store raw meat or poultry and how to advise customers on their purchase.
	This unit is for you if you work in food and drink manufacture and/or supply operations and need a broad understanding of the principles of a specialist raw meat or poultry sales service.
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3268	Principles of a Specialist Cooked Meat Service
3268	This unit is about the principles of a specialist cooked meat sales service in food and drink manufacture and/or supply operations. Cooked meat is commonly found in butchery and delicatessen retail outlets.  You will need to know and understand the principles underpinning a specialist cooked
	meat sales service. This includes the different cooked meat available, how to present and store cooked meat and how to advise customers on their purchase.
	This unit is for you if you work in food and drink manufacture and/or supply operations and need a broad understanding of the principles of a specialist cooked meat sales service.
3271	Principles of Classification of Meat or Poultry Carcases
	This unit is about the principles of classification of meat or poultry in food and drink manufacture and/or supply operations. Classification, also known as grading in some areas of the sector, of meat or poultry is integral to the production of a quality product that adheres to organisational requirements. It is also essential to determining the commercial value of meat or poultry.
	You will need to understand the principles underpinning the classification of meat and poultry carcases. You will also need to understand the different classification systems, how they are implemented and their importance to meat or poultry quality and economic value.
	This unit is for you if you work in food and drink manufacture and/or supply operations and need a broad understanding of the principles of meat or poultry carcass classification.
3273	Principles of Added Value Meat or Poultry Products
	This unit is about the principles of adding value to meat or poultry products in food and drink manufacture and/or supply operations. Adding value to meat or poultry products is important in meeting customer requirements and maximising revenue from meat and poultry sales. Adding value includes rolling, forming, stringing, using sticks, skewers and adding flavour to meat or poultry products.
	You will need to know and understand the principles underpinning adding value to meat or poultry products including its importance to meeting customer needs and developing business sales.
	This unit is for you if you work in food and drink manufacture and/or supply operations and need a broad understanding of the principles of adding value to meat or poultry products to support your role.







3275	Principles of Meat or Poultry Processing By-products
	This unit is about the principles of animal by-products recovery and processing in food and drinks manufacture and/or supply operations. The recovery and processing of animal processing by-products is important to the maximisation of recovery from meat or poultry carcases.
	You will need to know and understand the principles underpinning by-product recovery and processing including regulatory and organisational requirements, how by-products can be sorted into category 1, 2 and 3, their uses, retail and wholesale markets.
	This unit is for you if you work in food and drinks manufacture and/or supply operations and need a broad understanding of the principles of by-products recovery and processing to support your role.

For more information or to register a candidate contact Claire Simpson at SMT 8 Needless Road, Perth Tel: 01738 637785

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