

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 8 units (10 units if undertaking a Modern Apprenticeship)

Candidates must complete both units from Group A, a minimum of 4 units from Group B and any other 3 units from Groups B, or C.

Unit No	Unit Title	Unit Code
Group A (a minimum of 3 units)		
2050	Maintain workplace food safety standards in manufacture	F2MD 04
3075	Maintain the workplace and health & safety in food manufacture	F2MB 04
Group B (a minimum of 3 units)		
2080	Receive goods and materials in a food environment	H44F 04
2081	Store goods and materials in a food environment	H3KB 04
2090	Produce individual packs by hand in a food environment	H3D0 04
2097	Prepare food product orders for customers	H3D4 04
2155	Contribute to the effectiveness of food retail operations	F2JT 04
2156	Assist with selling food retail products	H497 04
2157	Sell food products in a retail food environment	H43M 04
2158	Display food products in a retail food environment	H43Y 04
2159	Prepare and clear areas for counter/take-away service	F98D 04
2160	Provide a counter/take-away service	F9DD 04
2161	Prepare and clear areas for table/tray service	H43P 04
2162	Provide a table/tray service	DT13 04
2163	Assemble and process products for food service	F2HE 04
2179	Bake-off Food Products for Sale	F2HK 04
3013	Deliver a good service to customers	H3LA 04
3123	Control stock levels in a food environment	H3L6 04
Group C		
2001	Plan and organise your own work activities in a food business	H3P3 04
2172	Contribute to problem resolution in a food environment	H13E 04
3004	Communicate in a business environment	FE02 04
3050	Maintain product quality in food and drink operations	H3GH 04
2060	Lift and handle materials safely in food manufacture	F2M4 04
3194	Control Wrapping and Labelling in Food Manufacture	H3HD 04
Group D		
3081	Principles of energy efficiency in a food environment	H3GM 04
3082	Principles of waste minimisation in a food environment	H3GN 04
3083	Principles of efficient water usage in a food environment	H3GP 04
3080	Principles of sustainability in a food environment	H157 04
3060	Principles of continuous improvement techniques (Kaizen) in a food environment	H13J 04

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

Unit 2, Halbeath Interchange Business Park, Kingseat Road, Halbeath, KY11 8RY

Email: apprenticeship@nfdt.org | Telephone 01383 661555 | www.nfdt.org

