XSQA

Assessor's guidelines for the SVQs in Food Manufacture at levels 1, 2 and 3

Contents

About this guide

This guide provides some practical examples of how to assess your candidates for the **SVQ in Food Manufacture at levels 1, 2 and 3**. You may be able to think of other ways of assessing your candidates and recording your decisions about their competence.

Using assessments based on these examples does not guarantee successful verification — it is still your responsibility to ensure that internal quality assurance procedures are followed.

Introduction

This introduction provides a brief overview of SVQs and how they are assessed in the workplace. If you are already familiar with the concept of SVQs, you may wish to go to the next section.

About SVQs

Scottish Vocational Qualifications (SVQs) are work-based qualifications which set the level of occupational competence for each sector of the economy. The qualifications have been designed by standards-setting bodies made up of experienced practitioners who represent employers, professional bodies, trade unions, education and voluntary organisations.

Each standards-setting body is responsible for developing national standards which define *what* employees (or potential employees) must be able to do, *how well*, and *in what circumstances*, to show that they are competent in their work.

Each SVQ which a standards-setting body develops has to fit into a broad framework which allows qualifications in the UK and throughout Europe to be compared. SVQs are specified at five levels which reflect the various technical and supervisory skills knowledge and experience, which employees should have as they progress in their industry.

Explanation of levels

Level 1   Defines competent performance in a range of activities which are largely routine and predictable.

Level 2   Specifies that competent performance must be shown in a broader range of work activities which are less routine and predictable. The employee will have more autonomy and responsibility, and may have to work as part of a team.

Level 3   Specifies that competent performance must involve the employee in carrying out a broad range of varied work activities, most of which are complex and non-routine. There is considerable autonomy and responsibility, including the possibility of controlling or guiding others.

Level 4   Specifies competence as complex technical or professional work activities which require a substantial degree of personal autonomy or responsibility. Managing staff and other resources is often involved.

Level 5   Specifies competent performance as involving the employee in carrying out a significant range of activities in a wide variety of situations which are often unpredictable. Substantial responsibility and autonomy is involved in the work, which requires decision-making in the allocation of resources and the work of others. This will require complex skills such as analysis, design and evaluation.

How are standards defined in SVQs?

All SVQs consist of standards which can be broken down into various parts.

Units define the broad functions carried out in the sector. The quality of performance in what people must be able to do — how well they have to perform — is described by **performance requirements**. These are listed in the Unit under the heading, '**You must be able to**'.

The section on **knowledge and understanding** says what candidates must know and understand, and how this knowledge applies to their jobs.

You may also come across standards containing statements on **scope**. These statements could, for example, list the equipment that candidates are expected to be familiar with and use in their occupational area.

Increasingly, you may see changes to this format as standards become more user-friendly and are written in plain English. For example, there may be some standards containing **Range Statements** or **Evidence Requirements**, but over time these should disappear. You may, however, find that information on the context, nature and amount of evidence which is required to prove competence (which used to be given in Range Statements and Evidence Requirements) is now defined in the **assessment guidance** for the qualification. Assessment guidance is drawn up by the awarding body and is packaged along with the standards to form the SVQ.

Who is involved in SVQs?

There are several roles:

♦ **the candidate:** the person who wants to achieve the SVQ (eg an employee)

♦ **the assessor*:** the person who assesses the candidates and decides if they are competent (eg supervisor)

♦ **the internal verifier*:** an individual nominated by the centre (eg a company) who ensures that assessors apply the standards uniformly and consistently (eg supervisor's line manager)

♦ **the external verifier*:** an individual appointed by SQA who ensures that standards are being applied uniformly and consistently across all centres offering the SVQ

*Assessors and verifiers in centres will be asked by SQA to prove they have the appropriate occupational competence to assess and verify the SVQ. Occupational competence has been defined by the standards-setting body in the assessment strategy for these SVQs — see SQA's website: **www.sqa.org.uk**

Assessors and verifiers are also expected to obtain an appropriate qualification in assessment and verification — this can be the Assessor/Verifier Units (the national standards for assessment and verification), or an alternative qualification which SQA also recognises.

The steps involved in assessing a candidate for an SVQ

In deciding whether a candidate should get an SVQ, you will go through these stages:

♦ planning for assessment

♦ generating and collecting evidence of the candidate's competence in the Units

♦ judging the evidence of the candidate's ability and making an assessment decision based on the evidence

♦ recording the assessment decision and the candidate's achievement

1   The SVQ in Food Manufacture

The SVQs in Food Manufacture have been developed by Improve, the Sector Skills Council for UK Food and Drink Manufacturing, and are intended for people in the Food and Drink Manufacturing Industry.

These people may be working as operators, processors, supervisors or in management positions. They will require skills and knowledge relating to their job role in the industry. Knowledge and understanding of hygiene, health and safety, HACCP, and the manufacturing process is required.

The SVQs are designed to be assessed in the workplace, or in conditions of the workplace. Examples of the settings or centres in which the SVQs are likely to be delivered include fish processors, dairy industry, confectioners, drinks manufacturers, colleges and private training providers.

Structure of the SVQs

This section lists the Units which form the SVQs in Food Manufacture at levels 1, 2 and 3.

Level 1 SVQ in Food Manufacture (G8RT 21)

This qualification is for those who work in the **food and drink manufacturing sector**.

Candidates must successfully complete a total of **five** Units.

These Units will comprise:

♦ one mandatory Unit at level 1
♦ two optional Units at level 1
♦ two further Units, which may be taken from the **optional** Units at level 1 or from **specified** level 2 Units

Mandatory Units

SQA Ref	SSC Ref	Title
F2M7 04	103	Maintain Personal Hygiene Standards in Food Manufacture

Optional Units

Candidates must achieve **four** Units. **At least two** of these must be chosen from the following:

SQA Ref	SSC Ref	Title
Organisational Effectiveness		
F2S6 04	101	Work Effectively in Food Manufacture
DP72 04	102	Store and Retrieve Information (Imported from CfA Unit 105)
F2PJ 04	104	Operate Safely in Food Manufacture
Production Support		
F2RY 04	114	Support Production Operations in Food Manufacture
F2N3 04	115	Report and Record Basic Operations in Food Manufacture
F2J2 04	116	Carry Out Hygiene Cleaning in Food Manufacture
F2RF 04	117	Prepare Tools and Equipment for Use in Food Manufacture
F2NV 04	118	Sharpen Cutting Tools for Use in Food Manufacture
F2KR 04	119	Deal Effectively with Waste in Food Manufacture
F2HJ 04	120	Assist with Selling Food Products
Supply Chain		
F2RD 04	105	Prepare to Receive Goods and Materials in Food Manufacture
F2S4 04	106	Unpack Goods and Materials in Food Manufacture
F2RE 04	107	Prepare to Store Goods and Materials in Food Manufacture
F2PB 04	108	Move and Handle Products and Materials in Food Manufacture
F2RG 04	109	Prepare Work Area for Picking and Packing Orders in Food Manufacture
F2RS 04	110	Produce Product Packs in Food Manufacture
F2R9 04	111	Prepare Consignments and Work Areas for Loading in Food Manufacture
D2RF 04	112	Lift, Transfer and Position Loads (Imported from Skills for Logistics Unit PR10)
F2S8 04	113	Unload the Vehicle (Imported from Skills for Logistics Unit DGV5)

Specified level 2 Units

A **maximum of two** Units can be chosen from any **level 2** Units with the exception of the following:

SQA Ref	SSC Ref	Title
F2S7 04	202	Work Effectively with Others in Food Manufacture
DP73 04	203	Store, Retrieve and Archive Information (Imported from CfA Unit 209)
F2MB 04	207	Maintain the Workplace and Health and Safety in Food Manufacture
F2M4 04	208	Lift and Handle Materials Safely in Food Manufacture
F2N4 04	240	Report and Record Production Operations in Food Manufacture
F2NH 04	276	Sell Food Products in a Retail Environment

SVQ Food Manufacture at level 2

Total of eight Units must be completed (two Mandatory and six Optional Units).

There are eleven pathways to the SVQ in Food Manufacture. SQA certificates these as separate qualifications. The pathways that SQA offers are shown below.

- Food Manufacture: Production Control Skills (G8RR 22)
- Food Manufacture: Facilities Support Skills (G8RP 22)
- Food Manufacture: Retail and Service Support Skills (G8RV 22)
- Food Manufacture: Distribution Skills (G8RW 22)
- Food Manufacture: Operational Skills (G92J 22)
- Food Manufacture: Process Bakery Skills (G92K 22)
- Food Manufacture: Seafood Processing Skills (G9GJ 22)

Level 2 SVQ in Food Manufacture: Production Control Skills

This qualification is for those who work in the **food and drink manufacturing sector**. Candidates must successfully complete a total of **eight** Units. These Units will comprise:

- ♦ two mandatory Units at level 2
- ♦ four optional Units at level 2
- ♦ two further Units which may be taken from the **optional** Units **OR** from any other **specified** Units at levels 2 or 3

Mandatory Units

SQA Ref	SSC Ref	Title
F2MD 04	206	Maintain Workplace Food Safety Standards in Manufacture
F2MB 04	207	Maintain the Workplace and Health and Safety in Food Manufacture

Optional Units

Candidates must achieve **six** Units. **At least four** of these must be chosen from the following Units:

SQA Ref	SSC Ref	Title
F2M9 04	204	Maintain Product Quality in Food Manufacture
F2M4 04	208	Lift and Handle Materials Safely in Food Manufacture
Production Operations		
F2JK 04	239	Contribute to Developing Production Specifications in Food Manufacture
F2N4 04	240	Report and Record Production Operations in Food Manufacture
F2JB 04	241	Carry Out Task Hand-over Procedures in Food Manufacture
F2J7 04	242	Carry Out Product Changeovers in Food Manufacture
Control Skills		
F2PH 04	246	Operate Central Control Systems in Food Manufacture
F2K7 04	247	Control Manual Size Reduction in Food Manufacture
F2KG 04	248	Control Size Reduction in Food Manufacture
F2KM 04	249	Control Weighing in Food Manufacture
F2K9 04	250	Control Mixing in Food Manufacture
F2K6 04	251	Control Heat Treatment in Food Manufacture
F2KC 04	252	Control Separation in Food Manufacture
F2KK 04	253	Control Temperature Reduction in Food Manufacture
F2JX 04	254	Control Batching in Food Manufacture
F2K1 04	255	Control Conversion in Food Manufacture
F2K0 04	256	Control Conditioning in Food Manufacture
F2K5 04	257	Control Forming in Food Manufacture
F2K2 04	258	Control Depositing in Food Manufacture
F2K4 04	259	Control Enrobing in Food Manufacture
F2KN 04	260	Control Wrapping and Labelling in Food Manufacture
F2JY 04	261	Control Bottling and Packing in Food Manufacture
F2KA 04	262	Control Pelletising in Food Manufacture
F2K8 04	263	Control Milling in Food Manufacture
F2KH 04	264	Control Slicing and Bagging in Food Manufacture
F2RB 04	265	Prepare Ingredients and Store Sweet Fillings and Toppings in Food Manufacture
F2RA 04	266	Prepare Ingredients and Store Savoury Fillings and Toppings in Food Manufacture
F2P4 04	267	Slice and Bag Individual Food Products

Specified Units

A **maximum of two** Units can be achieved from any of the following:

A **maximum of two** Units can be chosen from any other **level 2** Unit with exception of those in the **Craft Bakery** section, **Process Bakery** section or the **Meat and Poultry Processing** section (and 244). It is not permissible to take level 1 Units.

OR a **maximum of two** Units can be chosen from any of the following Units at **level 3**.

Level 3		
SQA Ref	**SSC Ref**	**Title**
F2R2 04	560	Plan Production Schedules in Food Manufacture
F2NL 04	561	Monitor and Report on Production Progress in Food Manufacture
F2LB 04	562	Diagnose and Solve Production Problems in Food Manufacture
F2J6 04	563	Carry Out Process Control of Production in Food Manufacture
F2RT 04	564	Produce Production Specifications in Food Manufacture
F2PY 04	565	Plan and Co-ordinate Bake-off Operations in Food Manufacture
F2PA 04	566	Start Up Plant and Equipment in Food Manufacture
F2P0 04	567	Shut Down Plant and Equipment in Food Manufacture
F2P9 04	568	Start Up Multi-stage Operations in Food Manufacture
F2NX 04	569	Shut Down Multi-stage Operations in Food Manufacture
F2JP 04	592	Contribute to Optimising Work Areas in Food Manufacture
F2N8 04	593	Resolve Production Problems in Food Manufacture
F2LC 04	594	Diagnose Production Problems in Food Manufacture

Level 2 SVQ in Food Manufacture: Facilities Support Skills

This qualification is for those who work in the **food and drink manufacturing sector**.

Candidates must successfully complete a total of **eight** Units.

These Units will comprise:

♦ two mandatory Units at level 2 **and**

♦ four optional Units at level 2 **and**

♦ two further Units which may be taken from the **optional** Units **OR** from any other **specified** Units at levels 2 or 3

Mandatory Units

SQA Ref	SSC Ref	Title
F2MD 04	206	Maintain Workplace Food Safety Standards in Manufacture
F2MB 04	207	Maintain the Workplace and Health and Safety in Food Manufacture

Optional Units

Candidates must achieve six Units. **At least four** of these must be chosen from the following Units:

SQA Ref	SSC Ref	Title
Health & Safety		
F2M4 04	208	Lift and Handle Materials Safely in Food Manufacture
Engineering		
F2JV 04	210	Contribute to the Maintenance of Plant and Equipment in Food Manufacture
Support Operations		
F2JL 04	209	Contribute to Environmental Safety in Food Manufacture
F2JE 04	269	Clean in Place (CIP) Plant and Equipment in Food Manufacture
F2J1 04	270	Carry Out Disinfection in Food Manufacture
F2KL 04	271	Control Washing and Drying Machinery in Food Manufacture
D8CD 04	272	Contribute to Keeping the Workplace Secure (Imported from Skills for Logistics Unit DWSO.E.12)
F2JN 04	273	Contribute to Maintaining Stock Security and Minimising Losses in Food Manufacture
F2K3 04	274	Control Effluent Treatment Operations in Food Manufacture

Specified Units

A **maximum of two** Units can be achieved from any of the following:

A **maximum of two** Units can be chosen from any other **level 2** Unit (exc 244). It is not permissible to take level 1 Units.

OR a **maximum of two** Units can be chosen from any of the following **level 3** Units.

Level 3		
SQA Ref	**SSC Ref**	**Title**
F2RX 04	542	Support Commissioning of Plant, Equipment and Processes in Food Manufacture
F2M8 04	543	Maintain Plant and Equipment in Food Manufacture
F2P0 04	567	Shut Down Plant and Equipment in Food Manufacture
F2P9 04	568	Start Up Multi-stage Operations in Food Manufacture
F2NX 04	569	Shut Down Multi-stage Operations in Food Manufacture
F2JR 04	570	Contribute to Security Planning and Implementation in Food Manufacture
F2N9 04	571	Monitor and Control the Recovery of By-products and Waste Disposal in Food Manufacture

Level 2 SVQ in Food Manufacture: Retail & Service Support Skills

This qualification is for those who work in the **food and drink manufacturing sector**.

Candidates must successfully complete a total of **eight** Units.

These Units will comprise:

♦ two mandatory Units at level 2 **and**
♦ four optional Units at level 2 **and**
♦ two further Units which may be taken from the **optional** Units **OR** from any other **specified** Units at levels 2 or 3

Mandatory Units

SQA Ref	SSC Ref	Title
F2MD 04	206	Maintain Workplace Food Safety Standards in Manufacture
F2MB 04	207	Maintain the Workplace and Health and Safety in Food Manufacture

Optional Units

Candidates must achieve **six** Units. **At least four** of these must be chosen from the following Units:

SQA Ref	SSC Ref	Title
Retail		
F2HK 04	268	Bake-off Food Products for Sale
F2JT 04	275	Contribute to the Effectiveness of Food Retail Operations
F2NH 04	276	Sell Food Products in a Retail Environment
F2LD 04	278	Display Food Products in a Retail Environment
F03Y 04	279	Deliver Reliable Customer Service (Imported from ICS Unit 22)
F05P 04	280	Resolve Customer Service Problems (Imported from ICS Unit 23)
F2RC 04	339	Prepare Meat and Meat Product Orders for Customers
F2JO 04	340	Carry Out Butchery in a Retail Outlet
F2MR 04	341	Manufacture Meat Products in a Retail Outlet
F2PS 04	342	Pack Meat Products for Retail Sale
Service Skills		
DR7R 04	281	Prepare and Clear Areas for Counter/Take-away Service (Imported from People 1st Unit IFS3/04)
DT11 04	282	Provide a Counter/Take-away Service (Imported from People 1st Unit IFS4/04)
DR7Y 04	283	Prepare and Clear Areas for Table/Tray Service (Imported from People 1st Unit IFS1/04)
DT13 04	284	Provide a Table/Tray Service (Imported from People 1st Unit IFS1/04)
F2HE 04	285	Assemble and Process Products for Food Service

Specified Units

A **maximum of two** Units can be chosen from any other **level 2** Units (exc 244). It is not permissible to take level 1 Units.

OR **a maximum of two** Units can be chosen from any of the following level 3 Units.

Level 3		
SQA Ref	**SSC Ref**	**Title**
F2MS 04	530	Raise Food Safety Awareness in Manufacture
F08T 04	572	Evaluate the Receipt of Payment from Customers (Imported from Skillsmart Retail C.309(P)/C.310(P))
F2R0 04	574	Plan and Co-ordinate Food Services
F2MX 04	595	Maximise Sales of Food Products in a Retail Environment

Level 2 SVQ in Food Manufacture: Distribution Skills

This qualification is for those who work in the **food and drink manufacturing sector**.

Candidates must successfully complete a total of **eight** Units.

These Units will comprise:

♦ two mandatory Units at level 2 **and**
♦ four optional Units at level 2 **and**
♦ two further Units which may be taken from the **optional** Units **OR** from any other **specified** Units at levels 2 or 3

Mandatory Units

SQA Ref	SSC Ref	Title
F2MD 04	206	Maintain Workplace Food Safety Standards in Manufacture
F2MB 04	207	Maintain the Workplace and Health and Safety in Food Manufacture

Optional Units

Candidates must achieve **six** Units. **At least four** of these must be chosen from the following Units:

SQA Ref	SSC Ref	Title
Supply Chain		
F2M4 04	208	Lift and Handle Materials Safely in Food Manufacture
F2MV 04	211	Receive Goods and Materials in Food Manufacture
F2RV 04	212	Store Goods and Materials in Food Manufacture
F2KJ 04	213	Control Stock Levels in Food Manufacture
F2RW 04	214	Supply Materials for Production in Food Manufacture
F2HT 04	215	Carry Out and Finish Bulk Filling in Food Manufacture
F2HV 04	216	Carry Out and Finish Transfer of Materials in Food Manufacture
F2RJ 04	217	Process Customer Orders in Food Manufacture
F2PW 04	218	Pick Orders and Store for Despatch in Food Manufacture
F2RN 04	219	Produce Individual Packs by Hand in Food Manufacture
F2PT 04	220	Pack Orders for Despatch in Food Manufacture
F2HF 04	221	Assemble Different Products to a Pre-determined Pattern in Food Manufacture
F2PV 04	222	Palletise and Wrap Products in Food Manufacture
F2M5 04	223	Load Consignments for Despatch in Food Manufacture
D91H 04	224	Maintaining the Safety and the Security of the Load, Self and Property (Imported from Skills for Logistics Unit DGV 7)
D91M 04	225	Planning the Route and Timings for the Delivery and Collection of Loads (Imported from Skills for Logistics Unit DGV 2)
DJ1J 04	226	Complete Pre-Journey and Post-Journey Procedures (Imported from Skills for Logistics Unit LOG 3)
B1XX 04	227	Transport Goods and Materials (Imported from Skills for Logistics Unit TGR 6)

Specified Units

A **maximum of two** Units can be chosen from any other **level 2** Units (exc 244). It is not permissible to take level 1 Units.

OR a **maximum of two** Units can be chosen from any of the following Units at **level 3**.

Level 3		
SQA Ref	**SSC Ref**	**Title**
F2PL 04	548	Organise the Receipt and Storage of Goods in Food Manufacture
F2NG 04	549	Monitor and Maintain Storage Conditions in Food Manufacture
F2P5 04	550	Monitor Stored Goods and Materials in Food Manufacture
F2NJ 04	551	Monitor and Maintain Storage Systems and Procedures in Food Manufacture
F2NP 04	552	Set Up and Maintain Picking and Packing Orders in Food Manufacture
F2NT 04	553	Monitor Effectiveness of Picking and Packing Operations in Food Manufacture
F2R3 04	554	Plan Resources to Meet Anticipated Demand for Products in Food Manufacture
F2P8 04	555	Monitor Wrapping and Labelling of Products in Food Manufacture
F2NK 04	556	Set Up and Maintain Despatch and Transport of Products in Food Manufacture
F2NN 04	557	Monitor Effectiveness of Despatch and Transport Operations in Food Manufacture

Level 2 SVQ in Food Manufacture: Operational Skills

Candidates must successfully complete a total of **eight** Units.

These Units will comprise:

- ♦ two mandatory Units at level 2
- ♦ four optional Units at level 2
- ♦ two further Units which may be taken from the **optional** Units **OR** from any other **specified** Units at levels 2 or 3

Mandatory Units

SQA Ref	SSC Ref	Title
F2MD 04	206	Maintain Workplace Food Safety Standards in Manufacture
F2MB 04	207	Maintain the Workplace and Health and Safety in Food Manufacture

Optional Units

Candidates must achieve **six** Units. **At least four** of these must be chosen from the following Units:

SQA Ref	SSC Ref	Title
F2R1 04	201	Plan and Organise your Own Work Activities in Food Manufacture
F2S7 04	202	Work Effectively with Others in Food Manufacture
DP73 04	203	Store, Retrieve and Archive Information
F2M9 04	204	Maintain Product Quality in Food Manufacture
F2JM 04	205	Contribute to Improvements in Food Manufacture
F2M4 04	208	Lift and Handle Materials Safely in Food Manufacture
F2JL 04	209	Contribute to Environmental Safety in Food Manufacture
F2MV 04	211	Receive Goods and Materials in Food Manufacture
F2KJ 04	213	Control Stock Levels in Food Manufacture
F2RW 04	214	Supply Materials for Production in Food Manufacture
F2RN 04	219	Produce Individual Packs by Hand in Food Manufacture
F2PT 04	220	Pack Orders for Despatch in Food Manufacture
F2JK 04	239	Contribute to Developing Production Specifications in Food Manufacture
F2N4 04	240	Report and Record Production Operations in Food Manufacture
F2JB 04	241	Carry Out Task Hand-over Procedures in Food Manufacture
F2J7 04	242	Carry Out Product Changeovers in Food Manufacture
D8CD 04	272	Contribute to Keeping the Workplace Secure
F2JT 04	275	Contribute to the Effectiveness of Food Retail Operations
F05P 04	280	Resolve Customer Service Problems

Specified Units

A **maximum of two** Units can be chosen from any other **level 2** Units (exc 244). It is not permissible to take level 1 Units.

OR **a maximum of two** Units can be chosen from any of the following level 3 Units.

Level 3		
SQA Ref	**SSC Ref**	**Title**
D9RH 04	510	Enable Individual Learning Through Coaching
D9RJ 04	511	Enable Learning Through Demonstration and Instruction
F2P3 04	523	Monitor Product Quality in Food Manufacture
F2J8 04	529	Carry Out Quality Audits in Food Manufacture
F2MS 04	530	Raise Food Safety Awareness in Manufacture
F2JH 04	532	Contribute to Continuous Improvement of Food Safety in Manufacture
F2P8 04	555	Monitor Wrapping and Labelling of Products in Food Manufacture
F2R2 04	560	Plan Production Schedules in Food Manufacture
F2NL 04	561	Monitor and Report on Production Progress in Food Manufacture
F2LB 04	562	Diagnose and Solve Production Problems in Food Manufacture
F2JP 04	592	Contribute to Optimising Work Areas in Food Manufacture

Level 2 SVQ in Food Manufacture: Process Bakery Skills

Candidates must successfully complete a total of **eight** Units. These Units will comprise:

♦ two mandatory Units at level 2

♦ four optional Units at level 2

♦ two further Units which may be taken from the **optional** Units **OR** from any other **specified** Units at levels 2 or 3

Mandatory Units

SQA Ref	SSC Ref	Title
F2MD 04	206	Maintain Workplace Food Safety Standards in Manufacture
F2MB 04	207	Maintain the Workplace and Health and Safety in Food Manufacture

Optional Units

Candidates must achieve **six** Units. **At least four** of these must be chosen from the following Units at **level 2:**

SQA Ref	SSC Ref	Title
Process Bakery		
F2NF 04	286	Select Weigh and Measure Bakery Ingredients
F2R6 04	287	Prepare and Mix Dough
F2LV 04	289	Hand Divide, Mould and Shape Fermented Dough
F2RP 04	291	Produce Laminated Pastry
F2PX 04	293	Pin, Block and Shape Dough
F2LM 04	294	Fill and Close Pastry Products
F2S1 04	295	Tin and Tray Up Dough Products
F2ND 04	297	Retard and Prove Dough Products
F2PP 04	299	Oven Bake Dough Products
F2LR 04	301	Fry Dough Products
F2HN 04	303	Batch Finish Dough Products
F2R7 04	305	Prepare and Mix Flour Confectionery
F2LS 04	307	Hand Deposit Pipe and Sheet Flour Confectionery
F2KV 04	308	Deposit and Fry Hot Plate Products
F2S2 04	310	Tray Up and Prepare Flour Confectionery for Bakery
F2PR 04	311	Oven Bake Flour Confectionery
F2HP 04	313	Batch Finish Flour Confectionery

Specified Units

A **maximum of two** Units can be achieved from any of the following.

EITHER a **maximum of two** Units can be chosen from the following specified Units at **Level 2.**

Level 2		
SQA Ref	SSC Ref	Title
F2HD 04	315	Assemble and Fill Celebration Cakes
F2MT 04	316	Mask and Cover Celebration Cakes
F2KS 04	317	Decorate Celebration Cakes
F2MH 04	318	Provide Accessories and Store Celebration Cakes

OR any other Units at **level 2** with the **exception** of those in the **Control Operations** section and the remaining Units of the **Craft Bakery** section (and 244). It is not permissible to take level 1 Units.

OR a **maximum of two** Units can be chosen from the following specified Units at **level 3.**

Level 3		
SQA Ref	**SSC Ref**	**Title**
F2KB 04	581	Control Production of Bakery Products
F2KW 04	582	Design and Develop Specialist Individual Dough Based Products
F2MC 04	583	Produce Specialist Individual Dough Based Products
F2LH 04	584	Evaluate Specialist Individual Dough Based Products
F2KX 04	585	Design and Develop Specialist Individual Flour Confectionery Products
F2ME 04	586	Produce Specialist Individual Flour Confectionery Products
F2LJ 04	587	Evaluate Specialist Individual Flour Confectionery Products

Level 2 SVQ in Food Manufacture: Seafood Processing Skills

Candidates must successfully complete a total of **eight** Units. These Units will comprise:

- ♦ two mandatory Units at level 2
- ♦ four optional Units at level 2
- ♦ two further Units which may be taken from the **optional** Units **OR** from any other **specified** Units at levels 2 or 3

Mandatory Units

SQA Ref	SSC Ref	Title
F2MD 04	206	Maintain Workplace Food Safety Standards in Manufacture
F2MB 04	207	Maintain the Workplace and Health and Safety in Food Manufacture

Optional Units

Candidates must achieve **six** Units. **At least four** of these must be chosen from the following Units at **level 2:**

SQA Ref	SSC Ref	Title
Process Bakery		
F7JW 04	380	Fillet Fish by Hand
F7JX 04	381	Process Fish by Hand
F7JY 04	382	Grade Fish or Shellfish by Hand
F7K0 04	383	Intake Fish or Shellfish
F7K1 04	384	Control Fish Defrosting
F7K2 04	385	Shuck Scallops by Hand
F7K3 04	386	Pack and Ice Fish
F7K4 04	387	Grade Fish by Machine
F7K5 04	388	Control the Fish Brining Process
F7K6 04	389	Control the Dry Curing Of Fish
F7K7 04	390	Control the Fish Smoking Process
F7K8 04	391	Control the Fish Marinating Process
F7K9 04	392	Gut and Clean Fish by Hand
F7KA 04	393	Assemble Fish Products by Hand
F7KB 04	394	Extract Crab Meat by Hand
F7KC 04	395	Control Prawn Meat Extraction Operations
F7KD 04	396	Pack Live Fish for Dispatch
F7KE 04	397	Control Fish Gutting Operations
F7KF 04	398	Skin Fish by Machine
F7KG 04	399	Harvest Fish for Human Consumption
F7KH 04	400	Conduct Shellfish Depuration Operations
F7KJ 04	401	Control Shellfish Depuration Production
F7KK 04	402	Process Fish and Shellfish for Sale in a Retail Environment
F7KL 04	403	Control Product Defrosting in Food Manufacture
F7KM 04	404	Prepare Sauces/Marinades by Hand in Food Manufacture
F7KN 04	405	Prepare Orders for Despatch in Food Manufacture
F7KP 04	437	Serve on a Specialist Food Retail Counter

Specified Units

A **maximum of two** Units can be achieved from any of the following.

A **maximum of two** Units can be chosen from any other **level 2** Units with the exception of the following: 206,207,212,214,228-238,247,256, 263, 265, 276, 278, 288, 290, 292, 296, 298, 300, 302, 304- 342. It is not permissible to take level 1 Units.

OR **a maximum of two** Units can be chosen from any level 3 Units with the exception of the following: 575-580.

SVQ Food Manufacture at level 3

Total of eight Units must be completed (one Mandatory and seven Optional Units).

There are six pathways to the level 3 SVQ Food Manufacture. The pathways that SQA offers are shown below:

♦ Food Manufacture: Specialist Management Skills (G8T1 23)
♦ Food Manufacture: Specialist Supply Chain Skills (G8RY 23)
♦ Food Manufacture: Specialist Technical Skills (G8T0 23)
♦ Food Manufacture: Specialist Improvement Skills (G8RX 23)

Level 3 SVQ in Food Manufacture: Specialist Management Skills

This qualification is for those who work in the **food and drink manufacturing sector.**

Candidates must successfully complete a total of **eight** Units.

These Units will comprise:

♦ one mandatory Unit at level 3 **and**
♦ five optional Units at level 3 **and**
♦ two further Units which may be taken from the **optional** Units **OR** from any other **specified** Units at levels 3 or 4

Mandatory Units

SQA Ref	SSC Ref	Title
F2JF 04	504	Communicate Effectively (Imported from CfA Unit SAS1)

Optional Units

Candidates must achieve **seven** Units. **At least five** of these must be chosen from the following Units:

SQA Ref	SSC Ref	Title
Organisational Effectiveness		
DR47 04	501	Develop and Implement Operational Plans for Your Area of Responsibility (Imported from MSC Unit B1)
DR67 04	503	Manage Your Own Resources and Professional Development (Imported from MSC Unit A2)
DR4A 04	506	Develop Productive Working Relationships with Colleagues (Imported from MSC Unit D1)
DR3Y 04	512	Allocate and Monitor the Progress and Quality of Work in Your Area of Responsibility (Imported from MSC Unit D6)
F2NY 04	531	Monitor Food Safety at Critical Control Points in Manufacture

SQA Ref	SSC Ref	Title
Workforce Development		
D9RH 04	510	Enable Individual Learning through Coaching (Imported from ENTO Unit L12)
D9RJ 04	511	Enable Learning through Demonstrations and Instructions (Imported from ENTO Unit L11)
F2NE 04	513	Monitor and Maintain Required Standards of Conduct in Food Manufacture
DR7K 04	514	Recruit, Select and Keep Colleagues (Imported from MSC Unit D3)
Production Management		
F2MJ 04	516	Manage and Store Information (Imported from CfA Unit SAS 4)
F2M3 04	517	Interpret and Communicate Information and Data in Food Manufacture
F2R2 04	560	Plan Production Schedules in Food Manufacture
F2NL 04	561	Monitor and Report on Production Progress in Food Manufacture
F2LB 04	562	Diagnose and Solve Production Problems in Food Manufacture
F2J6 04	563	Carry Out Process Control of Production in Food Manufacture
F2RT 04	564	Produce Production Specifications in Food Manufacture
F2PY 04	565	Plan and Co-ordinate Bake-off Operations in Food Manufacture
F2PA 04	566	Start Up Plant and Equipment in Food Manufacture
F2PO 04	567	Shut Down Plant and Equipment in Food Manufacture
F2P9 04	568	Start Up Multi-stage Operations in Food Manufacture
F2NX 04	569	Shut Down Multi-stage Operations in Food Manufacture
Retail		
F08T 04	572	Evaluate the Receipt of Payment from Customers (Imported from Skillsmart Retail Units C.309(P)/C.310(P))
F2R0 04	574	Plan and Co-ordinate Food Services
F2NS 04	588	Set Up and Maintain Retail Operations in Food Manufacture
F2NW 04	589	Monitor Effectiveness of Retail Operations in Food Manufacture
F2NM 04	590	Set Up and Maintain Food Service Operations in Food Manufacture
F2NR 04	591	Monitor Effectiveness of Food Service Operations in Food Manufacture
Sales & Marketing		
D8X3 04	518	Plan How to Improve Your Sales and Marketing (Imported from SFEDI Unit B1)
D8WM 04	519	Improve Your Sales and Marketing (Imported from SFEDI Unit B2)
F2LX 04	520	Implement Business to Business Motivation Activity | (Imported from MSSSB Unit 4.7.3)
F04M 04	521	Monitor and Solve Customer Service Problems (Imported from ICS Unit 32)
F2NC 04	522	Monitor and Evaluate Customer Service in Food Manufacture

Specified Units

A **maximum of two** Units can be achieved from any of the following specified Units:

A **maximum of two** Units from any of the remaining Units at level 3 with the exception of 508 and 509.

OR a **maximum of two** Units from any Units at **level 4**.

It is not permissible to take Units at levels 1 and 2.

Level 3 SVQ: in Food Manufacture: Specialist Supply Chain Skills

This qualification is for those who work in the **food and drink manufacturing sector.**

Candidates must successfully complete a total of **eight** Units.

These Units will comprise:

♦ one mandatory Unit at level 3
♦ five optional Units at level 3 **and**
♦ two further Units which may be taken from the **optional** Units **OR** from any other **specified** Units at levels 3 or 4

Mandatory Units

SQA Ref	SSC Ref	Title
F2JF 04	504	Communicate Effectively (Imported from CfA Unit SAS1)

Optional Units

Candidates must achieve **seven** Units. **At least five** of these must be chosen from the following Units:

SQA Ref	SSC Ref	Title
Supply Chain		
DR67 04	503	Manage Your Own Resources and Professional Development (Imported from MSC Unit A2)
F2NY 04	531	Monitor Food Safety at Critical Control Points in Manufacture
F2PL 04	548	Organise the Receipt and Storage of Goods in Food Manufacture
F2NG 04	549	Monitor and Maintain Storage Conditions in Food Manufacture
F2P5 04	550	Monitor Stored Goods and Materials in Food Manufacture
F2NJ 04	551	Monitor and Maintain Storage Systems and Procedures in Food Manufacture
F2NP 04	552	Set Up and Maintain Picking and Packing Orders in Food Manufacture
F2NT 04	553	Monitor Effectiveness of Picking and Packing Operations in Food Manufacture
F2R3 04	554	Plan Resources to Meet Anticipated Demand for Products in Food Manufacture
F2P8 04	555	Monitor Wrapping and Labelling of Products in Food Manufacture
F2NK 04	556	Set Up and Maintain Despatch and Transport of Products in Food Manufacture
F2NN 04	557	Monitor Effectiveness of Despatch and Transport Operations in Food Manufacture

Specified Units

A **maximum of two** Units from any of the remaining Units at **level 3** with the exception of 508 and 509.

OR a **maximum of two** Units from any Units at **level 4**.
It is not permissible to take Units at levels 1 and 2.

Level 3 SVQ in Food Manufacture: Specialist Technical Skills

This qualification is for those who work in the **food and drink manufacturing sector.**

Candidates must successfully complete a total of **eight** Units.

These Units will comprise:

♦ one mandatory Unit at level 3

♦ five optional Units at level 3 **and**

♦ two further Units which may be taken from the **optional** Units **OR** from any other **specified** Units at levels 3 or 4

Mandatory Units

SQA Ref	SSC Ref	Title
F2JF 04	504	Communicate Effectively (Imported from CfA Unit SAS1)

Optional Units

Candidates must achieve **seven** Units. **At least five** of these must be chosen from the following Units at **level 3**

SQA Ref	SSC Ref	Title
Organisational Effectiveness		
DR67 04	503	Manage Your Own Resources and Professional Development (Imported from MSC Unit A2)
F2NY 04	531	Monitor Food Safety at Critical Control Points in Manufacture
F2P1 04	541	Monitor Health, Safety and Environmental Systems in Food Manufacture
Quality & Improvement		
F2P3 04	523	Monitor Product Quality in Food Manufacture
F2J9 04	524	Carry Out Sampling for Quality Control in Food Manufacture
F2JC 04	525	Carry Out Testing for Quality Control in Food Manufacture
F2N2 04	526	Monitor and Control Quality of Work Activities in Food Manufacture
F2NB 04	527	Monitor and Control Throughput to Achieve Targets in Food Manufacture
F2LW 04	528	Implement and Evaluate an Improvement Programme in Food Manufacture
F2J8 04	529	Carry Out Quality Audits in Food Manufacture
F2LF 04	559	Evaluate and Improve Production in Food Manufacture
Food Safety		
F2MS 04	530	Raise Food Safety Awareness in Manufacture
F2JH 04	532	Contribute to Continuous Improvement of Food Safety in Manufacture
F2JW 04	534	Control and Monitor Safe Supply of Raw Materials and Ingredients in Food Manufacture
Health & Safety		
D1V7 04	535	Monitor Procedures to Control Risk to Health and Safety (Imported from ENTO Unit B)
D1VA 04	536	Promote a Health and Safety Culture within the Workplace (Imported from ENTO Unit E)
D1VB 04	537	Conduct an Assessment of Risk in the Workplace (Imported from ENTO Unit G)

SQA Ref	SSC Ref	Title
Support Operations		
F2MF 04	538	Maintain, Promote and Improve Environmental Good Practice in Food Manufacture
Engineering		
F2RX 04	542	Support Commissioning of Plant, Equipment and Processes in Food Manufacture
F2M8 04	543	Maintain Plant and Equipment in Food Manufacture
Product Development		
F2L8 04	545	Develop Test Samples in Food Manufacture
F2L5 04	547	Develop Product Specifications in Food Manufacture

Specified Units

A **maximum of two** Units can be achieved from any of the following:

SQA Ref	SSC Ref	Title
DR47 04	501	Develop and Implement Operational Plans for Your Area of Responsibility (MSC. B1)
DR5J 04	502	Manage a Project (MSC, F1)

It is not permissible to take Units at levels 1 and 2.

Level 3 SVQ in Food Manufacture: Specialist Improvement Skills

This qualification is for those who work in the **food and drink manufacturing sector**.

Candidates must successfully complete a total of **eight** Units.

These Units will comprise:

♦ one mandatory Unit at level 3 **and**

♦ five optional Units at level 3 **and**

♦ two further Units which may be taken from the **optional** Units **OR** from any other **specified** Units at levels 3 or 4

Mandatory Units

SQA Ref	SSC Ref	Title
F2JF 04	504	Communicate Effectively (Imported from CfA Unit SAS1)

Optional Units

Candidates must achieve **seven** Units. **At least five** of these must be chosen from the following Units:

SQA Ref	SSC Ref	Title
Quality & Improvement		
DR67 04	503	Manage Your Own Resources and Professional Development (Imported from MSC Unit A2)
F2P3 04	523	Monitor Product Quality in Food Manufacture
F2J9 04	524	Carry Out Sampling for Quality Control in Food Manufacture
F2JC 04	525	Carry Out Testing for Quality Control in Food Manufacture
F2N2 04	526	Monitor and Control Quality of Work Activities in Food Manufacture
F2NB 04	527	Monitor and Control Throughput to Achieve Targets in Food Manufacture
F2LW 04	528	Implement and Evaluate an Improvement Programme in Food Manufacture
F2J8 04	529	Carry Out Quality Audits in Food Manufacture
F2NY 04	531	Monitor Food Safety at Critical Control Points in Manufacture
F2LF 04	559	Evaluate and Improve Production in Food Manufacture

Specified Units

A **maximum of two** Units from any of the remaining Units at **level 3** with the exception of 508 and 509.

OR a **maximum of two** Units from the following **level 4** Units.

Level 4		
SQA Ref	SSC Ref	Title
F2LA 04	715	Develop, Implement and Evaluate Quality Assurance Systems in Food Manufacture
F2LG 04	716	Evaluate and Improve Quality Assurance Systems in Food Manufacture

It is not permissible to take level 1 or 2 Units.

An assessment strategy for the SVQ

As part of its review of the SVQs, Improve, the food and drink sector skills council has developed an assessment strategy which defines a range of requirements:

♦ the occupational expertise of assessors and verifiers

♦ a definition of simulation

♦ definition of the workplace

♦ information on a model of independent assessment or external quality control

The relevant parts of the assessment strategy are published on SQA's website (**www.sqa.org.uk**), and both SQA and centres must comply with these requirements.

Why would people be interested in the SVQ?

People will take SVQs for a variety of reasons: to gain promotion, to prove their job competence, or for personal development. There will be other reasons too. One of the first things to do is to find out why your candidates want to do the SVQ, and to advise them of the appropriateness of the qualification. If anyone is acting as a coach or mentor to your candidates, they might help you to do this.

How do candidates begin?

Choosing the SVQ

You should make sure that candidates get guidance before starting out on an SVQ — they need advice to ensure that their existing job remit, skills, experience, and their plans for progression, are matched to the SVQ selected. It does not have to be you as the assessor, who carried out the matching process, but whoever has responsibility for this should ensure that the assessment opportunities available to the candidate are also considered.

An example

Liam had worked as a food processor for four years but did not possess any formal qualifications. He wanted to do a qualification which would give him national recognition of the skills he already had. As he had a lot of experience in both manufacturing and packaging bakery products, the Training and Development Manager in his company advised him to consider a level 2 SVQ in Food Manufacture.

When the Training and Development Manager matched Liam's job remit, existing skills and experience with the SVQ, it emerged that Liam should be able to generate sufficient evidence to meet the requirements of the following SVQ Units:

♦ Maintain Workplace Food Safety Standards in Manufacture
♦ Maintain the Workplace Health and Safety in Food Manufacture
♦ Work Effectively with Others in Food Manufacture
♦ Maintain Product Quality in Food Manufacture
♦ Lift and Handle Materials Safely in Food Manufacture

The Training and Development Manager arranged for an assessor within the company to provide Liam with guidance on how to collect evidence and construct a portfolio to achieve these Units.

Liam also had some experience in relation to two further Units, however, some planning was required in order to provide him with the opportunity to demonstrate competence in these areas.

The Units were:

♦ Store Goods and Materials in Food Manufacture
♦ Process Customer Orders in Food Manufacture

The Training and Development Manager arranged for the assessor to accompany Liam when he is working in stores to observe his receiving and recording goods for manufacture. The assessor would also be able to observe Liam supply goods from stores for use in the manufacturing process. For both Units a combination of observation, questioning and assessment of work products will be used to ensure Liam meets the requirements of the Units.

Liam had little experience of the areas covered by the final Unit:

♦ Assemble Different Products to a Pre-determined Pattern in Food Manufacture

Since Liam's job remit would not cover all these areas of the SVQ, the Training and Development Manager arranged for him to shadow a senior member of staff for observation and practice in relation to the manufacture of different products.

All these arrangements were agreed by everyone involved and then written up in an assessment plan for Liam.

2 Preparing to assess the SVQ

This section offers practical advice on how to begin to go about assessing your candidates for the SVQ. This advice is offered as examples of good practice — you may develop your own approaches to assessing your candidates which also work well.

Your role and your candidate's role

Assessing the SVQ will involve several stages. Both you and the candidate should be clear on your roles in the assessment process before you begin.

Your role

♦ ensure candidates understand what is to be assessed and how it is to be assessed
♦ ensure the conditions and resources required for assessment are available
♦ help candidates to identify and gather evidence
♦ observe and record candidates carrying out the activities described in the standards — records should say what has been observed, how it was carried out, and what it demonstrates
♦ assess products of the candidates' own work
♦ question candidates and record results
♦ help candidates to present evidence
♦ authenticate the evidence candidates provide
♦ judge evidence and make assessment decisions
♦ identify gaps or shortfalls in candidates' competence
♦ provide feedback to candidates throughout the assessment process
♦ record achievement

Candidates' role

♦ prepare for assessment — become familiar with the standards, what is to be assessed and how it is to be assessed
♦ help to identify sources of evidence and how these could be assessed
♦ carry out activities, and/or produce products of own work, and/or answer questions
♦ gather and present evidence
♦ receive and act on feedback from the assessor

Planning

In planning for assessment, you will find it helpful to meet with your candidate and plan what is to be assessed, in what way, and when and where the assessment is to take place. This discussion can be confirmed in the form of an agreed assessment plan between you and your candidate.

You should treat assessment plans as working documents — they can be updated and changed as you review progress with your candidate.

As you are planning assessment, don't forget to make the most of opportunities to *integrate* assessment. This means planning to assess an activity which draws on the contents of different Units or Performance Requirements. It can be a practical and cost-effective way of assessing your candidate's competence.

If you are a new assessor working towards your A Units (the national standards in assessment) you will need copies of completed assessment plans as part of your evidence.

To help you plan for assessment, we have produced an assessment plan which covers Unit 208 *Lift and Handle Materials Safely in Food Manufacture*. You will notice that we have included spaces to enter dates when the assessment plan has been reviewed. Any gaps identified during these reviews should be discussed with your candidates and noted for action in the assessment plan.

Assessment plan

Unit: 208 Lift and Handle Materials Safely in Food Manufacture					
Activities	**Performance Requirements**	**Method of assessment/Sources of evidence**	**Date of assessment**	**Evidence already available**	**Links to other Units (Performance Requirements and range)**
Moving and handling materials in the workplace. Follow relevant health and safety and hygiene requirements and procedures for moving and handling materials. Use transport routes and equipment correctly	1, 2, 3, 4	Observation Written and oral questioning Evidence from company systems Reviewing the outcomes of work	06/09/07	Checking records of documents completed Witness Testimony	Unit 211, Receive Goods and Materials in Food Manufacture Unit 212, Store Goods and Materials in Food Manufacture
Questioning for knowledge and understanding not apparent from performance to be identified from 2nd review	Why the relevant health and safety and food safety standards are important and should be followed when moving and handling materials.	Questioning	06/09/07		

Assessor's signature: *Diane Reid*   1st review due: 02/10/07

Candidate's signature: *Liam Kingston*   2nd review due:

Date of agreement: 30/08/07   Date of completion:

Selecting methods of assessment

The methods of assessment you use should be valid, reliable and practicable.

♦ By *valid* we mean that the assessment method should be appropriate to the standards

♦ By *reliable* we mean that the assessment method should ensure consistent results when used with different candidates, different assessors and on different occasions

♦ By *practicable* we mean that the method ensures that the assessment makes best use of available resources, equipment and time

Before you assess a candidate, you must make sure that the methods of assessment you have chosen to use, along with any assessment materials (such as questions and sample answers) have been agreed within your centre through its system of internal quality assurance. This system is often called *internal verification* — its purpose is to help to ensure that assessment methods are valid, reliable and practicable.

There are both benefits and challenges when you are assessing SVQs in the workplace, or in conditions in the workplace. When you select methods of assessment, you should try to offer the candidate the benefits of workplace assessment and minimise any potential difficulties.

The benefits might be:

♦ Familiarity of the work area and the equipment, so the candidate is comfortable during the assessment

♦ Resources to be used are already available

♦ Performance and product evidence will be valid and can be authenticated

♦ Candidate can seek guidance from fellow colleagues and supervisors if required

♦ Candidate can progress at his/her own pace

The challenges might be:

♦ Shift working

♦ Location of workplace

♦ Pressure of work

♦ All criteria not met during the time and date of assessment — simulation may be required

Example

You might agree with a candidate working in a Food Processing Company, who has to demonstrate how to produce individual packs by hand, that this will be carried out by **observation** as and when such situations arise. If you are an assessor who is working alongside the candidate you should be well placed to observe the candidate's performance, perhaps completing a prepared checklist and questioning the candidate about the situation afterwards.

Methods of assessment

Assessment may involve a range of assessment methods. For SVQs, some of the most commonly used methods are observation, product evaluation, and questioning.

Observation

Observation by an assessor is considered to be the most valid and reliable method of assessment. It can be organised in a variety of ways:

♦ working alongside the candidate

♦ arranging to visit when naturally-occurring activities are carried out by the candidate

♦ arranging for activities to take place

Observation by the assessor can often be supplemented by other types of assessment methods such as questioning. For example, it may be appropriate to ask oral questions of candidates as they carry out naturally-occurring activities.

For Unit 221 *Assemble Different Products to a Pre-determined Pattern in Food Manufacture*, examples could be slicing, dicing, cutting, filling and packing in a butchers.

Product evaluation

As candidates work towards achieving the SVQ, they will produce evidence in the form of products of their work. The nature of this evidence can vary widely depending on what the candidate's job entails, but an example of product evidence is a wedding cake produced in a bakery (Unit 217 *Process Customer Orders in Food Manufacture*).

Questioning

Candidates have to show that they can meet the knowledge specifications for the SVQs. For these SVQs, knowledge and understanding is specified for each Unit. Much of a candidate's knowledge and understanding will be apparent from what they do or produce as part of their work, but this will not always be the case, and questioning can be a useful way of confirming what candidates know and understand.

Questions can be asked in a variety of forms, such as oral questions, short answer written questions, and multiple choice.

You should be careful that the method of questioning does not go beyond the competence required for the SVQ and become a barrier to fair assessment. For example, some candidates will feel more comfortable with oral questions than written.

Example

In Unit 202 *Work Effectively with Others in Food Manufacture*, you could have a professional discussion with the candidate on how to deal with differences of opinion without causing offence. The following questions could be asked to assess the knowledge and understanding.

♦ Why is it important to share opinions?
♦ Why is it important to develop and keep good working relations with your team?
♦ How would you deal with differences of opinion?

Other methods of assessment

These methods, like questioning, are often used for authentication. See section 3 for more about authenticating candidates' evidence.

Personal statements

You might sometimes find it helpful to ask a candidate to give an account of why they did an activity in a certain way or how they produced a product of their work. This is often referred to as a *personal statement*. You should take care to ensure that by asking candidates to produce such statements, you are not asking them to demonstrate competence beyond what is required by the standards. You should also be selective in the use of personal statements, and make sure they have not been produced as a substitute to a more valid, reliable and practical method of assessment.

An example

A personal statement describes how the candidate has dealt with a specific situation, eg if they had had a situation where they had a difference of opinion with a colleague, the candidate could give a full account of the situation, explaining the steps they took to ensure they did not cause offence and developed good working relationships. A personal statement should not be used as a substitute for skills evidence.

Witness testimony

For practical reasons, you may not be able to observe all the activities carried out by your candidates, but might feel that other people may be able to provide a statement on what your candidates have been doing or producing as part of their work. Statements of this kind are called *witness testimony*, and are often used to support other evidence produced by candidates. If witness testimony is used, you should, ideally, identify witnesses and opportunities for using their testimony as part of assessment planning.

You should bear in mind that the weight of the evidence will vary, depending on the knowledge and expertise of the person providing the witness testimony. You will have to take these factors into account as you make your judgement.

Strongest   Someone with considerable occupational expertise in the candidate's area of work and who is familiar with the standards. This person may also be an assessor or internal verifier qualified with the A/V Units or 'D-Units'.

Someone with considerable occupational expertise in the candidate's area of work and who is familiar with the standards.

Someone with considerable occupational expertise in the candidate's area of work, but with no knowledge of the standards.

Someone who may be a colleague of the candidate, but with no knowledge of the standards.

Weakest   Someone with no or little knowledge of the candidate's work or no knowledge of the standards.

Witness testimony is unlikely to be sufficient in itself for a decision about the candidate's competence, and would normally be supplemented by questioning candidates.

For example, in Unit 202 *Work Effectively with Others in Food Manufacture* the candidate must be able to demonstrate that they provided assistance to other team members in a helpful and willing manner when appropriate using their own initiative. Witness testimony could provide valid and reliable evidence of the candidate providing this type of assistance.

Simulation

Simulation is any structured assessment exercise involving a specific task which reproduces real-life situations.

On some occasions, it may not be practical to assess a candidate in real work. Examples might be where the standards require candidates to carry out emergency or contingency procedures, or where client confidentiality is an issue, or where a candidate's job role does not cover all aspects of the qualification.

Improve the food and drink sector skills council has defined what it regards as simulation, and has specified in the standards when simulation is and is not acceptable. The standards also state when candidates must demonstrate competence in the workplace.

For more details on simulation and what constitutes performance in the workplace, look at the assessment strategy on SQA's website: **www.sqa.org.uk**.

An example

In Unit 210 *Contribute to the Maintenance of Plant and Equipment in Food Manufactur*e, Performance Requirement 2 requires the candidate to ensure that maintenance activities are undertaken using correct tools, materials, equipment and techniques. A simulated plant breakdown could be used and the candidate could select the appropriate tools, materials, equipment and techniques to repair the breakdown.

In Unit 273 *Contribute to Maintaining Stock Security and Minimising Losses in Food Manufacture,* Performance Requirement 2, simulation is acceptable to generate evidence for indications of theft and unacceptable losses.

Other sources of evidence

Other sources of evidence can be previous experience or learning, case studies or assignments.

SQA's *Guides to Assessment and Quality Assurance* (see section 5) have more advice on methods of assessment and how to ensure that your assessment is valid, reliable and practicable.

3   Generating evidence

The methods of assessment you use should generate sufficient evidence to demonstrate the candidate's competence.

We described earlier the circumstances in which you might choose to use different methods of assessment. Starting on the next page, this section gives you examples of forms which you can use to record and present evidence of:

♦   observation (by the assessor)
♦   questions and candidate responses
♦   personal statement (produced by the candidate)
♦   witness testimony

There are blank forms which you can copy and use in assessment in Appendix 1.

Observation

For observation, note that the form asks you to record the skills and activities observed. This helps you to make a judgement on how the activity was carried out and what it demonstrates.

Observation record

Unit/Performance Requirement(s): **217 Process Customer Orders in Food Manufacture**

Candidate: L Kingston **Date of observation:** 17/09/07

Evidence index number: 1

Skills/activities observed:	Performance Requirements covered:
I conducted an observation of Liam dealing with a customer order. He greeted the customer in a friendly professional manner. He made a note of the customer's requirements and used questions to check that he had the correct information, paying particular attention to sizes and quantities required.	**1**
He then checked the stock record and confirmed that two items were available for immediate delivery, one would be available tomorrow. The customer confirmed that they would be happy to accept delivery of all of the items tomorrow.	**1, 2**
Liam then checked the customer's details and confirmed that they would like an invoice for the goods, he then checked their credit status on the system. He went over the details of the order delivery and thanked them for the order.	**1, 2**
He then passed the order to the correct department, and the invoice details to the accounts department. He filed a copy of the order in the customer's file.	**1, 2**

Knowledge and understanding apparent from this observation:

Liam was able to demonstrate knowledge and understanding of the processes and procedures for taking customer orders and the use of the internal computerised system to check stock levels and advise the customer of delivery dates and availability of goods. He was able to demonstrate checking the customer's credit status and produced the written order for processing and passed the invoice details to accounts. He was asked specific questions regarding the importance of confidentiality and the importance of storing personal and financial details securely. Liam was also asked questions on when it would be appropriate to inform the manager if an order could not be processed and how they would communicate this information to the customer.

Other Units/Performance Requirements to which this evidence may contribute:

201 — Plan and Organise your own Work Activities in Food Manufacture 1, 2 & 3
202 — Work Effectively with Others in Food Manufacture 1, 2 & 3

Observation record (cont)

Assessor's comments and feedback to candidate:

Good evidence of your ability to deal with customer orders, you made good use of questions to check you had all the details — specifically checking quantities and sizes required. You maintained a friendly professional manner throughout, building good relationships with the customer. You were able to check credit status without informing the customer of this check on the system. You passed the order, the invoice details and filed the order in the correct file.

You will need to provide evidence of dealing with customer orders on another two occasions — this does not need to be observed.

I can confirm the candidate's performance was satisfactory.

Assessor's signature: *Diane Reid*   Date: *17/09/07*

Candidate's signature: *Liam Kingston*   Date: *17/09/07*

Questions and candidate responses

This form can be used to record any questions you might ask the candidate to establish what they know and understand. You should note the candidate's responses on this form too.

Note that there is a space near the top of the form for you to record when, where, how and why you asked the questions.

Where you want to give the candidate written questions, this form could also be used.

Record of questions and candidate's answers

Unit: 217 Process Customer Orders in Food Manufacture	Performance Requirement(s): 2 — K & U 6, 8

Evidence index number: 2

Circumstances of assessment:
Oral questioning at candidate's workplace following observation to confirm knowledge and understanding.

List of questions and candidate's responses:

Q: How long do orders normally take to fulfill, and what would you do if it is not possible to fulfill an order?

A: Orders can normally be fulfilled on the day ordered or the following day as we supply fresh products. I would inform my line manager and explain why the order cannot be completed, I would then contact the customer advising them of the new delivery time.

Q: Why is it important to maintain customer confidentiality, and how do you ensure that customer details are stored securely?

A: It is a legal requirement to ensure that details are stored securely under the Data Protection Act, Computer files are accessed via a password and only specific personnel are issued with the password which is changed on a regular basis. Paper files are kept in an office in locked filing cabinets — access to this office is restricted.

Q: Who is entitled to see customer details?

A: Accounts, management and staff taking customer orders.

Assessor's signature: *Diane Reid*	Date: *17/09/07*

Candidate's signature: *Liam Kingston*	Date: *17/09/07*

Candidate's personal statement

If a personal statement is being used as evidence, it should be completed by the candidate. The statement should record what they did, how and why they chose to carry out an activity or produce work in a certain way. Where other people may have been present during an activity and they may be able to provide witness testimony, the candidate should record how the statement links to other evidence in the column provided.

Personal statement

Date	Evidence index number	Details of statement	Links to other evidence (enter numbers)	Unit, Performance Requirements covered
01/06/07	3 (Filed in team meeting notes)	Today I attended our monthly team meeting where I contributed to the action planning process.		**205**
		I reported back on the improvements from last month's action plan and identified that two of the improvements were working well, one was not. I presented a report on improvements in output and less wastage.		**205 — 3 & 4**
		I suggested a change in the location of the rolls of labels from stores to a suitable place on the factory floor, this would save time as it takes at least 15 minutes to obtain the labels from stores and this has an effect on the production line. It was agreed that this would be tried for one line in consultation with the team on the line. I will report back at next month's meeting.		**205 — 1, 2, 3 & 4**

Signed (candidate): *Liam Kingston*   Date: *01/06/07*

Witness testimony

Remember when you begin to use witness testimony that it must be capable of being authenticated — even if the testimony itself is being used to authenticate a candidate's claim to competence.

To make sure the witness testimony is genuine, you must ensure that you have a record of who is acting as a witness, their relationship to the candidate (eg supervisor, client) address, telephone number and the date. There are spaces for this information in the form.

Witness testimony

SVQ title and level:	SVQ level 2 Food Manufacture
Candidate's name:	Liam Kingston
Evidence index no:	4
Index no of other evidence which this testimony relates to (if any):	
Performance Requirement(s):	202 — Work Effectively with Others in Food Manufacture, 1, 2 & 3
Date of evidence:	15/03/07
Name of witness:	Hamish Green
Designation/relationship to candidate:	Line Manager

Details of testimony:

Liam was asked to work in a different production team, as a member of staff was ill. He was able to work with the others in the team carrying out the tasks allocated, and on occasion was able to assist others who were not able to keep up with the production line.

He ensured that he checked the instructions he was given and actively sought reasurance from others on the production line to ensure he was completing the task correctly.

Liam made sure that he communicated any difficulties quickly and suggested alternative ways of approaching the task, including changing the allocation of tasks to ensure the team could complete the production process to meet the schedule.

I can confirm the candidate's evidence is authentic and accurate.
Signed by witness: *H Green*   Date: *15/03/07*

Witness (please tick the appropriate box)**:**

☐   Holds A1 or D32/D33 qualifications

☑   Is familiar with the SVQ standards to which the candidate is working

Filling the gaps

There may come a time when your candidate has provided evidence for most of the Unit (or SVQ), but there are some gaps. For example, you may find that certain situations, such as handling contingencies, have not arisen during assessment. Often these will relate to dealing with health and safety issues, or unexpected problems with workflow like delays in receiving information from another part of the organisation.

In this SVQ, such gaps are likely to occur in generating evidence for emergency procedures, dealing with difficult situations, breakdowns in equipment and health and safety issues.

You may be able to overcome these by simulation, or questions. Simulation should only be used if it is permitted in the standards.

Guidance and support to candidates

At all times during the assessment process — from planning through to making your assessment decision — feedback should be on-going, clear and constructive. Feedback should be given against the national standards by relating it to the evidence provided, including the knowledge specifications.

Where there are any shortfalls in a candidate's competence, you should discuss these with your candidate and make plans for re-assessment.

Judging candidate evidence and making an assessment decision

In judging candidate evidence, you must be satisfied that your candidates can work consistently to the required standard, and that the evidence they have produced is their own. You must consider whether your candidate understands and applies the knowledge evidence and how this links to performance evidence.

Evidence must:

♦ be relevant to the SVQ
♦ be authentic
♦ show current competence
♦ be sufficient to help you form a decision about the candidate's competence

Insufficient evidence

You have to judge whether the candidate has produced enough evidence required by the standards for you to reach a decision about their evidence.

Where there is insufficient evidence, you should say this to your candidate. You should tell them that it is not that they are not yet competent — there is simply not enough evidence on which to make a decision.

In this situation, your feedback to your candidates must help them produce more evidence and/or plan for further assessment.

Authenticating candidates' evidence

Authentication is required where you have not observed candidates' performance at first hand.

You can check whether a candidate has produced evidence which they claim shows their competence by questioning them or, if this is appropriate, asking them to produce a personal statement, using witness testimony, or seeking peer reports from other colleagues of the candidate.

Example

In Unit 204 — *Maintain Product Quality in Food Manufacture*, the candidate would have to produce records and reports of quality checks written accurately and clearly. They would also require a personal statement (where there was no witness) and/or a witness statement/peer report from a colleague who observed the quality checks.

4 Recording achievement

You should retain all evidence — clearly referenced — for internal and external verification.

The candidate's evidence is normally kept in a file, often called a *portfolio*. These documents help you and your candidates to collect, present and cross-reference the evidence to the national standards. They are also a means of recording your assessment decisions, and they tell an external verifier what stage a candidate has reached in achieving the SVQ.

Recording documents do not need to be paper-based — it is possible to use an electronic format for collecting and structuring the evidence. Whatever format you and your candidates choose to use, the documents must show what evidence was generated, the assessment decisions you made, how the evidence meets the standards, and where the evidence can be located. You should avoid photocopying items simply to put them in a portfolio — a clear explanation of where the evidence can be found (for example, in a filing cabinet) may be sufficient for the external verifier to follow it up and include it in the visit.

There are various reasons why record-keeping is so important:

♦ it provides a way of tracking a candidate's progress in achieving an SVQ
♦ it helps candidates to make claims for certification of their competence
♦ internal verifiers and external verifiers use the records to sample assessment decisions
♦ it helps us to monitor the quality assurance of our qualifications

If your candidates' evidence is incomplete, or cannot be located, or if there is inaccurate cross-referencing to the standards, there is a risk that an internal verifier or external verifier will be unable to confirm your assessment decisions.

To help you and your candidate present evidence and record your assessment decision, we have provided examples of the forms which you and your candidate might use to compile the portfolio.

♦ Completing the Unit progress record
♦ Using the evidence index
♦ Completing the Performance Requirements achievement record

These forms are also used in SQA's portfolio.

Completing the Unit progress record

You should complete this form each time your candidate achieves a Unit from the SVQ by adding your signature and the date next to the relevant Unit.

At this stage, candidates should make sure they have completed the recording documents correctly and that their evidence can be easily located. Only then should they circle the relevant Unit number at the top of the form. This enables both of you to see at a glance what stage the candidate is at in their SVQ.

Unit progress record

Qualification and level: SVQ Level 2 Food Manufacturing: Distribution Skills

Candidate: Liam Kingston

To achieve the whole qualification, you must prove competence in **two mandatory** Units and
six optional Units.

Unit Checklist

Mandatory	206	207										
Optional	202	204	208	212	217	221						

Mandatory Units achieved

Unit Number	Title	Assessor's Signature	Date
206	Maintain Workplace Food Safety Standards in Manufacture		
207	Maintain the Workplace and Health & Safety in Food Manufacture		

Optional Units achieved

202	Work Effectively with Others in Food Manufacture	*Diane Reid*	*30/10/07*
204	Maintain Product Quality in Food Manufacture		
208	Lift and Handle Materials Safely in Food Manufacture		
212	Store Goods and Materials in Food Manufacture		
217	Process Customer Orders in Food Manufacture		
221	Assemble Different Products to a Pre-determined Pattern in Food Manufacture		

Using the index of evidence

The purpose of the index of evidence is to help you locate and work through the candidate's evidence. It should give you a summary of what evidence the candidate has collected, and where (eg in a portfolio) it can be found.

The index of evidence should be completed by entering:

♦ the index number for each piece of evidence
♦ a description of each piece of evidence
♦ the place or location where it can be found
♦ the initials of the internal verifier and the date (if they have sampled the candidate's evidence)

Ideally, it should be candidates themselves (with your support and encouragement) who complete the index.

You must make sure that the information in the evidence index is accurate when your candidates' portfolios are presented for assessment and verification — particularly the information about where the evidence can be located. This is important because we suggest that anything which has been produced as day-to-day work is kept in its normal location, but anything which has been produced through assessment for the SVQ, eg observation checklists, is filed in the candidate's portfolio. In this way, your candidate can avoid having to photocopy work products just for the sake of including them in a portfolio. It also means that evidence produced as a result of assessment is kept safely in a central file.

If the index of evidence is not completed with an accurate description and location of the evidence, there is a risk that an internal verifier or external verifier might be unable to confirm your assessment decisions.

Index of evidence

SVQ title and level: SVQ Level 2 Food Manufacturing: Distribution Skills

Evidence number	Description of evidence	Included in portfolio (Yes/No) If no, state location	Sampled by the IV (initials and date)
1	Observation record for Unit: **217 Process Customer Orders in Food Manufacture**	Yes	*WS 22/10/07*
2	Questions for Unit: **217 Process Customer Orders in Food Manufacture**	Yes	*WS 22/10/07*
3	Personal Statement for Unit: **208 Lift and Handle Materials Safely in Food Manufacture** Team meeting notes	Yes	
4	Witness Testimony for Unit: **202 Work Effectively with Others in Food Manufacture**	Yes	

Completing the Performance Requirements achievement record

To help you and your candidates cross-reference the evidence to the standards of the SVQs, we have provided records similar to those produced in the SQA portfolio. The grids should be completed by:

♦ entering the evidence index number in the first column

♦ giving a brief description of the evidence in the second

♦ ticking the relevant boxes for the Performance Requirements (or statements of competence as they are sometimes known)

♦ entering the areas of knowledge and understanding the piece of evidence covers

If integrated assessment is used (linking Performance Requirements across different Units) the evidence should be cross-referenced back to the relevant Units.

We have provided a completed example to show how to use the record.

Performance Requirements achievement record

Unit: 217:   Process Customer Orders in Food Manufacture

Evidence Index No	Description of Evidence	Performance Requirements								Areas of knowledge and understanding													
		1	2							1	2	3	4	5	6	7	8						
1	Observation	✓	✓							✓	✓	✓	✓	✓	✓	✓	✓						
2	Questions		✓												✓		✓						
8	Personal Statement	✓	✓							✓	✓		✓										
13	Witness Testimony	✓	✓							✓		✓	✓										

Unit: 217 Process Customer Orders in Food Manufacture

Notes/Comments

Liam has been able to demonstrate that he has the ability to deal competently with customer orders and understands the importance of communicating with others. He maintains customer confidentiality and understands the importance of storing information securely. Liam was observed on one occasion by the assessor.

This evidence could be crossed referenced to other Units in the award:

201 — Plan and Organise your own Work Activities in Food Manufacture, K & U 1, 2 & 3
202 — Work Effectively with Others in Food Manufacture, K & U 1, 2 & 3

The candidate has satisfied the Assessor and Internal Verifier that the performance evidence has been met.

Candidate: *Liam Kingston*   Date: *12/11/07*

Assessor: *Diane Reid*   Date: *12/11/07*

Internal Verifier: *WSmith*   Date: *12/11/07*

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5   Further information

What else should I read?

The publications listed here provide additional information on how to implement SVQs. Details of these and other SQA publications are available on our website at **www.sqa.org.uk** on the 'Publications, Sales and Downloads' section. They can be ordered from SQA's Customer Contact Centre — telephone 0845 279 1000. Please note that there may be a charge for some of these publications.

Assessor/Verifier Units: assessment guidance

External Assessment Moderation in National Qualifications and Higher National Qualifications: a guide for centres

Guide to Assessment and Quality Assurance for Colleges of Further Education

Guide to Assessment and Quality Assurance for Employers and Training Providers

Arrangements for Candidates with Disabilities and/or Additional Support Needs in Examinations and Assessments

Quality Assurance Principles, Elements and Criteria

Operational Help Centre

The Operational Guide for Centres has been replaced by the online Operational Help Centre on **www.sqa.org.uk**

Appendix 1: Blank recording forms

Unit progress record

Qualification and level:

Candidate:

To achieve the whole qualification, you must prove competence in ___ **mandatory** Units and ___ **optional** Units.

Unit Checklist

Mandatory											
Optional											

Mandatory Units achieved

Unit	Assessor's Signature	Date

Optional Units achieved

Index of evidence

SVQ title and level:

Evidence number	Description of evidence	Included in portfolio (Yes/No) If no, state location	Sampled by the IV (initials and date)

Performance Requirements achievement record

Unit:

Evidence Index No	Description of Evidence	Performance Requirements							Areas of knowledge and understanding																				

Unit:

Notes/Comments

The candidate has satisfied the Assessor and Internal Verifier that the performance evidence has been met.

Candidate: _____   Date: _____

Assessor: _____   Date: _____

Internal Verifier: _____   Date: _____

Personal statement

Date	Evidence index number	Details of statement	Links to other evidence (enter numbers)	Unit, Performance Requirements covered

Signed by candidate:

Date:

Observation record

Unit(s): _____

Candidate: _____ Date of observation: _____

Evidence index number: _____

Skills/activities observed:	Performance Requirements covered:

Knowledge and understanding apparent from this observation:

Other Units to which this evidence may contribute:

Assessor's comments and feedback to candidate:

I can confirm the candidate's performance was satisfactory.

Assessor's signature: _____ Date: _____

Candidate's signature: _____ Date: _____

Witness testimony

SVQ title and level:	
Candidate's name:	
Evidence index no:	
Index no of other evidence which this testimony relates to (if any):	
Performance Requirement(s):	
Date of evidence:	
Name of witness:	
Designation/relationship to candidate:	

Details of testimony:

I can confirm the candidate's evidence is authentic and accurate.

Signed by witness: Date:

Witness (please tick the appropriate box)**:**

☐ Holds A1 or D32/D33 qualifications

☐ Is familiar with the SVQ standards to which the candidate is working

Record of questions and candidate's answers

Unit:	Performance Requirement(s)
Evidence index number:	

Circumstances of assessment:

List of questions and candidate's responses:

Assessor's signature:	Date:
Candidate's signature:	Date: