



GETTING AN SIVQ QUALIFICATION

A GUIDE FOR
EMPLOYEES IN THE
SPIRITS INDUSTRY

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General information about the Spirits Industry Vocational Qualification (SIVQ)

What qualification do I get?

The SIVQ is called a 'vocational' qualification as it has been designed specifically for people who work in the spirits industry, who have developed a number of valuable skills and yet may not have a recognised qualification.

You can gain recognition for each unit you achieve in the form of a Scottish Qualifications Certificate (SQC). Once you have achieved 8 units (which includes two compulsory units 'Health and Safety' and 'Working with Others' and at least one processing unit) you will receive the full SIVQ certificate.

Is it worth doing?

Yes, if you complete a minimum of 8 of the units you will receive a certificate awarded by the Scottish Qualifications Authority (SQA) which is a government approved awarding body. The award certificate will list the units you have achieved.

This certificate is recognised as being at level 5 on the Scottish Credit and Qualifications Framework which means it is comparable to SVQ (NVQ) level 2 and will be recognised by employers in the industry as a valid qualification.

If you complete between 1 and 7 units you will not achieve the full SIVQ but will receive a SQA certificate to mark your achievement (listing the units you have achieved).

Is it relevant to me?

The SIVQ is a qualification which has been tailored to meet the specific skill needs of the spirits industry. It covers a number of activities within the industry, including:

- > Bottling
- > Distilling
- > Malting
- > Warehousing
- > Effluent control
- > Health and safety

The Qualification consists of units which you and your employer can 'pick n mix' to customize the qualification for your site and your operations, and it includes specific competences for producing and finishing:

- > Malt whisky
- > Grain whisky
- > Gin
- > Vodka
- > Blended drinks

The Qualification assesses the skills and knowledge you have and need to perform your job role effectively.

Overleaf is a map of all the units which are contained in the qualification (remember you will only do the ones which are relevant to YOUR role).

Map of Units

No.	COMPULSORY UNITS
1	Health and safety of self and others 1.1 Lift and handle safely 1.2 Use tools and work equipment safely 1.3 Maintain a healthy and safe working environment 1.4 Respond to emergencies
2	Work With Others 2.1 Establish and maintain effective working relationships 2.2 Work with others to meet objectives
No.	GENERAL UNITS
3	Maintain Quality Standards
4	Handover & Takeover Procedures
5	Diagnose & Overcome Operating Problems 5.1 Diagnose operating problems 5.2 Overcome operating problems
6	Hygiene Cleaning
7	Clean in-Place (CIP)
8	Transfer Materials
9	Bulk Intake
10	Intake Goods and Materials
11	Changeovers
12	Control Systems 12.1 Operate process using control systems 12.2 Overcome problems using control systems
13	Environmental Controls 13.1 Work in ways which support environmental safety 13.2 Deal with risks arising from potential environmental incidents
14	Security

No.	PROCESS UNITS
15	Milling
16	Cooking
17	Mashing
18	Tun Room
19	Distilling
20	Botanicals
21	Demineralisation of Water
22	Pot Ale Syrup Production
23	Pelletising
24	Steeping
25	Germination
26	Drying or Kilning
27	Dressing & Deculming
28	Mixing
29	Filtration
30	Filling
31	Labelling
32	Finishing Work
33	Packing
34	Palletising & Wrapping
35	Case Coding
36	Empty Cask Receipt, Storage & Preparation
37	Filling (Warehouse)
38	Storage & Monitoring of Full Casks
39	Full Cask Maintenance
40	Warehouse Vat Operations
41	Receipt of Casked or Bulk Spirit, or Finished Goods
42	Despatch Casked or Bulk Spirit, or Finished Goods
43	Prepare & Operate Vehicles
44	Effluent Treatment

What do I have to do?

First there is no 'exam' involved. Vocational qualifications are gained by:

- | | |
|---|--|
| 1. Demonstrating you can carry out an activity ...} | ... to the standard given in the qualification |
| 2. Demonstrating that you know and understand about that activity ... | |

This will mean that at times you will be 'assessed' in the workplace by a trained person (which may be a manager or supervisor). The assessment may take the form of them watching you while you work (observation) or asking you questions to explain your actions or to see what background knowledge you may have in that area.

At times the assessor may look at and take copies of documentation you fill in, they may look at the results of your work (e.g. the product) or they may ask other people who know and work with you to confirm that you have done or always carry out an activity correctly (witness testimony). This assessment is really about the collection of 'evidence' – evidence of your competence at doing your job. There will always be a mixture of different ways that this evidence is collected.

Secondly, your employer and the assessor won't put you forward to do the qualification until they AND YOU think that you can achieve it. Some candidates might have been doing the job for many years, but need to brush up on some of the background knowledge. Newer candidates might recently have finished their training. Either way, the standards are available for you to see and your assessor will tell you everything that is expected of you, so there shouldn't be any surprises.

How long does it take?

This depends on how many units you decide to do and how quickly you and your assessor can gather sufficient evidence to meet all of the requirements of the SIVQ. Before the assessment takes place, the assessor will agree a plan with you which will include:

1. What units/elements are being covered
2. How the evidence will be collected (e.g. questioning, observation, a written account from you or others)
3. When the assessment (s) will take place
4. When your progress will be reviewed and the next plans discussed

How do I know when I've passed?

There isn't really a pass or fail in this qualification. You and your assessor simply have to collect enough evidence to show that you have reached the standard. If there are gaps, then you will both need to discuss how these must be filled.

Once your assessor is satisfied that he or she has collected enough evidence, they will make sure that everything is gathered together in a portfolio. The portfolio will be referenced so that anyone can clearly see that you have met the standard. (This portfolio is yours to keep).

An organisation which offers the SIVQ is called a centre. This will normally be your employer or training provider/college. The centre has responsibility for the quality of the qualification and is required to work within the SQA's policies and guidelines. They will appoint an 'internal verifier' whose job it is to make comparisons between different assessments and different units to ensure that all assessors are applying the same standards. There will also be an SQA external verifier who will ensure that your centre is assessing correctly and fairly and to the same levels as other approved centres who are doing the qualification.

The SQA will recognise centres based throughout the UK and also endorse candidates' certificates so that any employer can be sure the candidate has gone through a rigorous and effective assessment process.

Once you have completed your assessments, the assessor or internal verifier will apply to SQA and a certificate will be issued.

What if I don't agree with my assessor's decisions?

When an assessor carries out assessments with candidates, it is up to them to discuss progress with the candidate. Very occasionally, there may be a difference of opinion between the candidate and assessor about some aspect of the process. Every centre should have an appeals procedure and your assessor should explain this to you at the outset. This procedure usually involves the internal verifier.

Finding your way around the SIVQ units and elements

On page 6 and 7 you will have seen a list or 'map' of all the available units in the SIVQ and may have noticed that some have two or more 'elements'. The SIVQs have a common structure which can be broken down into various parts:

<p>Units & Elements</p>	<p>Units (e.g. Unit 1 – Health and Safety of Self and Others') define the broad functions carried out in a particular job and are made up of one or more elements.</p> <p>Each element (e.g. Element 1.1 – Lift and Handle Safely) describes a specific work activity which has to be performed and may relate to skills or to the demonstration of knowledge and understanding in this area.</p> <p>A unit with more than one element does not necessarily mean that this unit is more complex than a single element unit.</p>
<p>Unit description and evidence requirements</p>	<p>At the beginning of each unit is a Unit description which explains the context of the unit. This may include some examples of processes or plant which might be relevant to the use of this unit. The description is there to help you decide which units are the most appropriate for your company and your candidates.</p> <p>The Evidence requirements specify the amount and type of evidence which the assessor needs to gather to ensure that candidates have met the standards specified in the performance criteria and the statements of knowledge and understanding</p> <p>The level and quality of how someone should carry out these activities is determined by a number of statements called performance criteria. These are labelled a,b,c etc. Performance criteria are used to judge the candidate's competence.</p>
<p>Knowledge and understanding</p>	<p>The section on knowledge and understanding states what the candidate must know and understand, and how this knowledge applies to their job.</p>

You will find an example of an SIVQ Unit overleaf (page 11). Your assessor will have the full set of units and may well involve you in selecting which units/elements would be best for you to attain.

MAINTAIN QUALITY STANDARDS

Unit 3

F165 04

Unit Description

This explains the context of the unit and gives important information about where the unit may be applicable

This unit refers to ensuring that both work carried out, and the products of that work meet with the organisation's requirements for quality. Other units in this qualification refer to quality in a specific context and may include testing; however, this unit describes an individual's overall competence in ensuring that the correct quality standards are met and their understanding of the importance of quality standards to the organisation and its customers.

Activities may include:

- > raw materials analysis
- > process quality checks
- > finished product inspection
- > nosing
- > mature cask assessment

This unit is optional for the SIVQ qualifications and can be assessed in conjunction with any other units.

Evidence Requirements

This explains the requirements for assessing the unit

Evidence should be demonstrated and collected for every performance criteria and every statement of knowledge and understanding.

Evidence should be collected on more than one occasion to show that you meet the standards consistently.

Performance evidence should be used wherever possible. Simulation may not be used in this unit.

(For qualification rules and requirements concerning evidence collection, please read the Assessment Guidance)

MAINTAIN QUALITY STANDARDS

Unit 3

F165 04

When you ensure product quality you must show that you:

a) carry out all operations according to organisational instructions regarding:

- > Health and Safety
- > Product Hygiene
- > Environmental Standards

PERFORMANCE CRITERIA set out the standard of performance candidates need to demonstrate consistently to claim competence in a particular element/unit.

- b) correctly interpret quality standards
- c) monitor the process/product against quality standards
- d) take corrective action to ensure quality standards are applied
- e) complete all records accurately and promptly
- f) maintain effective communication where required

When you ensure product quality you must show that you understand:

i. the organisational health and safety, hygiene and environmental standards and instructions and what may happen if they are not followed

The KNOWLEDGE & UNDERSTANDING states what the candidate must know and understand and how this knowledge applies to their job.

- ii. the quality standards, how they are applied, and what may happen if they are not applied correctly
- iii. the action to be taken if there is a variance from standards and what may happen if this is not done
- iv. how to interpret displays on specified equipment
- v. the need for accurate records
- vi. the limits of your authority and what may happen if they are exceeded
- vii. what should be communicated, to whom and why it should be done effectively

Who does what?

As we have said, the centre must meet criteria laid down by SQA and be able to provide sufficiently-competent assessors and internal verifiers.

A number of individuals and organisations have parts to play in assessment. Their roles have been designed to guarantee fair, accurate and consistent assessment. The grid below shows you who does what:

	Who are they?	What is their role?
Candidate	The person who wants to achieve the SIVQ	Needs to show he/she can perform to specified standards in order to be awarded the SIVQ or unit(s).
Assessor	An experienced person in the same area of work as the candidate e.g. supervisor.	Judge the evidence of a candidate's performance, knowledge and understanding against the Qualification's criteria. Decide whether the candidate has demonstrated competence. Provide guidance and support to the candidate. Assist with planning assessments, giving feedback and recording candidate progress.
Internal Verifier	Individuals appointed by an approved centre to ensure the quality of assessment within the centre.	Advise assessors and maintain the quality of assessment in a centre. Systematically sample assessments to confirm the quality and consistency of assessment decisions.
External Verifier	Individuals appointed by SQA to ensure that standards are being applied uniformly and consistently across all centres offering the SIVQ.	Check the quality and consistency of assessments, both within and between centres, by systematic sampling. Make regular visits to centres to ensure they still meet the criteria to deliver the SIVQ.

Appendix 3/1: Glossary of Terms

Assessment	the process of generating and collecting evidence of a candidate's performance and judging that evidence against defined criteria.
Assessor	the person designated in a centre to be responsible for collecting evidence of candidates' competence, judging it and recording achievement.
Authentication	the process by which an advisor or assessor confirms that an assessment has been undertaken by a candidate and that all regulations governing the assessment have been observed.
Candidate	the person enrolling for the SIVQ qualification.
Centre	the workplace or training organisation where the SIVQ qualifications are delivered and assessed.
DISWG	The Distilling Industry Standards Working Group. This is a body of people made up of representatives from different organisations and companies in the industry who work together to set, write and maintain the occupational standards on which the SIVQs are based
Element of competence	statements which define the products of learning. The statements describe the activities that the candidate needs to perform in order to achieve the unit. They contain performance criteria knowledge/understanding statements and sometimes statements on range and evidence.
Evidence	materials the candidate has to provide as proof of his or her competence against specified performance criteria.
Evidence requirements	specify the evidence that must be gathered to show that the candidate has met the standards laid down in the performance criteria. These are shown at the front of each unit.
External Verifier (moderator)	the person appointed by the SQA who is responsible for the quality assurance of a centre's provision. An external verifier is often appointed on a subject area basis or for cognate groups of units. The external verifier should hold some occupational knowledge and experience of the spirits industry.

Instrument of assessment	a means of generating evidence of the candidate's performance.
Internal verifier	the person appointed from within the centre who ensures that assessors apply the standards uniformly and consistently.
Observation	a means of assessment in which the candidate is observed carrying out tasks that reflect the performance criteria given in outcomes.
Performance criteria	statements which describe the standard to which candidates must perform the activities specified in each unit
Portfolio	a compilation of evidence which can form the basis for assessment.
Product evaluation	a means of assessment which enables the quality of a product produced by the candidate, rather than the process of producing it, to be evaluated.
Range/Scope	a statement in the unit which specifies the different contexts in which the activities described in the performance criteria have to be demonstrated. Where they appear, range/scope statements are mandatory.



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