



GETTING STARTED

A GUIDE FOR EMPLOYERS IN THE SPIRITS INDUSTRY

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General information about the Spirits Industry Vocational Qualification (SIVQ)

Is it relevant to my company?

The Spirits Industry Vocational Qualification (SIVQ) is a competence-based qualification developed and endorsed by the Scotch Whisky Association (SWA). It 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 can 'pick n mix' to customise the qualification for your site, your operations and candidates, and it includes specific competences for producing and finishing:

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

The Qualification can be used to assess the skills and knowledge people have and need to perform their job role effectively.

Exactly what qualification do candidates get?

If candidates complete a minimum of 8 of the units they will achieve the SIVQ awarded by the Scottish Qualifications Authority (SQA) which is a government approved awarding body.

This certificate is recognised as being at level 5 on the Scottish Credit and Qualifications Framework which means it is comparable to an SVQ (NVQ) level 2.

If they complete between one and seven units they will not achieve the full SIVQ but will receive an SQA certificate to mark their achievement (listing the units they have achieved).

What does the company get out of it?

Before deciding to implement the SIVQ, it is essential to identify what business benefits you hope to achieve. Raising staff morale is a popular motive, but many companies have used vocational qualifications and associated training to target areas such as:

- > Increasing efficiencies
- > Reducing days lost due to accidents
- > Reducing waste
- > Proving compliance with legislation
- > Introducing multi-tasking

If the company is very clear about its goals, then this will focus the training, assessments, etc on these issues. It is also a very good idea to measure base line data in the relevant areas, so that a comparison can be made after the SIVQ process has been completed.

What do we have to do?

An organisation which offers this qualification is called a centre. If you want to offer this qualification to your employees you might consider either becoming an SQA centre or approaching a training provider which is already a registered centre. Whether an employer or a training provider, the centre has responsibility for the quality of the qualification and is required to work within the SQA's policies and guidelines.

The SQA will recognise centres based throughout the UK and also endorse candidates' certificates so that any employer can be sure the Qualification has gone through a rigorous and effective assessment process. (To find out more about how to become a centre, see the appropriate section on Page 13).

The Structure of the Spirits Industry Vocational Qualification

The Qualification is made up of units, each of which describes a particular activity within the spirits industry. The units cover all sorts of relevant areas and occupations and also cover some key skills like working with other people, health and safety, quality, cleaning etc.

There are two compulsory units, 12 general units and 30 process units. The compulsory units 'Health and Safety' and 'Working with Others' are considered essential competences in the workplace; the general units mostly describe 'transferable' competences which may apply in a number of different contexts.

Finally, the process units describe specific spirits industry activities and competences.

An employer or candidate can pick the units which are most appropriate to themselves from the bank of units and receive certification from SQA for these units.

However to gain the full Spirits Industry Vocational Qualification candidates must complete 8 units, including the 2 compulsory units and at least 1 process unit (see the list on page 7).

Choosing Units

It is important to look carefully at each unit before choosing the ones you want to make up the Qualification. Read the Unit Description at the front and then look at each element. Your candidates will have to demonstrate each item described in the unit and show that they know and understand each knowledge item in the unit (see Booklet 2 –Assessment and Verification Guidance for more detail about the assessment process).

You will notice that most of the units have only one element and some of the units have two or more. These units are compiled with different elements simply because they present the competences involved more logically in this way. It does NOT mean that these units are necessarily more complex or more difficult to achieve.

In Appendix 1/2 you will see some suggestions for units which you may find applicable in particular areas of the spirits industry; whisky, gin, vodka production, malting, warehousing, bottling and packing, as well as the pick n mix option for multi-skilled or very specialist roles.

You might choose units which describe the broad functions of the candidate's current job to endorse his or her competence in this area. Alternatively, you might want to use the units as the standard for a candidate to achieve when being trained for a new job or for broader responsibilities. (See the complete list of units overleaf):

List 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

The SIVQs have a common structure which can be broken down into various parts:

Units & Elements	<p>Units (e.g. Unit 1 Health & Safety of Self & 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. 1.1 Lift & 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>
Unit description and evidence requirements	<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 statements of knowledge and understanding.</p>
Performance criteria	<p>The level and quality of how someone should carry out these activities are 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>
Knowledge and understanding	<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.

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)

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
- 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

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

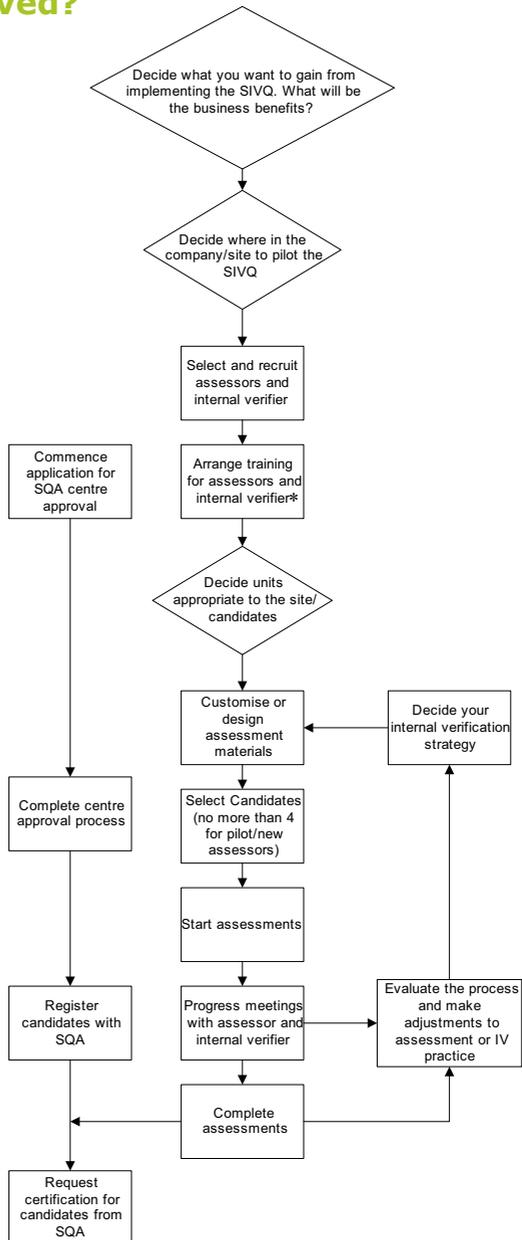
When you ensure product quality you must show that you understand:

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

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

How is the Spirits Industry Vocational Qualification achieved?

When the candidate consistently meets the standards described in the units and shows that he or she has the required skills and knowledge across the range, you can then request certification from SQA for either single units or (if the candidate has completed the appropriate 8 units) for the whole qualification.



*You may wish to employ the services of a consultant to help implement SIVQs and provide the necessary training for assessors and verifiers. A list of providers is available from the SWA on request - 0131 222 9207.

What do we do to become a centre and offer the qualifications to our employees?

As mentioned earlier, a 'centre' is an organisation approved by SQA to coordinate assessment arrangements for the Qualification. It may be an employer or a training provider such as a college.

The role of the centre is to manage assessment on a day to day basis. centres must appoint suitable people to perform the roles of assessor (normally supervisors or team leaders) and verifier (e.g. distillery manager) and have systems in place to ensure that assessment practices and internal verification procedures are effective. Since most of the units must be assessed in the workplace, you therefore must have the facilities for the candidate to carry out real (not simulated) work in the units you have chosen to assess.

Once these people and systems are in place, the prospective centre can apply to SQA for 'centre approval.' An external verifier will visit the centre for initial approval and from time to time to ensure that the centre is maintaining effective assessment and verification practices. The external verifier is also there to help the centre with any questions it may have about the implementation or assessment of the qualification.

During initial centre approval SQA will make sure that, once you have decided on delivering the Qualification, your centre has the staff, training, assessment materials, and the facilities you will need to deliver and assess the SIVQ. SQA will also check your internal verification system to ensure that it meets their quality requirements.

The SQA will only issue an SQA centre number to you when you have successfully obtained centre approval and approval to offer the SIVQ.

The fee for becoming an SQA approved centre is £400, payable on application to SQA. If you are already a registered centre (e.g. for SVQs) you do not have to re-register as a centre. Both existing centres and new centres also have to apply to offer the qualification which will be £200. In addition to this there will be a charge for registering and certificating candidates, this is approximately £50 per candidate. It is anticipated that one external verification visit will be undertaken in the first year. External verification fees (£575 per day) do not include travel and subsistence - these costs will be added to the fee. To find out the most up to date charges contact SQA as below. Please note that a training/assessment provider may charge you more.

If you are thinking of applying for approval, contact the SQA Customer Contact centre on 0845 279 1000.

² There are some suggested assessment materials which you can photocopy in Booklet 2 Assessment Guidance

³ Correct at time of print please check www.sqa.org.uk for the most recent fee.

They can help you in many ways throughout the approval process. The staff will be able to answer any queries you might have about approval, and will send you an information pack, which includes:

- > an application form for centre approval and specific approval to offer the SIVQ (alternatively, you can download the centre approval form from the SQA website)
- > information on SQA charges for approval, candidate entries, pre-approval support and useful publications

Before applying for approval to offer the SIVQ you can ask for a development visit from an SQA external verifier. The verifier will be able to advise you on the resources you will need, and on strategies for assessing qualifications. SQA make a charge for this service. To find out more or to ask for a development visit, call SQA on 0845 279 1000.

Scottish Qualifications Authority
The Optima Building
58 Robertson Street
Glasgow G2 8DQ

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 or 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.

Evidence of Assessor and Verifier Competence

For the SIVQ, assessors and internal verifiers are required to have occupational expertise in the parts of the qualification they are assessing/verifying. In other words they must be able to understand the processes, practices and activities. For this reason, many centres pick supervisors or line managers to become assessors and verifiers. It is also important that the assessors and verifiers are good at assessing and verifying and they understand the processes involved!

There are national occupational standards available for assessors and verifiers that are often referred to as the A1 and V1 units and are available from:

ENTO, Kimberley House, 47 Vaughan Way, Leicester LE1 4SG
tel: 0116-251 7979 fax: 0116-251 1464 e-mail: info@empnto.co.uk

Although, assessors and verifiers do not necessarily have to achieve an A1 or V1 qualification for the SIVQ, it is nevertheless important to be assured of their competence to comply with SQA's quality assurance criteria. The DISWG has therefore recommended that assessors and verifiers should have:

- a) Occupational expertise and experience in the relevant part of the award they are assessing or verifying against; AND
- b) Preferably to have or be working towards an A1 or V1 qualifications (whichever is most appropriate) or to have undertaken some other recognised internal/external training/qualification to satisfy the DISWG that they are capable of carrying out assessor/verifier duties. It has been suggested that training in-house should be undertaken by a qualified assessor to ensure an equivalent level of competence; AND
- c) Be able to provide evidence that they are assessing and verifying to an equivalent standard. You can do this in any one of the following ways:
 - > Asking assessors and verifiers to keep a portfolio of their assessment activities and decisions which proves competence against these standards.
 - > Testing or otherwise evaluating assessors and verifiers against these standards and keeping records
 - > Asking assessors and verifiers to achieve the A1 or V1 awards (which will include building a portfolio).

Further Help

Other useful sources of help include

The SQA website: www.sqa.org.uk

The ENTO website: www.thelearningnetworkonline.com

Various publications e.g.:

The NVQ Assessor and Verifier Handbook: A Practical Guide to Units A1, A2 and V1 (Paperback) by Ros Ollin, Jenny Tucker

DISWG Booklet 3 'Gaining the SIVQ Qualification – A Guide for Candidates'

Appendix 1.1

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 ensure that assessors apply the standards uniformly and consistently.
Observation criteria	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.

Appendix 1/2 - SIVQ Certificate Choices

Examples of unit choices for different occupations

1) Choices for Whisky, Gin, Vodka Production

8 units to include both of these:

No.	COMPULSORY UNITS
1	Health and safety of self and others
2	Work With Others

Any of these:

No.	GENERAL UNITS No.		
3	Maintain Quality Standards	9	Bulk Intake
4	Handover & Takeover Procedures	10	Intake Goods and Materials
5	Diagnose & Overcome Operating Problems	11	Changeovers
6	Hygiene Cleaning	12	Control Systems
7	Clean in-Place (CIP)	13	Environmental Controls
8	Transfer Materials	14	Security

At least one of these:

No.	PROCESS UNITS		
15	Milling	23	Pelletising
16	Cooking	28	Mixing
17	Mashing	29	Filtration
18	Tun Room	41	Receipt of Casked or Bulk Spirit, or Finished Goods
19	Distilling	42	Despatch Casked or Bulk Spirit, or Finished Goods
20	Botanicals	43	Prepare & Operate Vehicles
21	Demineralisation of Water	44	Effluent Treatment
22	Pot Ale Syrup Production		

2) Choices for Malting

8 units to include both of these:

No.	COMPULSORY UNITS
1	Health and safety of self and others
2	Work With Others

Any of these:

No.	GENERAL UNITS	No.	
3	Maintain Quality Standards	9	Bulk Intake
4	Handover & Takeover Procedures	10	Intake Goods and Materials
5	Diagnose & Overcome Operating Problems	11	Changeovers
6	Hygiene Cleaning	12	Control Systems
7	Clean in-Place (CIP)	13	Environmental Controls
8	Transfer Materials	14	Security

At least one of these:

No.	PROCESS UNITS
23	Pelletising
24	Steeping
25	Germination
26	Drying or Kilning
27	Dressing & Deculming
28	Mixing
29	Filtration
43	Prepare & Operate Vehicles
44	Effluent Treatment

3) Choices for Warehousing

8 units to include both of these:

No.	COMPULSORY UNITS
1	Health and safety of self and others
2	Work With Others

Any of these:

No.	GENERAL UNITS	No.	GENERAL UNITS
3	Maintain Quality Standards	9	Bulk Intake
4	Handover & Takeover Procedures	10	Intake Goods and Materials
5	Diagnose & Overcome Operating Problems	11	Changeovers
6	Hygiene Cleaning	12	Control Systems
7	Clean in-Place (CIP)	13	Environmental Controls
8	Transfer Materials	14	Security

At least one of these:

No.	PROCESS UNITS
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

5) Choices for Bottling and Packing

8 units to include both of these:

No.	COMPULSORY UNITS
1	Health and safety of self and others
2	Work With Others

Any of these:

No.	GENERAL UNITS	No.	
3	Maintain Quality Standards	9	Bulk Intake
4	Handover & Takeover Procedures	10	Intake Goods and Materials
5	Diagnose & Overcome Operating Problems	11	Changeovers
6	Hygiene Cleaning	12	Control Systems
7	Clean in-Place (CIP)	13	Environmental Controls
8	Transfer Materials	14	Security

At least one of these:

No.	PROCESS UNITS
21	Demineralisation of Water
28	Mixing
30	Filling
31	Labelling
32	Finishing Work
33	Packing
34	Palletising & Wrapping
35	Case Coding

6) Pick n Mix for multiskilled or specialist roles

8 units to include both of these:

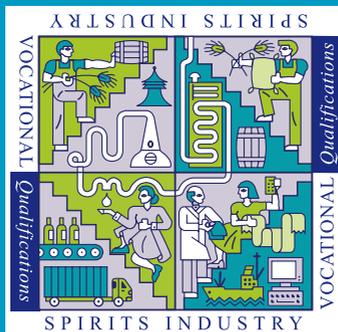
No.	COMPULSORY UNITS
1	Health and safety of self and others
2	Work With Others

Any of these:

No.	GENERAL UNITS	No.	GENERAL UNITS
3	Maintain Quality Standards	9	Bulk Intake
4	Handover & Takeover Procedures	10	Intake Goods and Materials
5	Diagnose & Overcome Operating Problems	11	Changeovers
6	Hygiene Cleaning	12	Control Systems
7	Clean in-Place (CIP)	13	Environmental Controls
8	Transfer Materials	14	Security

At least one of these:

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



For further information, contact:
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