Looking For A Brighter Future?

mgtt training

your journey begins here...

www.mgttraining.com
Welcome to MGT Training. We are a well established privately owned training provider based in Dundee servicing the communities of Highlands & Islands, Grampian, Tayside & Fife, Edinburgh, Lothian & Borders, Forth valley, Central Belt and Dumfries & Galloway. We provide a range of training programmes which are either part funded by Skills Development Scotland or funded commercially.

Directors
MGT Training

“MGT have successfully guided a large number of our employees through the SVQ programme…developing skills, confidence and realising their true potential

We have seen good leaders and management calibre staff develop…a second chance for those who have not excelled in mainstream education

Vocational Qualifications add value to internal training…help us with staff retention and improve the image of the industry in Scotland

Crieff Hydro
Scotland’s leading leisure resort”
MGT Training Ltd provides vocational training to the hospitality, management, retail, leisure and tourism industries in Scotland.

Michelle Batt and Patricia Middleton established MGT Training Ltd in 2004. As mothers with families of their own, they were convinced that effective vocational training depends on one-to-one engagement with and motivation of young people. Our staff relates and contributes to trainees through personal example.

We are an established training company working with over 200 businesses across Scotland

The Scottish Government funds many of our programmes. We provide employment and vocational training, assessment and qualification services to Scotland’s private sector employers and on behalf of Skills Development Scotland.

Businesses work with us to develop and deliver their ongoing training programmes, confident that we will upgrade skills within their organisation and bring challenge, motivation and qualifications to their workforce. We understand current and upcoming Scottish and national public sector training programmes. We make sure that trainees and employers use them effectively and we take care of all the paperwork for you.

MGT Training achieves demanding levels of trainee qualifications, regularly exceeding Skills Development Scotland averages and public sector targets. We are proud of our work and the contribution that it makes to individuals, communities, industries and the wider economy in Scotland.

Our approach to vocational training

We focus strongly on the needs of employers and their business developing, delivering, administering and managing complex training programmes for multi-site businesses across Scotland. We work within parameters agreed with each client.

Our staff engages directly with their trainees for one-to-one motivation, encouragement and to understand their approaches to learning and particular personal challenges.

We explain how training and assessment ‘works’. We involve current and recent trainees to explain what it is really like to train while working. Trainees get the buzz of learning whilst under pressure as part of a work team and they enjoy meeting and learning with new people.

Trainees recommend their programmes to others, valuing the chance to train and qualify while earning a living. We help trainees gain recognised qualifications and build capabilities for work, life, progress and responsibility using the latest technology, e portfolios.

Our quality standards comply with Skills Development Scotland requirements, which are designed to meet European Foundation for Quality Management standards. We hold written policies for health & safety, disclosure, working with vulnerable groups, equal opportunities and environmental responsibility.
Welcome to a brighter future!

So, you’re thinking about a nationally recognised qualification. What a great idea! It’ll show your current and future employers that you’re serious about your career and have the skills and knowledge to do a fantastic job.

Here’s where we can help
MGT Training Ltd can give you all the information and advice you’ll need to make the most of your career in Hospitality / Management / Food Manufacturing & Processing / Care / Retail / Customer Service. It’s our job to help and support you through your qualification while you work and earn a salary.

What do we do?
MGT Training Ltd provides vocational programmes for lots of young people like you every year.

We’re currently working with a number of large Hospitality organisations from bars, restaurants and hotels to catering companies and fast-food outlets.

Here’s the bigger picture:
MGT Training Ltd is a well-established, privately owned provider of vocational qualifications, or work based training, in Scotland.

- We have experienced assessors and internal verifiers operating throughout Scotland.
- We provide work based training and nationally recognised vocational qualifications for employees.

Learning At Work
Hospitality / Management / Food Manufacturing & Processing / Care / Retail / Customer Service is a really fast-moving and exciting environment to work in. But even if you’ve already found a job that you love, there are still lots of options available to you. And one of our nationally recognised qualifications can open even more doors for you.

How does it work?
With MGT Training Ltd you can choose from a whole range of qualifications that can help you get on in Hospitality / Care / Retail / Customer Service.

Choose from a range of qualifications:

**Apprenticeships**
- Food and Beverage Service
- Food Service
- Beverage Service
- Hospitality Services
- Front Of House Reception
- Housekeeping
- Professional Cookery: Preparation and Cooking
- Professional Cookery
- Food Processing and Cooking
- Customer Service
- Management
- Business & Administration
- Retail

In some circumstances you may be able to undertake just an SVQ! Please ask for details.

How will you gain your qualification?
Remember, you won’t have to attend college; work based training is just that – learning at work. You may need to take some tests in one of our training centres, but basically you’ll be building a portfolio of skills that you can put into practice straight away. So you get better and better at your job while you work towards your qualification and earn a salary at the same time.
How long will it take?
Our qualifications are really flexible, so the time it takes is up to you. Most learners need between nine and eighteen months to complete their course, depending on how quickly they want to achieve and the level of qualification they choose.

What is an Apprenticeship?
You’ve probably heard about Apprenticeships without knowing exactly what they are.

Well basically, they’re made up of three sections that is called a Framework:

- An SVQ Vocational Qualification
  Levels 2 & 3
- Core Skills
- Technical Certificate (in most cases)

Here’s a bit about them in more detail…

What are SVQs?
SVQs are practical qualifications that you can achieve by doing what you would normally do in your job. The standards that you need to reach are designed by the Hospitality industry, which is why they’re recognised by employers throughout the UK. The qualifications are made up of Units and Knowledge.

Units
Your SVQ will be split into units that relate to different areas of your work. You’ll have to take a combination of mandatory and optional units to complete your qualification. You’ll find a complete list on the following pages, but your Training Assessor and Manager will help you to match the optional units to your job role. That way, your qualification will be just right for you.

Knowledge
As well as proving that you can work to a high standard, it’s also important that you have the knowledge to support your work activities. You need to understand why you’re doing something and what would happen if you didn’t. So basically, by proving that you can do the job (units) and showing that you understand why you do the job in the way that you do it (knowledge), you can gain your SVQ.

What are Core Skills?
Whatever career you’ve decided on there are a generic set of skills that are required to do any job role well. We call them Core Skills and you’ll need to complete 5 mandatory units as part of your Apprenticeship Framework.*

- Communication
- Information Technology
- Working With Others
- Problem solving
- Numeracy

* Some candidates may have achieved these at school.

What is a Technical Certificate?
Within the first 24 weeks of your Apprenticeship programme is the Technical Certificate. It’s designed to test your occupational knowledge and understanding. But unlike SVQs you’ll be taught through a programme of off-the-job training. A Technical Certificate can be an existing qualification or new qualification developed to meet the needs of a particular sector eg. Food Hygiene.

When you complete your Apprenticeship programme you’ll be awarded the relevant SVQ, Core Skills and Technical Certificate.

What’s in it for you?
There are many reasons for undertaking a vocational qualification. Listed are some of the things you may want to consider:

- You’ll be paid while you train and it costs you nothing!
- You’ll be awarded a nationally recognised qualification that you can take with you wherever you work
- It displays your skills and knowledge and helps your job performance
- You’ll gain more credibility in your workplace
- Your qualification can be built upon
- Improve your chances of promotion by being better qualified
- If you’re qualified you could earn more!

Employers benefit too
It’s not just you who enjoys the rewards.

Your employer also benefits from you gaining qualifications while you work:

- Increased profitability whilst training to gain essential hospitality skills
- Individuals with a genuine interest in working in their business
- Knowledgeable and skillful staff that are immediately beneficial to business
- Staff can use their qualification to carry out their daily duties more effectively
- Customer loyalty improves due to employees with better customer care skills
- Motivated people who are keen to learn and progress
- Custom designed apprenticeships by the hospitality industry for hospitality employers
- Keep in touch with new technology and avoid skill shortages
Modern Apprenticeships

Listed here are the frameworks for the Scottish Modern Apprenticeships which we offer. Each framework consists of three sections (further details about these can be found on the previous page) which are:

- An SVQ Vocational Qualification Levels 2 & 3 (unless exemption given)
- Core Skills
- Technical Certificate (in most cases)

Scottish Modern Apprenticeship in Hospitality at SCQF level 5

**Mandatory outcomes**

SVQ2 - one of the following must be achieved:

- SVQ2 in Food & Beverage Service at SCQF level 5
- SVQ2 in Food Service at SCQF level 5
- SVQ2 in Beverage Service at SCQF level 5
- SVQ2 in Hospitality Services at SCQF level 5
- SVQ2 in Front of House Reception at SCQF level 5
- SVQ2 in Housekeeping at SCQF level 5
- SVQ2 in Professional Cookery at SCQF level 5
- SVQ2 in Professional Cookery - Preparation & Cooking at SCQF level 5
- SVQ2 in Food Production and Cooking at SCQF level 5
- SVQ2 in Kitchen Services at SCQF level 5

**Core Skills**

- Communication (SCQF 3)
- Working With Others (SCQF 4)
- Problem Solving (SCQF 4)
- Information Technology (SCQF 3)
- Numeracy (SCQF 3)

**Technical Certificate**

- Health & Safety at Work Certificate
- Food Hygiene Certificate (excl. Front Office and Housekeeping)
- Scottish Alcohol Licensing Certificate for staff working on drink service routes within Licensed Premises

Scottish Modern Apprenticeship in Hospitality (Professional Cookery) at SCQF level 7

**Mandatory outcomes**

SVQ or alternative competency based qualification - one of the following must be achieved:

- Professional Cookery at SCQF level 6
- Professional Cookery; Preparation & Cooking at SCQF level 6
- Professional Cookery; Patisserie & Confectionary at SCQF level 6

**Core Skills**

- Communication (SCQF 4)
- Working With Others (SCQF 4)
- Problem Solving (SCQF 4)
- Numeracy (SCQF 4)
- Information Technology (SCQF 4)

**Technical Certificate**

- Health & Safety at Work Certificate
- HSL30 or Intermediate Food Hygiene Certificate in Professional Cookery routes where appropriate

Scottish Modern Apprenticeship in Food Manufacture

**Mandatory outcomes**

Candidates must complete one of the following eleven pathways:

- Craft Bakery Skills
- Process bakery Skills
Meat and Poultry Processing Skills
Butchery Retail Skills
Seafood Processing Skills
Production Control Skills
Operation Skills
Retail and Service Support Skills
Facilities Support Skills
Distribution Skills
Livestock Droving Skills

Core Skills
- Communication (SCQF 3)
- Numeracy (SCQF 3)
- Information Technology (SCQF 3)
- Problem Solving (SCQF 3)
- Working with Others (SCQF 3)

Scottish Modern Apprenticeship in Customer Service Level 2

Mandatory outcomes
SVQ or alternative competency based qualification - one of the following must be achieved:
- SQA Level 2 in Customer Service

Core Skills
- Communication (SCQF 3)
- Working With Others (SCQF 3)
- Problem Solving (SCQF 3)
- Information Technology (SCQF 3)
- Numeracy (SCQF 3)

Scottish Modern Apprenticeship in Customer Service Level 3

Mandatory outcomes
SVQ or alternative competency based qualification - one of the following must be achieved:
- SQA Level 3 in Customer Service

Core Skills
- Communication (Intermediate 1)
- Working With Others (Intermediate 1)
- Problem Solving (Intermediate 1)
- Information Technology (Intermediate 1)
- Numeracy (Intermediate 1)

Enhancements
2 Units from any other single SVQ at level 2 or 3

Scottish Modern Apprenticeship in Management Level 3

Mandatory outcomes
SVQ or alternative competency based qualification - The following SVQ must be achieved:
- SVQ 3 in Management at SCQF level 7

Core Skills
- Communication at SCQF 5
- Working With Others at SCQF 5
- Problem Solving at SCQF 5
- Information and Communication Technology at SCQF 5*
- Numeracy at SCQF 4*

*ICT and Numeracy are required to be separately certificated.

Mandatory Enhancement
Additional SVQ Units/Qualifications/Training.
ONE mandatory enhancement must be achieved.
This is either:
- One core skill at a higher level
OR
- One unit from an SVQ at Level 3 or above relevant to the apprentice’s job role
OR
- One additional unit from the Management SVQ at Level 3.

Scottish Modern Apprenticeship in Retail Level 2

Mandatory outcomes
SVQ or alternative competency based qualification - The following SVQ must be achieved:
- SQA SVQ 2 Retail Skills SCQF level 5

Core Skills
- Communication at SCQF 4
- Numeracy at SCQF 4
- Information Communication Technology at SCQF 4
- Working with Others at SCQF 4
- Problem Solving at SCQF 4

Optional Outcomes
Additional SVQ Units/Qualifications/Training.
- Certificate in Retail Knowledge at SCQF Level 5

Scottish Modern Apprenticeship in Retail Level 3

Mandatory outcomes
One of the following must be achieved:
- SVQ 3 in Retail Skills SCQF level 6
- SVQ3 in Retail (Sales professional) SCQF level 6
- SVQ3 Retail (Management) SCQF level 6
- SVQ3 in Retail (Visual Merchandising) SCQF level 6

Core Skills
- Communication at SCQF 5
- Numeracy at SCQF 5
- Information Communication Technology at SCQF 5
- Working with Others at SCQF 5
- Problem Solving at SCQF 5

Optional Outcomes
Additional SVQ Units/Qualifications/Training.
- Certificate in Retail Knowledge at SCQF Level 6
Here’s what you’ll have to do
SVQ 2 Beverage Service at SCQF Level 5
(3 mandatory units and 7 optional units)

**Mandatory Units**
Candidates must complete the following Units:

**Maintain a Safe, Hygienic and Secure Working Environment**
- Maintain personal health and hygiene
- Help to maintain a hygienic, safe and secure workplace

**Work Effectively as Part of a Hospitality Team**
- Plan and organise your work
- Work effectively with team members
- Develop your own skills

**Give Customers a Positive Impression of Yourself and your Organisation**

**Optional Units**
Candidates must complete seven of the following Units: (2 units must be selected from Group 1 and the remaining 5 units may be selected from either Group 1 or Group 2 in addition to the mandatory units)

**Group 1**
**Prepare and Clear the Bar Area**
- Prepare customer and service areas
- Clear customer and service areas
- Clean and store glassware

**Serve Alcoholic and Soft Drinks**
- Take customer orders
- Serve drinks

**Prepare and Serve Cocktails**
- Prepare service area and equipment for serving cocktails
- Mix and serve cocktails

**Prepare and Serve Wines**
- Prepare service areas, equipment and stock for wine service
- Determine customer requirements for wine
- Present and serve wine

**Prepare and Serve Dispensed and Instant Hot Drinks**
- Prepare work area and equipment for service
- Prepare and serve hot drinks

**Prepare and Serve Hot Drinks using Specialist Equipment**
- Prepare work area and equipment for service
- Prepare and serve hot drinks

**Group 2**
**Maintain Cellars and Kegs**
- Maintain Cellars
- Prepare kegs and gas for use

**Clean Drink Dispense Lines**
**Receive, Store and Issue Drinks Stock**
- Receive drinks deliveries
- Store and issue drinks stock

**Resolve Customer Service Problems**
**Promote Additional Services or Products to Customers**
**Deal with Customers across a Language Divide**
**Maintain Customer Service through Effective Handover**
**Maintain and Deal with Payments**
Here’s what you’ll have to do
Food Service at SCQF Level 5
(4 mandatory units and 6 optional units)

**Mandatory Units**
Candidates must complete the following Units:

**Maintain a Safe, Hygienic and Secure Working Environment**
- Maintain personal health and hygiene
- Help to maintain a hygienic, safe and secure workplace

**Work Effectively as Part of a Hospitality Team**
- Plan and organise your work
- Work effectively with team members
- Develop your own skills

**Give Customers a Positive Impression of Yourself and your Organisation**

**Maintain Food Safety when Storing, Holding and Serving Food**
- Keep yourself clean and hygienic
- Keep your working area clean and hygienic
- Store food safely
- Hold and serve food safely

**Optional Units**
Candidates must complete 6 optional units:
(This must include 2 Units from group 1 with the remaining 4 Units being selected from either Groups 1 or 2, in addition to the mandatory units)

**Group 1**

**Provide a Counter/Takeaway Service**
- Serve customers at the counter
- Maintain counter and service areas

**Prepare and Clear Areas for Table Service**
- Prepare service areas and equipment for table service
- Prepare customer and dining areas for table service
- Clear dining and service areas after table service

**Serve Food at the Table**
- Greet customers and take orders
- Serve customer orders and maintain the dining area

**Provide a Silver Service**
- Silver serve food
- Clear finished courses

**Provide a Buffet/Carvery Service**
- Prepare and maintain a carvery/buffet display
- Serve and assist customers at the carvery/buffet

**Group 2**

**Prepare and Clear areas for Counter/Takeaway Service**
- Prepare areas for counter/takeaway service
- Clear areas for counter/takeaway service

**Prepare and Clear the Bar Area**
- Prepare customer and service areas
- Clear customer and service areas
- Clean and store glassware

**Prepare and Serve Wines**
- Prepare service areas, equipment and stock for wine service
- Determine customer requirements for wine
- Present and serve wine

**Prepare and Serve Dispensed and Instant Hot Drinks**
- Prepare work area and equipment for service
- Prepare and serve hot drinks

**Prepare and Serve Hot Drinks using Specialist Equipment**
- Prepare work area and equipment for service
- Prepare and serve hot drinks

**Resolve Customer Service Problems**

**Promote Additional Services or Products to Customers**

**Deal with Customers across a Language Divide**

**Maintain Customer Service through Effective Handover**

**Maintain and Deal with Payments**
Here’s what you’ll have to do
Food and Beverage Service at SCQF Level 5
(4 mandatory units and 6 optional units)

Mandatory Units
Candidates must complete the following Units:

Maintain a Safe, Hygienic and Secure Working Environment
  ■ Maintain personal health and hygiene
  ■ Help to maintain a hygienic, safe and secure workplace

Work Effectively as Part of a Hospitality Team
  ■ Plan and organise your work
  ■ Work effectively with team members
  ■ Develop your own skills

Give Customers a Positive Impression of Yourself and Your Organisation

Maintain Food Safety when Storing, Holding and Serving Food
  ■ Keep yourself clean and hygienic
  ■ Keep your working area clean and hygienic
  ■ Store food safely
  ■ Hold and serve food safely

Optional Units
Candidates must complete 6 optional units:
(This must include at least 1 Unit from each of Groups 1 and 2. The remaining 4 Units may be selected from Groups 1, 2 or 3, in addition to the mandatory units)

Group 1
Provide a Counter/Takeaway Service
  ■ Serve customers at the counter
  ■ Maintain counter and service areas

Serve Food at the Table
  ■ Greet customers and take orders
  ■ Serve customer orders and maintain the dining area

Provide a Silver Service
  ■ Silver serve food
  ■ Clear finished courses

Provide a Buffet/Carvery Service
  ■ Prepare and maintain a carvery/buffet display
  ■ Serve and assist customers at the carvery/buffet

Group 2
Serve Alcoholic and Soft Drinks
  ■ Take customer orders
  ■ Serve drinks

Prepare and Serve Cocktails
  ■ Prepare service area and equipment for serving cocktails
  ■ Mix and serve Cocktails

Prepare and Serve Wines
  ■ Prepare service areas, equipment and stock for wine service
  ■ Determine customer requirements for wines
  ■ Present and serve wine

Prepare and Serve Dispensed and Instant Hot Drinks
  ■ Prepare work area and equipment for service
  ■ Prepare and serve hot drinks

Prepare and Serve Hot Drinks using Specialist Equipment
  ■ Prepare work area and equipment for service
  ■ Prepare and serve hot drinks

Group 3
Prepare and Clear Areas for Counter/Takeaway Service
  ■ Prepare areas for counter/takeaway service
  ■ Clear areas for counter/takeaway service

Prepare and Clear Areas for Table Service
  ■ Prepare service areas and equipment for table service
  ■ Prepare customer and dining areas for table service
  ■ Clear dining and service areas for table service

Prepare and Clear the Bar Area
  ■ Prepare customer and service areas
  ■ Clear customer and service areas
  ■ Clean and store glassware

Maintain Cellars and Kegs
  ■ Maintain cellars
  ■ Prepare kegs and gas for use

Clean Drink Dispense Lines

Receive, Store and Issue Drinks Stock
  ■ Receive drinks deliveries
  ■ Store and issue drinks stock

Resolve Customer Service Problems

Promote Additional Services or Products to Customers

Deal with Customers across a Language Divide

 Maintain Customer Service through Effective Handover

Maintain and Deal with Payments
Here’s what you’ll have to do
SVQ 2 Kitchen Services at SCQF Level 5
(3 mandatory units and 8 optional units)

Mandatory Units
Candidates must complete the following Units:

Maintain Food Safety when Storing, Preparing
and Cooking Food
- Keep yourself clean and hygienic
- Keep your working area clean and hygienic
- Store food safely
- Prepare, cook and hold food safely

Work Effectively as Part of a Hospitality Team
- Plan and organise your work
- Work effectively with team members
- Develop your own skills

Maintain a Safe, Hygienic and Secure Working
Environment
- Maintain personal health and hygiene
- Help to maintain a hygienic, safe and secure workplace

Optional Units
Candidates must complete 8 optional units:
(Candidates must complete 8 optional units in total. This must include 3 Units from group 1, plus 5 Units from group 2 in addition to the mandatory units)

Group 1
Cook Vegetables
Prepare and Finish Simple Salad and Fruit Dishes
Prepare and Cook Fish
Prepare and Cook Meat and Poultry
Prepare Hot and Cold Sandwiches

Group 2
Provide a Counter/Takeaway Service
- Serve customers at the counter
- Maintain counter and service areas

Maintain an Efficient Use of Resources in the Kitchen

Present Menu Items According to a Defined Brand Standard

Promote New Menu Items

Complete Kitchen Documentation

Set Up and Close Kitchen
- Prepare kitchen for food operation
- Prepare food items ready for operations and service
- Close kitchen after operations

The course has helped me to move up in the company.

Fiona
Front of House Reception, Level 2
Here’s what you’ll have to do
SVQ Food Manufacture: Process Bakery Skills
Level 2 (2 mandatory units and 6 optional units)

**Mandatory Units**
Candidates must complete the following Units:

- Maintain Workplace Food Safety Standards in Manufacture
- Maintain the Workplace and Health and Safety in Food Manufacture

**Optional Units**
Candidates must complete 6 optional units:
(Candidates must complete 6 optional units, a minimum of 4 units from Group 1 and up to 2 units from Group 2)

**Group 1**
- Select Weigh and Measure Bakery Ingredients
- Prepare and Mix Dough
- Hand Divide, Mould and Shape Fermented Doughs
- Produce Laminated Pastry
- Pin, Block and Shape Dough
- Fill and Close Pastry Products
- Tin and Tray Up Dough Products
- Retard and Prove Dough Products
- Oven Bake Dough Products
- Fry Dough Products
- Batch Finish Dough products
- Prepare and Mix Flour Confectionery
- Hand Deposit Pipe and Sheet Flour Confectionery
- Deposit and Fry Hot Plate Products
- Tray Up and Prepare Flour Confectionery for Bakery
- Oven Bake Flour Confectionery
- Batch Finish Flour Confectionery

**Group 2**
- Assemble and Fill Celebration Cakes
- Mask and Cover Celebration Cakes
- Decorate Celebration Cakes
- Provide Accessories and Store Celebration Cakes
- Plan and Organise your own Work Activities in Food Manufacture
- Work Effectively with Others in Food Manufacture
- Store, Retrieve and Archive Information
- Maintain Product Quality in Food Manufacture
- Contribute to Improvements in Food Manufacture
- Lift and Handle Materials Safety in Food Manufacture
- Contribute to Environmental Safety in Food Manufacture
- Contribute to the Maintenance of Plant and Equipment in Food Manufacture
- Receive Goods and Materials in Food Manufacture
- Control Stock Levels in Food Manufacture
- Supply Materials for Production in Food Manufacture
- Carry out and Finish Bulk Filing in Food Manufacture
- Carry out and Finish Transfer of Materials in Food Manufacture
- Process Customer Orders in Food Manufacture
- Pick Orders and Store for Despatch in Food Manufacture
- Produce Individual Packs by Hand in Food Manufacture
- Pack Orders for Despatch in Food Manufacture
- Assemble Different Products to a Pre-Determined Pattern in Food Manufacture
- Palletise and Wrap Products in Food Manufacture
- Maintaining the Safety and the Security of the Load, Self and Property
- Planning the Route and Timings for the Delivery and Collection of Loads
- Complete Pre-journey and Post-journey Procedures
- Transport Goods and Materials
- Sort and Classify Livestock for Sale or Despatch in Food Manufacture
- Display Livestock to Potential Buyers in Food Manufactures
- Prepare, Move and Re-locate Livestock in food Manufacture
- Receive Livestock in Food Manufacture
- Receive Poultry in Food Manufacture
- Contribute to Bio-Security in Livestock Holding in Food Manufacture
- Maintain Reception and Holding Areas for Livestock in Food Manufacture
- Care for Livestock Pre-Slaughter in Food Manufacture
- Care for Poultry Pre-Slaughter in Food Manufacture
- Monitor the Health and Welfare of Livestock Pre-Slaughter in Food Manufacture
- Prepare and Monitor Feed and Water Supplies to Livestock in Food Manufacture
- Contribute to Developing Production Specifications in Food Manufacture
- Report and Record Production Operations in Food Manufacture
- Carry out Task Hand-over Procedures in Food Manufacture
- Carry out Product Changeovers in Food Manufacture
- Bake-Off Food Products for Sale
- Clean in Place Plant and Equipment in Food Manufacture
- Carry Out Disinfection in Food Manufacture
- Control Washing and Drying Machinery in Food Manufacture
- Contribute to Keeping the Workplace Secure
- Contribute to Maintaining Stock Security and Minimising Losses in Food Manufacture
- Control Effluent Treatment Operations in Food Manufacture
- Contribute to the Effectiveness of Food Retail Operations
- Sell Food Products in a Retail Environment
- Display Food Products in a Retail Environment
- Deliver Reliable Customer Service
- Resolve Customer Service Problems

- Prepare and Clear Areas for Counter/Take-away Service
- Provide a Counter/Take-away Service
- Prepare and Clear Areas for Table/Tray Service
- Provide a Table/Tray Service
- Assemble and Process Products for Food Service
- Operate an Automated Stunning System
- Operate an Automated Bleeding System
- Operate an Automated Evisceration System
- Operate an Automated De-Hairing or De-Feathering System
- Operate an Automated Pig Processing System
- Carry out Manual Slaughter in Meat and Poultry
- Carry out Manual Bleeding Operations
- Eviscerate Animals or Birds Manually
- Skin Animals
- Process Offal or by Products of Slaughter
- Carry Out Primal Cutting in Meat and Poultry
- Carry Out Boning in Meat and Poultry
- Carry Out Seaming or Filleting in Meat and Poultry
- Carry Out Trimming in Meat and Poultry
- Produce Portion Controlled Raw Meat Products
- Use Powered Tools or Equipment for Processing Meat
- Inject Meat
- Massaging Boneless Meat
- Fill or Extrude Meat and Meat-Based Mixtures
- Cure or Marinate Meat Products
- Prepare Meat and Meat Product Orders for Customers
- Carry Out Butchery in a Retail Outlet
- Manufacture Meat Products in a Retail Outlet
- Pack Meat Products for Retail Sale
- Control Production of Bakery Products
- Design and Develop Specialist Individual Dough Products
- Produce Specialist Individual Dough Based Products
- Evaluate Specialist Individual Dough Based Products
- Design and Develop Specialist Individual Flour Confectionery Products
- Produce Specialist Individual Flour Confectionery Products
- Evaluate Specialist Individual Flour Confectionery Products
Here’s what you’ll have to do
SVQ 2 Professional Cookery at SCQF Level 5
(4 mandatory units and 10 optional units)

Mandatory Units
Candidates must complete the following Units:

Maintain a Safe, Hygienic and Secure Working Environment
- Maintain personal health and hygiene
- Help to maintain a hygienic, safe and secure workplace

Work Effectively as Part of a Hospitality Team
- Plan and organise your work
- Work effectively with team members
- Develop your own skills

Maintain Food Safety when Storing, Preparing and Cooking Food
- Keep yourself clean and hygienic
- Keep your working area clean and hygienic
- Store food safely
- Prepare, cook and hold food safely

Maintain, Handle and Clean Knives

Optional Units
Candidates must complete 10 optional units:
(Candidates must also complete 10 optional units from the following 42 units, in addition to the mandatory units)

Prepare Fish for Basic Dishes
Prepare Shellfish for Basic Dishes
Prepare Meat for Basic Dishes
Prepare Poultry for Basic Dishes
Prepare Game for Basic Dishes
Prepare Offal for Basic Dishes
Prepare Vegetables for Basic Dishes
Process Dried Ingredients Prior to Cooking
Prepare and Mix Spice and Herb Blends
Cook and Finish Basic Fish Dishes
Cook and Finish Basic Shellfish Dishes
Cook and Finish Basic Meat Dishes
Cook and Finish Basic Poultry Dishes

Cook and Finish Basic Game Dishes
Cook and Finish Basic Offal Dishes
Cook and Finish Basic Vegetable Dishes

Cook-Chill Food
- Portion, pack and blast chill food
- Store cook-chill food

Cook-Freeze Food
- Portion, pack and blast-freeze food
- Store cook-freeze food

Prepare, Cook and Finish Basic Hot Sauces
Prepare, Cook and Finish Basic Soups

Make Basic Stocks
Prepare, Cook and Finish Basic Rice Dishes
Prepare, Cook and Finish Basic Pasta Dishes
Prepare, Cook and Finish Basic Pulse Dishes

Prepare, Cook and Finish Basic Vegetable Protein Dishes

Prepare, Cook and Finish Basic Egg Dishes
Prepare, Cook and Finish Basic Bread and Dough Products

Prepare, Cook and Finish Basic Pastry Products
Prepare, Cook and Finish Basic Cakes, Sponges, Biscuits and Scone

Prepare, Cook and Finish Basic Grain Dishes

Produce Healthier Dishes
Prepare, Cook and Finish Basic Cold and Hot Desserts
Prepare and Present Food for Cold Presentation

Prepare, Cook and Finish Dim Sum
- Prepare fillings for dim sum
- Prepare dough and wrappers for dim sum
- Assemble and cook dim sum

Prepare, Cook and finish Noodle Dishes

Prepare and Cook Food Using a Tandoor

Complete Kitchen Documentation

Set Up and Close Kitchen
- Prepare kitchen for food operations
- Prepare food items ready for operations and service
- Close kitchen after operations

Order Stock
Cook and Finish Simple Bread and Dough Products

Liaise with Care Team to Ensure That Individuals’ Nutritional Needs are Met

Prepare Meals to Meet Relevant Nutritional Standards Set for School Meals
Here’s what you’ll have to do
SVQ 2 Professional Cookery
(Preparation and Cooking) at SCQF Level 5
(4 mandatory units and 10 optional units)

Mandatory Units
Candidates must complete the following Units:

Maintain a Safe, Hygienic and Secure Working Environment
- Maintain personal health and hygiene
- Help to maintain a hygienic, safe and secure workplace

Work Effectively as Part of a Hospitality Team
- Plan and organise your work
- Work effectively with team members
- Develop your own skills

Maintain Food Safety when Storing, Preparing and Cooking Food
- Keep yourself clean and hygienic
- Keep your working area clean and hygienic
- Store food safely
- Prepare, cook and hold food safely

Maintain, Handle and Clean Knives
- Maintain, handle and clean knives

Optional Units
Candidates must complete 10 optional units:
(This must include a minimum of 3 Units from group 1, plus a minimum of 3 Units from group 2, plus a minimum of 1 Unit from group 3. The remaining 3 Units may be selected from either groups 1, 2, 3 or 4, in addition to the mandatory units)

Group 1
Cook and Finish Basic Fish Dishes
Cook and Finish Basic Meat Dishes
Cook and Finish Basic Poultry Dishes
Cook and Finish Basic Vegetable Dishes

Group 2
Prepare Fish for Basic Dishes
Prepare Meat for Basic Dishes
Prepare Poultry for Basic Dishes
Prepare Vegetables for Basic Dishes

Group 3
Prepare, Cook and Finish Basic Hot Sauces
Prepare, Cook and Finish Basic Soups
Make Basic Stocks

Group 4
Prepare Shellfish for Basic Dishes
Prepare Game for Basic Dishes
Prepare Offal for Basic Dishes
Process Dried Ingredients Prior to Cooking
Prepare and Mix Spice and Herb Blends
Cook and Finish Basic Shellfish Dishes
Cook and Finish Basic Game Dishes
Cook and Finish Basic Offal Dishes

Cook-Chill Food
- Portion, pack and blast chill food
- Store cook-chill food

Cook-Freeze Food
- Portion, pack and blast-freeze food
- Store cook-freeze food

Prepare, Cook and Finish Basic Rice Dishes
Prepare, Cook and Finish Basic Pasta Dishes
Prepare, Cook and Finish Basic Pulse Dishes
Prepare, Cook and Finish Basic Vegetable Protein Dishes
Prepare, Cook and Finish Basic Egg Dishes
Prepare, Cook and Finish Basic Bread and Dough Products
Prepare, Cook and Finish Basic Pastry Products
Prepare, Cook and Finish Basic Cakes, Sponges, Biscuits and Scones
Prepare, Cook and Finish Basic Grain Dishes

Produce Healthier Dishes
Prepare, Cook and Finish Basic Cold and Hot Desserts
Prepare and Present Food for Cold Presentation
Prepare, Cook and Finish Dim Sum
- Prepare fillings for dim sum
- Prepare dough and wrappers for dim sum
- Assemble and cook dim sum

Prepare, Cook and finish Noodle Dishes
Prepare and Cook Food Using a Tandoor
Complete Kitchen Documentation

Set Up and Close Kitchen
- Prepare kitchen for food operations
- Prepare food items ready for operations and service
- Close kitchen after operations

Order Stock
Cook and Finish simple Bread and Dough Products
Liaise with Care Team to Ensure That Individuals’ Nutritional Needs are Met

Prepare Meals to Meet Relevant Nutritional Standards Set for School Meals
Here’s what you’ll have to do
SVQ Hospitality Services

**Mandatory Units (Route 1)**
Candidates must complete the following Units:

- Maintain a Safe, Hygienic and Secure Working Environment
- Work Effectively as Part of a Hospitality Team
- Give Customers a Positive Impression of yourself and your Organisation

**Optional Units**
Candidates must complete 7 optional units:

(Candidates must also complete 7 Optional Units in addition to the Mandatory Units. These may be selected as a combination from either Group 1 or Group 2)

**Group 1**
- Collect Linen and Make Beds
- Clean Windows from the Inside

**Group 2**
- Deal with Communications as Part of the Reception Function
- Deal with the Arrival of Customers
- Prepare Customer Accounts and Deal with Departures
- Produce Documents in a Business Environment
- Use Office Equipment
- Handle Mail and Book External Services
- Provide Reception Services
- Store and Retrieve Information
- Provide Tourism Information Services to Customers
- Resolve Customer Service Problems
- Promote Additional Services or Products to Customers
- Deal with Customers across a Language Divide
- Maintain Customer Service Through Effective Handover
- Clean and Service a Range of Areas
- Work using Different Chemicals and Equipment
- Maintain Housekeeping Supplies
- Clean, Maintain and Protect Hard Floors
- Clean and Maintain Soft Floors and Furnishing
- Provide a Linen Service
- Carry Out Periodic Room Servicing and Deep Cleaning

**Mandatory Units (Route 2)**
Candidates must complete the following Units:

- Maintain a Safe, Hygienic and Secure Working Environment
- Work Effectively as Part of a Hospitality Team
- Give Customers a Positive Impression of yourself and your Organisation
- Maintain Food Safety when Storing, Holding and Serving Food

**Optional Units**
Candidates must complete 6 optional units:

(Candidates must also complete 6 Optional Units in addition to the Mandatory Units. Candidates may select a maximum of 2 Units from Group 1, at least 1 Unit from Group 2 and up to 5 Units from Group 3)

**Group 1**
- Prepare and Clear Areas for Counter/Takeaway Service
- Provide a Counter/Takeaway Service
- Collect Linen and Make Beds
- Clean Windows from the Inside

**Group 2**
- Prepare and Clear Areas for Table Service
- Serve Food at the Table
- Provide a Silver Service
- Provide a Buffet/Carvery Service
- Convert a Dining Room
- Prepare a Clear the Bar Area
- Serve Alcoholic and Soft Drinks
- Prepare and Serve Cocktails
- Prepare and Serve Wines
- Maintain Cellars and Kegs
- Clean Drink Dispense Lines
- Prepare and Serve Dispensed and Instant Hot Drinks
- Prepare and Serve Hot Drinks Using Specialist Equipment
- Receive, Store and Issue Drinks Stock

**Group 3**
- Prepare and Clear Areas for Table Service
- Serve Food at the Table
- Provide a Silver Service
- Provide a Buffet/Carvery Service
- Convert a Room for Dining
- Prepare and Clear the Bar Area
- Serve Alcoholic and Soft Drinks
- Prepare and Serve Cocktails
- Maintain Cellars and Kegs
- Clean Drink Dispense Lines
- Prepare and Serve Dispensed and Instant Hot Drinks
- Prepare and Serve Hot Drinks Using Specialist Equipment
- Receive, Store and Issue Drinks Stock
- Deal with Communications as Part of the Reception Function
- Deal With the Arrival of Customers
- Deal With Bookings
- Prepare Customer Accounts and Deal with Departures
- Produce Documents in a Business Environment
- Use Office Equipment
- Handle Mail and Book External Services
- Provide Reception Services
- Store and Retrieve Information
- Provide Tourism Information Services to Customers
- Resolve Customer Service Problems
- Promote Additional Services or Products to Customers
- Deal with Customers Across a Language Divide
- Maintain Customer Service Through Effective Handover
- Maintain and Deal with Payments
- Clean and Service a Range of Areas
- Work Using Different Chemicals and Equipment
- Maintain Housekeeping Supplies
- Clean, Maintain and Protect Hard Floors
- Clean and Maintain Soft Floors and Furnishings
- Provide a Linen Service
- Carry Out Periodic Room Servicing and Deep Cleaning

**Mandatory Units (Route 3)**
Candidates must complete the following Units:

**Maintain a Safe, Hygienic and Secure Working Environment**

**Work Effectively as Part of a Hospitality Team**

**Give Customers a Positive Impression of yourself and your Organisation**

**Maintain Food Safety when Storing, Holding and Serving Food**

**Optional Units**
Candidates must complete 6 optional units:
(Candidates must also complete 6 Optional Units in addition to the Mandatory Units. Candidates may select a maximum of 2 Units from Group 1, at least 1 Unit from Group 2 and up to 5 Units from Group 3)

**Group 1**
- Prepare and Finish Simple Salad and Fruit Dishes
- Prepare and Cook Fish

**Group 2**
- Complete Kitchen Documentation
- Set Up and Close a Kitchen
- Prepare and Present Food for Cold Presentation
- Produce Basic Fish Dishes
- Prepare Basic Vegetable Dishes
- Prepare Basic Rice, Pulse and Grain Dishes
- Prepare Basic Pasta Dishes

**Group 3**
- Complete Kitchen Documentation
- Set Up and Close a Kitchen
- Prepare and Present Food for Cold Presentation
- Produce Basic Fish Dishes
- Prepare Basic Vegetable Dishes
- Produce Basic Rice, Pulse and Grain Dishes
- Produce Basic Pasta Dishes
- Deal with Communications as Part of the Reception Function
- Deal with the Arrival of Customers
- Dealing with Bookings
- Prepare Customer Accounts and Deal with Departures
- Produce Documents in a Business Environment
- Use Office Equipment
- Handle Mail and Book External Services
- Provide Reception Services
- Store and Retrieve Information
- Provide Tourism Information Services to Customers
- Resolve Customer Service Problems
- Promote Additional Services or Products to Customers
- Deal with Customers Across a Language Divide
- Maintain Customer Service Through Effective Handover
- Maintain and Deal with Payments
- Clean and Service a Range of Areas
- Work Using Different Chemicals and Equipment
- Maintain Housekeeping Supplies
- Clean, Maintain and Protect Hard Floors
- Clean and Maintain Soft Floors and Furnishings
- Carry Out Periodic Room Servicing and Deep Cleaning
Mandatory Units (Route 4)
Candidates must complete the following Units:

Maintain a Safe, Hygienic and Secure Working Environment
Work Effectively as Part of a Hospitality Team
Give Customers a Positive Impression of yourself and your Organisation
Maintain Food Safety when Storing, Holding and Serving Food

Optional Units
Candidates must complete 6 optional units:
(Candidates must also complete 6 Optional Units in addition to the Mandatory Units. Candidates may select a maximum of 2 Units from Group 1, at least 1 Unit from Group 2 and a minimum of 1 Unit from Group 3, plus up to 4 Units from Group 4.)

Group 1
- Prepare and Clear Areas for Counter/ Takeaway Service
- Provide a Counter / Takeaway Service
- Prepare and Finish Simple Salad and Fruit Dishes
- Prepare and Cook Fish
- Prepare and Cook Meat and Poultry
- Prepare Hot and Cold Sandwiches
- Prepare Basic Egg Dishes
- Collect Linen and Make Beds
- Clean Windows from the Inside

Group 2
- Prepare and Clear Areas for Table Service
- Serve Food at the Table
- Provide a Silver Service
- Provide a Buffet/Carvery Service
- Convert a Room for Dining
- Prepare and Clear the Bar Area
- Serve Alcoholic and Soft Drinks
- Prepare and Serve Cocktails
- Prepare and Serve Wines
- Maintain Cellars and Kegs
- Clean Drink Dispense Lines
- Prepare and Serve Dispensed and Instant Hot Drinks
- Prepare and Serve Hot Drinks Using Specialist Equipment
- Receive, Store and Issue Drinks Stock
- Complete Kitchen Documentation
- Prepare and Present Food for Cold Presentation
- Prepare Basic Fish Dishes
- Prepare Basic Vegetable Dishes
- Produce Basic Rice, Pulse and Grain Dishes
- Produce Basic Pasta Dishes
- Deal with Communications as Part of the Reception Function
- Deal with the Arrival of Customers
- Dealing with Bookings
- Prepare Customer Accounts and Deal with Departures
- Produce Documents in a Business Environment
- Use Office Equipment
- Handle Mail and Book External Services
- Provide Reception Services
- Store and Retrieve Information
- Provide Tourism Information Services to Customers
- Resolve Customer Service Problems
- Promote Additional Services or Products to Customers
- Deal with Customers Across a Language Divide
- Maintain Customer Service Through Effective Handover
- Maintain and Deal with Payments
- Clean and Service a Range of Areas
- Work Using Different Chemicals and Equipment
- Maintain Housekeeping Supplies
- Clean, Maintain and Protect Hard Floors
- Clean and Maintain Soft Floors and Furnishings
- Provide a Linen Service
- Carry Out Periodic Room Servicing and Deepcleaning

Group 4
- Produc
Here’s what you’ll have to do
Front of House Reception at SCQF Level 5
(3 mandatory units and 7 optional units)

**Mandatory Units**
Candidates must complete the following Units:

- **Maintain a Safe, Hygienic and Secure Working Environment**
  - Maintain personal health and hygiene
  - Help to maintain a hygienic, safe and secure workplace

- **Work Effectively as Part of a Hospitality Team**
  - Plan and organise your work
  - Work effectively with team members
  - Develop your own skills

- **Give Customers a Positive Impression of Yourself and your Organisation**

**Optional Units**
Candidates must complete 7 optional units:
(This must include a minimum of 1 Unit from group 1, plus a further 6 Units from either group 1 or 2, in addition to the mandatory units)

**Group 1**
- **Deal with Communications as Part of the Reception Function**
  - Deal incoming communications
  - Deal with outgoing communications

- **Deal with the Arrival of Customers**

- **Dealing with Bookings**
  - Deal with booking enquiries
  - Confirm, cancel and amend bookings

- **Prepare Customer Accounts and Deal with Departures**
  - Prepare and maintain customer accounts
  - Deal with the departures of customers

- **Provide Tourism Information Services to Customers**
  - Work with customers on their tourism information needs
  - Seek tourism information and offer advice to customers

**Group 2**
- **Produce Documents in a Business Environment**

- **Use Office Equipment**

- **Prepare to Communicate in a Business Environment**

- **Handle Mail and Book External Services**
  - Handle mail and messages
  - Book external services

- **Provide Reception Services**

- **Store and Retrieve Information**

- **Resolve Customer Service Problems**

- **Promote Additional Services or Products to Customers**

- **Deal with Customers across a Language Divide**

- **Maintain Customer Service through Effective Handover**

- **Maintain and Deal with Payments**

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I really enjoyed my time doing the course, the staff doing it were very nice and helpful. Thanks!

**Eilidh**
Hospitality, Supervision & Leadership, Level 3
Here’s what you’ll have to do
SVQ 2 Customer Service at SCQF Level 5
(Candidates must complete 7 units to achieve this qualification)

Mandatory Units
Candidates must complete the following Units:

Communicate Using Customer Service Language
- Identify customers and their characteristics and expectations
- Identify your organisation’s services and products

Follow the Rules to Deliver Customer Service
- Follow your organisation’s customer service practices and procedures
- Follow legislation and external regulation that relate to customer service

Optional Units
Candidates must complete seven of the following Units: (Candidates must take one unit from Group B, C, D and E. A further unit can be selected from any of Groups B, C, D or E)

Group B
Communicate Effectively with Customers
Give Customers a Positive Impression of Yourself and Your Organisation
- Establish rapport with customers
- Respond appropriately to customers
- Communicate information to customers

Promote Additional Services or Products to Customers
- Identify additional services or products that are available
- Inform customers about additional services or products
- Gain customer commitment to using additional services or products

Process Information about Customers
- Collect information about customers
- Select and retrieve information about customers

Live Up to the Customer Service Promise
- Understand and explain the customer service promise
- Produce customer satisfaction by delivering the customer service promise

Make Customer Service Personal
- Identify opportunities for making customer service personal
- Treat your customer as an individual

Go the Extra Mile in Customer Service
- Distinguish between routine service standards and going the extra mile
- Check that your extra mile ideas are feasible
- Go the extra mile

Deal with Customers Face-to-Face
- Communicate effectively with your customer
- Improve the rapport with your customer through body language

Deal with Incoming Telephone Calls from Customers
- Use communication systems effectively
- Establish rapport with customers who are calling
- Deal effectively with customer questions and requests

Make Telephone Calls to Customers
- Plan your calls effectively
- Use communication systems effectively
- Make focused calls to your customer

Group C
Deliver Reliable Customer Service
- Prepare to deal with your customers
- Give consistent service to customers
- Check customer service delivery

Deliver Customer Service on Your Customers’ Premises
- Establish a rapport with your customer
- Combine customer service with your other skills and expertise
Recognise Diversity when Delivering Customer Service
- Respect customers as individuals and promote equality in customer service
- Adapt customer service to recognise the different needs and expectations of diverse groups of customers

Deal with Customers Across a Language Divide
- Prepare to deal with customers with a different first language
- Deal with customers who speak a different first language to your own

Use Questioning Techniques When Delivering Customer Service
- Establish rapport and identify customer concerns
- Seek detailed information from customers using questioning techniques

Deal with Customers Using Bespoke Software
- Prepare to deliver customer service using bespoke software
- Deliver customer service using bespoke software

Maintain Customer Service Through Effective Hand Over
- Agree joint responsibilities in a customer service team
- Check that customer service actions are seen through by working together with colleague

Process Customer Service Complaints
- Recognise the signs that a query or problem is about to produce a complaint
- Deal with a complaint effectively

Group E
Develop Customer Relationships
- Build your customer’s confidence that the service you give will be excellent
- Meet the expectations of your customers
- Develop the long-term relationship between your customer and your organisation

Support Customer Service Improvements
- Use feedback to identify potential customer service improvements
- Implement changes in customer service
- Assist with the evaluation of changes in customer service

Develop Personal Performance Through Delivering Customer Service
- Review performance in your customer service role
- Prepare a personal development plan and keep it up to date
- Undertake development activities and obtain feedback on your customer service performance

Support Customers Using On-line Customer Services
- Establish the type and level of support your customer needs to achieve on-line customer service
- Support on-line customer service in conversation with your customer

Buddy a Colleague to Develop Their Customer Service Skills
- Plan and prepare to buddy a colleague
- Support your buddy colleague on the job
- Provide buddy support off the job

Develop Your Own Customer Service Skills Through Self-study
- Find ways to learn more about customer service and your job
- Use sources of self-development to extend your customer service skills and knowledge

Support Customers Using Self-service Technology
- Identify the type of help needed by a customer using self-service technology
- Assist a customer using self-service technology

Group D
Resolve Customer Service Problems
- Spot customer service problems
- Pick the best solution to resolve customer service problems
- Take action to resolve customer service problems

Deliver Customer Service to Difficult Customers
- Recognise when customers may be difficult to deal with
- Deal with difficult customers

Monitor and Solve Customer Service Problems
- Solve immediate customer service problems
- Identify repeated customer service problems and options for solving them
- Take action to avoid the repetition of customer service problems

Apply Risk Assessment to Customer Service
- Analyse customer service processes for risk
- Assess customer service risks and take appropriate actions

Support Customers Using Self-service Technology
- Identify the type of help needed by a customer using self-service technology
- Assist a customer using self-service technology
Here’s what you’ll have to do
SVQ 2 Housekeeping at SCQF Level 5
(3 mandatory units and 7 optional units)

Mandatory Units
Candidates must complete the following Units:

Maintain a Safe, Hygienic and Secure Working Environment
- Maintain personal health and hygiene
- Help to maintain a hygienic, safe and secure workplace

Work Effectively as Part of a Hospitality Team
- Plan and organise your work
- Work effectively with team members
- Develop your own skills

Clean and Service a Range of Areas
- Clean and service toilet and bathroom areas
- Clean and service furnished areas
- Dispose of waste

Optional Units
Candidates must complete 7 optional units:
(Candidates must complete 7 optional units from the following 11 units, in addition to the mandatory units)

Collect Linen and Make Beds
- Collect clean linen and bed coverings
- Strip and make beds

Clean Windows from The Inside
- Prepare to clean windows from the inside
- Clean the inside surfaces of windows

Work using Different Chemicals and Equipment
- Work using different chemicals
- Work using manual equipment
- Work using electrical equipment

Maintain Housekeeping Supplies
- Receive and check housekeeping supplies
- Store and issue housekeeping supplies

Clean, Maintain and Protect Hard Floors
- Prepare to maintain hard floors
- Clean hard floors
- Protect hard floors

Clean and Maintain Soft Floors and Furnishings
- Prepare to maintain soft floors or furnishings
- Maintain soft floor or furnishings

Provide a Linen Service
- Receive and check clean linen
- Store and issue clean linen

Carry Out Periodic Room Servicing and Deep Cleaning
- Carry out periodic room servicing
- Carry out periodic deep cleaning

Give Customers a Positive Impression of Yourself and your Organisation

Deal with Customers across a Language Divide

Maintain Customer Service through Effective Handover

I really enjoyed the course and everyone has been very supportive and helpful throughout.

Lesley
Beverage Service, Level 2
Here’s what you’ll have to do
SVQ 2 Business and Administration at SCQF Level 5
(Candidates must complete 8 units in total for this qualification)

Three units must be selected from Group A: Mandatory Core Units

At least three units must be selected from Group B: Optional Units

Two further units must be selected from either Group B: Optional Units or Group C: Optional Units

The following rules apply to how units may be selected

- A maximum of two units only may be selected from Group B: IT, Finance, Group C: IT or Finance
- Either unit Group B Document Production Produce documents in a business environment or Group C Document Production Design and produce documents in a business environment may be selected but not both
- Only one unit may be selected from Group B Document Production Prepare text from notes, Prepare text from notes using touch typing (40 wpm) or Group C Document Production Prepare text from notes using touch typing (60 wpm)
- Either unit Group B Document Production Prepare text from shorthand (60 wpm) or Group C Document Production Prepare text from shorthand (80 wpm) may be selected but not both;
- Either unit Group B Document Production Prepare text from recorded audio instruction (40 wpm) or Group C Document Production Prepare text from recorded audio instruction (60 wpm) may be selected but not both
- Either unit Group B Events and Meetings Support the organisation and co-ordination of an event or Group C Events and Meetings Organise and co-ordinate events may be selected but not both
- Either unit Group B Events and Meetings Support the organisation of business travel or accommodation or Group C Events and Meetings Organise business travel or accommodation may be selected but not both
- Either unit Group B Events and Meetings Support the organisation of meetings or Group C Events and Meetings Plan and organise meetings may be selected but not both

Mandatory Units
Candidates must complete the following Units:

Agree How to Manage and Improve Own Performance in a Business Environment

Undertake Work in a Business Environment

Prepare to Communicate in a Business Environment

Optional units:
Candidates must complete 5 of the following units

Group B

Work Responsibilities
Plan How to Solve Business Problems
Work with Other People in a Business Environment

Document Production
Produce Documents in a Business Environment

Prepare Text from Notes
Prepare Text from Notes Using Touch Typing (40 wpm)
Prepare Text from Shorthand (60 wpm)
Prepare Text from Recorded Audio Instruction (40 wpm)
Events and Meetings
Support the Organisation and Co-ordination of an Event
Support the Organisation of Business Travel or Accommodation
Support the Organisation of Meetings

Communications
Use Electronic Message Systems
Use a Diary System • Take Minutes

Customer Service
Handle Mail • Provide Reception Services
Meet and Welcome Visitors

Manage Information and Data
Organise and Report Data • Research Information
Store and Retrieve Information
Provide Archive Services
Support the Management and Development of an Information System

Business Resources
Use Office Equipment
Maintain and Issue Stationery Stock Items

Innovation and Change
Respond to Change in a Business Environment

Specialised Business Support Services - Human Resources
Administer HR Records
Administer the Recruitment and Selection Process

Specialised Business Support Services - Parking
Administer Parking Dispensations

IT
Bespoke Software 2 • Specialist Software 2
Data Management Software 2
Database Software 2
Improving Productivity Using IT 2
IT Security for Users 2 • Presentation Software 2
Setting Up an IT System 2
Spreadsheet Software 2
Using Collaborative Technologies 2
Website Software 2 • Word Processing Software 2

Finance
Control Payroll
Account for Income and Expenditure
Draft Financial Statements

Group C

Project Management
Contribute to Running a Project

Document Production
Design and Produce Documents in a Business Environment
Prepare Text from Notes using Touch Typing (60 wpm)
Prepare Text from Shorthand (80 wpm)
Prepare Text from Recorded Audio Instruction (60 wpm)

Events and Meetings
Organise and Co-ordinate Events
Plan and Organise Meetings
Organise Business Travel or Accommodation

Communications
Make and Receive Telephone Calls
Develop a Presentation • Deliver a Presentation

Customer Service
Deliver, Monitor and Evaluate Customer Service to Internal Customers
Deliver, Monitor and Evaluate Customer Service to External Customers

Manage Information and Data
Support the Design and Development of Information Systems
Monitor Information Systems
Analyse and Report Data

Specialised Business Support Services - Education
Provide Administrative Support in Schools

Specialised Business Support Services - Parking
Administer Parking and Traffic Challenges, Representations and Civil Parking Appeals
Administer Statutory Parking and Traffic Appeals
Administrator Parking and Traffic Debt Recovery
Use Occupational and Safety Guidelines when Using Keyboards

IT
Bespoke Software 1 • Specialist Software 1
Data Management Software 1
Database Software 1
Improving Productivity using IT 1
IT Security for Users 1 • Presentation Software 1
Setting up an IT System 1
Spreadsheet Software 1
Using Collaborative Technologies 1
Website Software 1 • Word Processing Software 1

Finance
Calculate Pay
Here’s what you’ll have to do
SVQ 2 Retail Skills (Candidates must successfully complete a total of 6 units)

These units will comprise:
The mandatory unit E.19 (SCQF level 5) and

5 optional units, which may be:
- Five units at SCQF level 5
- Four units at SCQF level 5 and one unit at SCQF level 4
- Four units at SCQF level 5 and one unit at SCQF level 6 or above
- Three units at SCQF level 5, the SCQF level 6 unit E.15 and one other unit at SCQF level 6 or above

Mandatory Unit
Candidates must achieve the following unit

SCQF 5 Unit E.19 Work effectively in your retail team

Optional
Candidates must achieve a further five units. At least four of these must be chosen from the following units at SCQF level 5

Sales
SCQF 5 Unit C.03 Help customers choose products in a retail environment
SCQF 5 Unit C.04 Maximise product sales in a retail environment
SCQF 5 Unit C.05 Provide information and advice to customers in a retail environment
SCQF 5 Unit C.06 Demonstrate products to customers in a retail environment
SCQF 5 Unit C.12 Promote loyalty schemes to customers in a retail environment
SCQF 5 Unit C.47 Promote the store’s credit card to customers
SCQF 5 Unit C.52 Help customers to apply for the store’s credit card and associated insurance products

Stock management
SCQF 5 Unit B.03 Receive goods and materials into storage in a retail environment
SCQF 5 Unit B.04 Put goods and materials into storage in a retail environment
SCQF 5 Unit B.06 Process customer orders for goods in a retail environment
SCQF 5 Unit B.28 Pick products in a retail store to fulfil customer orders
SCQF 5 Unit B.30 Check stock levels and sort out problems with stock levels in a retail store
SCQF 5 Unit E.20 Prepare newspapers and magazines for return to the merchandiser

Product expertise
Clothing and footwear
SCQF 5 Unit C.17 Provide the lingerie fitting service in a retail environment
SCQF 5 Unit C.48 Provide service to customers in the dressing room of a retail store

Food and drink
SCQF 5 Unit B.10 Process bake-off products for sale in a retail environment
SCQF 5 Unit B.12 Process greengrocery products for sale in a retail environment
SCQF 5 Unit B.13 Finish meat products by hand in a retail environment
SCQF 5 Unit B.21 Maintain food safety while working with food in a retail environment
SCQF 5 Unit B.31 Hand-process fish in a retail environment Replaces B.11
SCQF 5 Unit B.32 Contribute to the control and efficiency of dough production in a retail environment Replaces B.17
SCQF 5 Unit B.33 Select weigh and measure bakery ingredients (Improve) Replaces B.18
SCQF 5 Unit B.34 Hand divide, mould and shape fermented doughs (Improve) Replaces B.19
SCQF 5 Unit C.49 Promote sales of food or drink products by offering samples to customers
SCQF 5 Unit C.54 Help customers to choose delicatessen products in a retail outlet
SCQF 5 Unit C.55 Portion delicatessen products in a retail outlet to meet individual customers’ requirements

Stock management
SCQF 5 Unit B.03 Receive goods and materials into storage in a retail environment
SCQF 5 Unit B.04 Put goods and materials into storage in a retail environment
SCQF 5 Unit B.06 Process customer orders for goods in a retail environment
SCQF 5 Unit B.28 Pick products in a retail store to fulfil customer orders
SCQF 5 Unit B.30 Check stock levels and sort out problems with stock levels in a retail store
SCQF 5 Unit E.20 Prepare newspapers and magazines for return to the merchandiser

Product expertise
Clothing and footwear
SCQF 5 Unit C.17 Provide the lingerie fitting service in a retail environment
SCQF 5 Unit C.48 Provide service to customers in the dressing room of a retail store

Food and drink
SCQF 5 Unit B.10 Process bake-off products for sale in a retail environment
SCQF 5 Unit B.12 Process greengrocery products for sale in a retail environment
SCQF 5 Unit B.13 Finish meat products by hand in a retail environment
SCQF 5 Unit B.21 Maintain food safety while working with food in a retail environment
SCQF 5 Unit B.31 Hand-process fish in a retail environment Replaces B.11
SCQF 5 Unit B.32 Contribute to the control and efficiency of dough production in a retail environment Replaces B.17
SCQF 5 Unit B.33 Select weigh and measure bakery ingredients (Improve) Replaces B.18
SCQF 5 Unit B.34 Hand divide, mould and shape fermented doughs (Improve) Replaces B.19
SCQF 5 Unit C.49 Promote sales of food or drink products by offering samples to customers
SCQF 5 Unit C.54 Help customers to choose delicatessen products in a retail outlet
SCQF 5 Unit C.55 Portion delicatessen products in a retail outlet to meet individual customers’ requirements
Home and garden
SCQF 5 Unit C.40 Establish customer needs and provide advice regarding tiling products
SCQF 5 Unit C.41 Advise customers upon measuring and planning for the fixing of tiles
SCQF 5 Unit C.42 Advise customers upon the fixing of tiles

Motor fuel
SCQF 5 Unit B.23 Receive driver-controlled deliveries of fuel on a petrol forecourt
SCQF 5 Unit B.24 Control deliveries of motor fuel on a forecourt
SCQF 5 Unit C.39 Process the self-service dispensing and purchase of motor fuel on a forecourt

Other
SCQF 5 Unit B.09 Prepare products for sale to customers in a retail environment
SCQF 5 Unit C.11 Assemble retail products in customer’s home/workplace
SCQF 5 Unit C.35 Promote beauty products to retail customers
SCQF 5 Unit C.37 Help customers to buy National Lottery products in a retail environment
SCQF 5 Unit C.43 Maintain a display of cut flowers in a retail store
SCQF 5 Unit C.50 Deliver retail products to the customer’s premises

Merchandising
SCQF 5 Unit B.05 Keep stock on sale at required levels in a retail environment

Visual merchandising
SCQF 5 Unit C.02 Display stock to promote sales to customers in a retail environment
SCQF 5 Unit C.18 Follow guidelines for planning and preparing visual merchandising displays
SCQF 5 Unit C.19 Follow guidelines for dressing visual merchandising displays
SCQF 5 Unit C.20 Order graphic materials for visual merchandising displays
SCQF 5 Unit C.21 Dismantle and store visual merchandising displays
SCQF 5 Unit C.22 Make props for visual merchandising displays
SCQF 5 Unit C.23 Put visual merchandising displays together

Management and leadership
SCQF 5 Unit E.16 Allocate and check work in your team

Finance and administration
SCQF 5 Unit C.08 Process payments for purchases in a retail environment
SCQF 5 Unit C.09 Process payments and credit applications for purchases in a retail environment
SCQF 5 Unit C.10 Process cash and credit transactions in a retail environment
SCQF 5 Unit C.36 Follow point-of-sale procedures for age-restricted products in a retail environment
SCQF 5 Unit C.46 Cash up in a retail store

Customer service
SCQF 5 Unit B.07 Process returned goods and materials in a retail environment

Only one unit can count towards the qualification from the SCQF level 5 units D.10, D.11 and D.12, the SCQF level 6 units D.13, D.14, D.15 and D.16 and the SCQF level 7 unit D.17
- SCQF 5 Unit D.10 Give customers a positive impression of yourself and your organisation (CfA Business Skills @ Work)
- SCQF 5 Unit D.11 Support customer service improvements (CfA Business Skills @ Work)
- SCQF 5 Unit D.12 Resolve customer service problems (CfA Business Skills @ Work) D.10-D.12 replace D.1-D.3

Organisational effectiveness
SCQF 5 Unit E.06 Help to maintain health and safety in a retail environment
SCQF 5 Unit E.07 Help to keep the retail unit secure

A maximum of one unit can be chosen from either SCQF level 4, or SCQF level 6 and above. The candidate is not allowed to choose units from both SCQF level 4 and SCQF level 6 or above.

Units at SCQF level 4:
SCQF 4 Unit B.08 Process donated goods for resale or recycling in a retail environment
SCQF 4 Unit B.20 Contribute to food safety in a retail environment
SCQF 4 Unit B.29 Load orders for despatch from a retail store to customers
SCQF 4 Unit C.51 Contribute to monitoring and maintaining ease of shopping in a retail sales area
SCQF 4 Unit C.58 Provide a counter/takeaway service (People 1st) Replaces C.44
Units at SCQF level 6 and above:

Sales
SCQF 6 Unit C.07 Process part-exchange sales transactions in a retail environment
SCQF 6 Unit C.30 Develop individual retail service opportunities
SCQF 6 Unit C.31 Provide a personalised sales and after-sales service to your retail clients
SCQF 6 Unit C.56 Help customers choose specialist products in a retail environment
SCQF 6 Unit C.57 Demonstrate specialist products to customers in a retail environment C.56 and C.57 replace C.14

Stock management
SCQF 7 Unit B.14 Organise the receipt and storage of goods in a retail environment
SCQF 7 Unit B.15 Audit stock levels and stock inventories in a retail environment

Product expertise
Food and drink
SCQF 6 Unit B.22 Monitor and help improve food safety in a retail environment
SCQF 6 Unit C.45 Help customers to choose alcoholic beverages in a retail store

Other
SCQF 6 Unit C.38 Assist customers to obtain appropriate insurance (Financial Services Skills Council)

Sourcing
SCQF 7 Unit B.16 Source required goods and services in a retail environment

Merchandising
SCQF 6 Unit C.13 Maintain the availability of goods for sale to customers in a retail environment

Management and leadership
SCQF 6 Unit E.09 Help to manage a retail team
SCQF 6 Unit E.10 Contribute to the continuous improvement of retail operations
SCQF 7 Unit E.12 Plan, monitor and adjust staffing levels and schedules in a retail environment
SCQF 9 Unit E.13 Recruit, select and keep colleagues (CfA Business Skills @ Work)
SCQF 6 Unit E.15 Develop productive working relationships with colleagues (CfA Business Skills @ Work) – This unit was formerly SCQF 5, and to ensure continuity with the previous version of the structures it may still be taken in combination with one other unit at SCQF 6 or above

Developing people
SCQF 8 Unit E.14 Provide learning opportunities for colleagues (CfA Business Skills @ Work)

Finance and administration
SCQF 6 Unit C.15 Enable customers to apply for credit and hire purchase facilities
SCQF 6 Unit C.16 Evaluate the receipt of payments from customers
SCQF 6 Unit E.21 Monitor and support secure till use during trading hours

Customer service
SCQF 6 Unit E.17 Monitor and evaluate the quality of service provided to your customers by external suppliers

Only one unit can count towards the qualification from the SCQF level 5 units D.10, D.11 and D.12, the SCQF level 6 units D.13, D.14, D.15 and D.16 and the SCQF level 7 unit D.17
SCQF 6 Unit D.13 Organise the delivery of reliable customer service (CfA Business Skills @ Work)
SCQF 6 Unit D.14 Improve the customer relationship (CfA Business Skills @ Work)
SCQF 6 Unit D.15 Work with others to improve customer service (CfA Business Skills @ Work)
SCQF 6 Unit D.16 Monitor and solve customer service problems (CfA Business Skills @ Work)
SCQF 7 Unit D.17 Promote continuous improvement (CfA Business Skills @ Work) D.13-D.17 replace D.5-D.9

Organisational effectiveness
SCQF 6 Unit E.11 Help to monitor and maintain the security of the retail unit
SCQF 6 Unit E.18 Monitor and maintain health and safety in a retail environment

Visual merchandising
SCQF 6 Unit C.24 Choose merchandise to feature in visual merchandising displays
SCQF 6 Unit C.25 Plan, monitor and control how graphics are used in visual merchandising displays
SCQF 6 Unit C.26 Monitor the effect of visual merchandising displays and layouts
SCQF 6 Unit C.27 Allocate, monitor and control visual merchandising project resources against budgets
SCQF 6 Unit C.28 Contribute to developing and putting into practice the company’s visual merchandising policy
SCQF 6 Unit C.29 Create plans, elevations and drawings to realise visual merchandising ideas
Here’s what you’ll have to do
SVQ 3 Professional Cookery at SCQF Level 6
(3 mandatory units and 11 optional units)

**Mandatory Units**
Candidates must complete the following Units:

- Develop Productive Working Relationships with Colleagues
- Maintain the Health, Hygiene, Safety and Security of the Working Environment
- Maintain Food Safety when Storing, Preparing and Cooking Food
  - Keep yourself clean and hygienic
  - Keep your working area clean and hygienic
  - Store food safely
  - Prepare, cook and hold food safely

**Optional Units**
Candidates must also complete 13 optional units from the following 29 units, in addition to the mandatory units

- Prepare Fish for Complex Dishes
- Prepare Shellfish for Complex Dishes
- Prepare Meat for Complex Dishes
- Prepare Poultry for Complex Dishes
- Prepare Game for Complex Dishes
- Cook and Finish Complex Fish Dishes
- Cook and Finish Complex Shellfish Dishes
- Cook and Finish Complex Meat Dishes
- Cook and Finish Complex Poultry Dishes
- Cook and Finish Complex Game Dishes
- Cook and Finish Complex Vegetable Dishes
- Prepare, Cook and Finish Complex Hot Sauces
- Prepare, Cook and Finish Complex Soups
- Prepare, Cook and Finish Fresh Pasta Dishes
- Prepare, Cook and Finish Complex Bread and Dough Products
- Prepare, Cook and Finish Complex Cakes, Sponges, Biscuits and Scones
- Prepare, Cook and Finish Complex Pastry Products
- Prepare, Process and Finish Complex Chocolate Products
- Prepare, Process and Finish Marzipan, Pastillage and Sugar Products
- Prepare, Cook and Present Complex Cold Products
- Prepare, Finish and Present Canape
- Prepare, Cook and Finish Dressings and Cold Sauces
- Prepare, Cook and Finish Complex Hot Desserts
- Prepare, Cook and Finish Complex Cold Desserts
- Produce Sauces, Fillings and Coatings for Complex Desserts
- Produce Healthier Dishes
- Contribute To the Control of Resources
- Contribute To the Development of Recipes and Menus
- Ensure Food Safety Practices are followed in The Preparation and Serving of Food and Drink
Here’s what you’ll have to do
SVQ 3 Hospitality Supervision and Leadership at SCQF Level 7 (5 mandatory units and 3 optional units)

**Mandatory Units**
Candidates must complete the following Units:

- Provide Leadership for Your Team
- Develop Productive Working Relationships with Colleagues
- Contribute to the Control of Resources
- Maintain the Health, Hygiene, Safety and Security of the Working Environment
- Lead a Team to Improve Customer Service

**Optional Units**
Candidates must select at least one unit from Section B with the final two units being selected from either Section B or C

**Section B**
- Supervise Food Production Operations
- Supervise Functions
- Supervise Food Services
- Supervise Drink Services
- Supervise Housekeeping Services
- Supervise Portering and Concierge Services
- Supervise Reception Services
- Supervise Reservation and Booking Services

**Section C**
- Contribute to Promoting Hospitality Services and Products
- Contribute to the Development of Recipes and Menus
- Supervise Off-Site Food Delivery Services

**Supervise Cellar and Drink Storage Operations**
**Manage the Receipt, Storage or Dispatch of Goods**
**Supervise the Wine Store/Cellar and Dispense Counter**
**Supervise Vending Services**
**Supervise Linen Services**
**Monitor and Solve Customer Service Problems**
**Improve the Customer Relationship**
**Provide Learning Opportunities for Colleagues**
**Supervise the Use of Technological Equipment in Hospitality Services**
**Supervise Practices for Handling Payments**
**Contribute to the Development of a Wine List**
**Manage the Environment Impact of Your Work**
**Contribute to the Selection of Staff for Activities**
**Ensure Food Safety Practices are Followed in the Preparation and Serving of Food and Drink**

Lead Meetings

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I enjoyed the fact that Pamela was helpful and easy to talk to about the units.

**Ryan Downs**
Food Service, Level 2
Here's what you'll have to do
SVQ 3 Customer Service at SCQF Level 6
(2 mandatory units and 5 optional units)

**Mandatory Units**
Candidates must complete the following Units:

- **Demonstrate Understanding of Customer Service**
  - Use accepted customer service language
  - Apply customer service principles in your customer service role

- **Demonstrate Understanding of the Rules that Impact on Improvements in Customer Service**
  - Demonstrate understanding of the organisational rules and procedures that impact on customer service improvements
  - Demonstrate an understanding of the legislation and external regulation that impact on customer service improvements

**Optional Units**
Candidates must select a total of 5 Optional Units, one from each Group plus and additional unit from any group. Only one unit can be selected from the Optional Units at SCQF level 7 or 8.

**Candidates must select one unit from Group A.**

**Group A**

- **Deal with Customers in Writing or Electronically**
  - Use written or electronic communication effectively
  - Plan and send an effective written or electronic communication

- **Use Customer Service as a Competitive Tool**
  - Organise customer service to gain a competitive advantage
  - Deliver a competitive service

- **Organise the Promotion of Additional Service or Products to Customers**
  - Offer additional services or products
  - Organise support to promote use of additional services or products
  - Monitor the promotion of additional services or products

**Build a Customer Service Knowledge Set**

- Input details of customer queries and requests and develop responses
- Use a customer service knowledge base

**Candidates must select one unit from Group B**

**Group B**

- **Deliver Customer Service Using Service Partnerships**
  - Work effectively within a customer service chain
  - Build and nurture positive relationships in a customer service chain

- **Organise the Delivery of Reliable Customer Service**
  - Plan and organise the delivery of reliable customer service
  - Review and maintain customer service delivery
  - Use recording systems to maintain reliable customer service

**Candidates must select one unit from Group C**

**Group C**

- **Monitor and Solve Customer Service Problems**
  - Solve immediate customer service problems
  - Identify repeated customer service problems and options for solving them
  - Take action to avoid the repetition of customer service problems
Apply Risk Assessment to Customer Service
■ Analyse customer service processes for risk
■ Assess customer service risks and take appropriate actions

Process Customer Service Complaints
■ Recognise the signs that a query or problem is about to produce a complaint
■ Deal with a complaint effectively

Group D
Work with Others to Improve Customer Service
■ Improve customer service by working with others
■ Monitor your own performance with improving customer service
■ Monitor team performance when improving customer service

Promote Continuous Improvement
■ Plan improvements in customer service based on customer feedback
■ Implement changes in customer service
■ Review changes to promote continuous improvement

Develop Your Own and Others’ Customer Service Skills
■ Develop your own customer service skills
■ Plan the coaching of others in customer service
■ Coach others in customer service

Lead a Team to Improve Customer Service
■ Plan and organise the work of a team
■ Provide support for team members
■ Review performance of team members

Gather, Analyse and Interpret Customer Feedback
■ Plan to gather customer feedback
■ Gather customer feedback
■ Analyse and interpret customer feedback

Monitor the Quality of Customer Service Transactions
■ Prepare to monitor the quality of customer service transaction
■ Monitor the quality of customer service transactions
■ Give feedback on the quality of customer service transaction

Implement Quality Improvements to Customer Service
■ Plan the introduction of customer service improvements
■ Manage the implementation of customer service improvements
■ Monitor and evaluate customer service improvements

Plan and Organise the Development of Customer Service Staff
■ Identify customer service staff development and training needs
■ Organise customer service development and training

Develop a Customer Service Strategy for a Part of an Organisation
■ Research and evaluate your organisation’s business and customer service strategy
■ Help to identify current and future practice in customer service
■ Identify and recommend the key features of a customer service strategy

Manage a Customer Service Award Programme
■ Plan a customer service award programme
■ Implement and manage a customer service award programme

Apply Technology or Other Resources to Improve Customer Service
■ Identify and specify opportunities for customer service improvement
■ Evaluate options for applying technology or other resource to improve customer service
■ Oversee the implementation of resource changes to improve customer service

Review and Re-Engineer Customer Service Processes
■ Scope the customer service processes to be reviewed
■ Analyse the customer service process and identify improvement opportunities
■ Evaluate improvement options and re-engineer service processes

Manage Customer Service Performance
■ Monitor performance in customer service operations
■ Take management actions to improve performance in customer service operations
Here’s what you’ll have to do
SVQ 3 Management at SCQF Level 7
(4 mandatory units and 3 optional units)

Mandatory Units
Candidates must complete the following Units:
- Manage Your Own Resources and Professional Development
- Provide Leadership for Your Team
- Allocate and Monitor the Progress and Quality of Work in Your Area of Responsibility
- Ensure Health and Safety Requirements are Met in Your Area of Responsibility

Optional Units
Candidates must select 3 of the following units
- Develop and Implement Operational Plans for Your Area of Responsibility
- Promote Equality of Opportunity, Diversity and Inclusion in Your Area of Responsibility
- Encourage Innovation in Your Team
- Plan Change
- Implement Change
- Develop Productive Working Relationships with Colleagues
- Recruit, Select and Keep Colleagues
- Provide Learning Opportunities for Colleagues
- Help Team Members Address Problems Affecting Their Performance
- Build and Manage Teams
- Reduce and Manage Conflict in Your Team
- Lead Meetings
- Support Individuals to Develop and Maintain Their Performance
- Initiate and Follow Disciplinary Procedure
- Initiate and Follow Grievance Procedure

Manage a Budget
Manage Finance for Your Area of Responsibility
Manage Physical Resources
Manage the Environmental Impact of Your Work
Take Effective Decisions
Communicate Information and Knowledge
Manage a Project
Monitor and Solve Customer Service Problems
Work with Others to Improve Customer Service
Prepare for and Participate in Quality Audits
Manage the Delivery of Customer Service in Your Area of Responsibility
Prepare Sales Proposals and Deliver Sales Presentations
Sell Products/Services to Customers

I feel it is a good opportunity to gain more qualifications without endless hours of studying, being able to work & do the course at the same time.

Michael Watson
Customer Service, level 2
Here’s what you’ll have to do
SVQ 3 Retail (Sales Professional pathway
Candidates must successfully complete a total of
6 units)

These units will comprise:
The mandatory unit E.08 (SCQF level 6)
and
Four optional units at SCQF level 6 or above in the
Sales Professional pathway
and
One further unit, which may be taken: From the
optional units at SCQF level 6 or above in the
Sales Professional pathway
or
From a limited selection of optional units at SCQF
level 5

Mandatory Unit
Candidates must achieve the following unit
SCQF 6 Unit E.08 Work effectively in your retail
organisation

Optional
Candidates must achieve a further five units.
At least four of these must be chosen from the
following units at SCQF level 6

Sales
SCQF 6 Unit C.07 Process part-exchange sales
transactions in a retail environment
SCQF 6 Unit C.30 Develop individual retail service
opportunities
SCQF 6 Unit C.31 Provide a personalised sales
and after-sales service to your retail clients
SCQF 6 Unit C.56 Help customers choose
specialist products in a retail environment
SCQF 6 Unit C.57 Demonstrate specialist products
to customers in a retail environment C.56 and C.57
replace C.14

Stock management
SCQF 7 Unit B.14 Organise the receipt and storage
of goods in a retail environment
SCQF 7 Unit B.15 Audit stock levels and stock
inventories in a retail environment

Product expertise

Food and drink
SCQF 6 Unit B.22 Monitor and help improve food
safety in a retail environment
SCQF 6 Unit C.45 Help customers to choose
alcoholic beverages in a retail store

Other
SCQF 6 Unit C.38 Assist customers to obtain
appropriate insurance (Financial Services Skills
Council)

Sourcing
SCQF 7 Unit B.16 Source required goods and
services in a retail environment

Merchandising
SCQF 6 Unit C.13 Maintain the availability of goods
for sale to customers in a retail environment

Management and leadership
SCQF 6 Unit E.09 Help to manage a retail team
SCQF 6 Unit E.10 Contribute to the continuous
improvement of retail operations
SCQF 7 Unit E.12 Plan, monitor and adjust staffing
levels and schedules in a retail environment
SCQF 6 Unit E.15 Develop productive working
relationships with colleagues (CfA Business Skills
@ Work)

Finance and administration
SCQF 6 Unit C.15 Enable customers to apply for
credit and hire purchase facilities
SCQF 6 Unit E.21 Monitor and support secure till
use during trading hours

Customer service
SCQF 6 Unit E.17 Monitor and evaluate the quality
of service provided to your customers by external
suppliers

Only one unit can count towards the
qualification when chosen from units D.13,
D.14, D.15, D.16 and D.17
SCQF 6 Unit D.13 Organise the delivery of reliable
customer service (CfA Business Skills @ Work)
SCQF 6 Unit D.14 Improve the customer
relationship (CfA Business Skills @ Work)
SCQF 6 Unit D.15 Work with others to improve customer service (CfA Business Skills @ Work)
SCQF 6 Unit D.16 Monitor and solve customer service problems (CfA Business Skills @ Work)
SCQF 7 Unit D.17 Promote continuous improvement (CfA Business Skills @ Work)
D.13-D.17 replace D.5-D.9

Organisational effectiveness
SCQF 6 Unit E.11 Help to monitor and maintain the security of the retail unit
A maximum of one unit can be chosen from the following units at SCQF level 5:

Sales
SCQF 5 Unit C.47 Promote the store’s credit card to customers
SCQF 5 Unit C.52 Help customers to apply for the store’s credit card and associated insurance products

Product expertise
Clothing and footwear
SCQF 5 Unit C.17 Provide the lingerie fitting service in a retail environment
SCQF 5 Unit C.48 Provide service to customers in the dressing room of a retail store

Food and drink
SCQF 5 Unit B.10 Process bake-off products for sale in a retail environment
SCQF 5 Unit B.12 Process greengrocery products for sale in a retail environment
SCQF 5 Unit B.13 Finish meat products by hand in a retail environment
SCQF 5 Unit B.31 Hand-process fish in a retail environment Replaces B.11
SCQF 5 Unit B.32 Contribute to the control and efficiency of dough production in a retail environment Replaces B.17
SCQF 5 Unit B.33 Select weigh and measure bakery ingredients (Improve) Replaces B.18
SCQF 5 Unit B.34 Hand divide, mould and shape fermented doughs (Improve) Replaces B.19

SCQF 5 Unit C.49 Promote sales of food or drink products by offering samples to customers
SCQF 5 Unit C.54 Help customers to choose deli products in a retail outlet
SCQF 5 Unit C.55 Portion deli products in a retail outlet to meet individual customers’ requirements

Home and garden
SCQF 5 Unit C.40 Establish customer needs and provide advice regarding tiling products
SCQF 5 Unit C.41 Advise customers upon measuring and planning for the fixing of tiles
SCQF 5 Unit C.42 Advise customers upon the fixing of tiles

Other
SCQF 5 Unit C.35 Promote beauty products to retail customers

Finance and administration
SCQF 5 Unit C.46 Cash up in a retail store

“
Heather was very helpful. I do my course at work so I am learning new skills without having to go to college or training centres.

Ashley Morrison
Hospitality, Supervision & Leadership, level 3
“
Here's what you'll have to do
SVQ Level 3 Retail (Management) (1 mandatory unit and 5 optional units)

**Mandatory Units**
Candidates must complete the following Units:

**Work effectively in your retail organisation**

**Optional Units**
Candidates must also complete 5 of the following units, in addition to the mandatory units. At least 4 of these must be chosen from the following units at level 3

**At least one must be chosen from:**
- Contribute to the continuous improvement of retail operations
- Recruit, select and keep colleagues
- Provide learning opportunities for colleagues
- Develop productive working relationships with colleagues
- Allocate and check work in your team
- Stock Management
- Organise the receipt and storage of goods in a retail environment
- Audit stock levels and stock inventories in a retail environment

**Product Expertise**
- Monitor and help improve food safety in a retail environment

**Sourcing**
- Source required goods and services in a retail environment

**Merchandising**
- Maintain the availability of goods for sale to customers in a retail environment

**Management and leadership**
- Contribute to the continuous improvement of retail operations
- Plan, monitor and adjust staffing levels and schedules in a retail environment
- Recruit, select and keep colleagues
- Allocate and check work in your team

**Developing People**
- Provide learning opportunities for colleagues
- Develop productive working relationships with colleagues

**Finance and Administration**
- Evaluate the receipt of payments from customers

**Organisational Effectiveness**
- Help to monitor and maintain the security of the retail unit
- Monitor and maintain health and safety in a retail environment
- Customer Service
- Monitor and evaluate the quality of service provided to your customers by external suppliers
- Organise the delivery of reliable customer service (ICS)
- Improve the customer relationship (ICS)
- Work with others to improve customer service (ICS)
- Monitor and solve customer service problems
- Promote continuous improvement in customer service (ICS)
Here’s what you’ll have to do
SVQ 3 Retail (Visual Merchandising pathway)
Candidates must successfully complete a total of 6 units)

These units will comprise:
The mandatory unit E.08 (SCQF level 6)
and
Four optional units in the Visual Merchandising pathway
and
One further unit, which may be taken: From the optional units at SCQF level 6 or above in the Visual Merchandising pathway
or
From a limited selection of optional units at SCQF level 5

Mandatory Unit
Candidates must achieve the following unit:
SCQF 6 Unit E.08 Work effectively in your retail organisation

Optional Units
Candidates must also complete 5 of the following units, in addition to the mandatory units. At least 4 of these must be chosen from the following units at level 3:

Stock Management
- Organise the receipt and storage of goods in a retail environment Visual Merchandising
- Choose merchandise to feature in visual merchandising displays
- Monitor and control how graphics are used in visual merchandising
- Monitor the effect of visual merchandising project resources against budgets
- Allocate, monitor and control visual merchandising project resources against budgets
- Contribute to developing and putting into practice the company’s visual merchandising policy
- Create plans, elevations and drawings to realise visual merchandising ideas

Management and Leadership
- Help to manage the retail team
- Contribute to the continuous improvement of retail operations

Visual Merchandising
- A maximum of one unit can be chosen from the following units at level 2:
  - Follow guidelines for planning and preparing visual merchandising displays
  - Follow guidelines for dressing visual merchandising displays
  - Order graphic materials for visual merchandising displays
  - Dismantle and store visual merchandising displays
  - Make props for visual merchandising displays
  - Put visual displays together

I have enjoyed doing my Management apprenticeship. I could not have done it without Michelle Batt and her being available 24/7.

Diane Fraser
Dobbies Garden World
Warehouse Expert.
Here’s what you’ll have to do
SVQ 4Management at SCQF Level 9
(5 mandatory units and 4 optional units)

**Mandatory Units**
Candidates must complete all of the following units:

- **Develop and Implement Operational Plans for Your Area of Responsibility**
- **Provide Leadership in Your Area of Responsibility**
- **Develop Productive Working Relationships with Colleagues and Stakeholders**
- **Manage Business Processes**

**Optional Units**
Candidates must select 4 of the following units

- **Support Individuals to Develop and Maintain Their Performance**
- **Initiate and Follow Disciplinary Procedure**
- **Initiate and Follow Grievance Procedure**
- **Manage Redundancies in Your Area of Responsibility**
- **Manage Finance for Your Area of Responsibility**
- **Obtain Additional Finance for the Organisation**
- **Ensure Health and Safety Requirements are Met in Your Area of Responsibility**
- **Manage Physical Resources**
- **Manage the Environmental Impact of Your Work**
- **Take Effective Decisions**
- **Manage Knowledge in Your Area of Responsibility**
- **Support Team And Virtual Working**
- **Procure Supplies**
- **Select Suppliers Through a Tendering Process**
- **Outsource Business Processes**
- **Manage a Budget**
- **Manage a Programme of Complementary Projects**
- **Develop and Implement Marketing Plans for Your Area of Responsibility**
- **Build Your Organisation’s Understanding of its Market and Customers**
- **Manage the Achievement of Customer Satisfaction**
- **Manage Quality Systems**
- **Prepare for and Participate in Quality Audits**
- **Carry Out Quality Audits**
- **Manage the Development and Marketing of Products/Services in Your Area of Responsibility**
- **Prepare Sales Proposals and Deliver Sales Presentations**
- **Sell Products/Services to Customers**
BIIAB Scottish Certificate for Licensed Premises Staff

Course Content:
- Protection of Children from Harm
- Drunkenness and Disorderly Behaviour
- Licensed Hours
- The Responsible Retail Sale of Alcohol Roles and Responsibilities of the Licensed Premises Staff and the Penalties Relating to Failure to Comply with the Law
- The Right of Entry to Licensed Premises
- The Strengths of Alcoholic Drinks and the Effects of Alcohol on the Human Body

BIIAB Scottish Certificate for Personal License Holders

Course Content:
- Protection of Children from Harm
- Drunkenness and Disorderly Behaviour
- Licensed Hours
- The Responsible Retail Sale of Alcohol Roles and Responsibilities of the Licensed Premises Staff and the Penalties Relating to Failure to Comply with the Law
- The Right of Entry to Licensed Premises
- The Strengths of Alcoholic Drinks and the Effects of Alcohol on the Human Body

Emergency First Aid at Work

Course Content:
- Health and safety (first aid) regulations
- Managing an incident
- The priorities of first aid
- Treatment of an unconscious casualty
- Resuscitation
- Shock
- Choking
- Seizures
- Bleeding
- Common workplace injuries.

HACCP Level 2

Course Content:
- Food safety management
- Hazards
- What is Hazard Analysis Critical Control Point (HACCP)?
- Benefits of a HACCP system
- Prerequisites for HACCP
- The 7 principles of HACCP
- The law relating to HACCP
- The implementation of HACCP
- Decision trees
- Monitoring forms
- Definitions

Highfield Elementary Food Hygiene

Course Content:
- Bacteria
- Personal Hygiene
- Food Poisoning and Food Bourne Infections
- Preventing Food Poisoning
- Food Premises, Equipment and Utensils
- Food Pests
- Cleaning and Disinfecting
- Food Hygiene Law
- HACCP

National Group Award: Assessing Candidates Using a Range of Methods

Course Content:
- Assess Candidates Using a Range of Methods

National Group Award: Conducting Internal Quality Assurance of the Assessment Process

Course Content:
- Conduct Internal Quality assurance of the Assessment Process
Highfield Elementary Health & Safety
Course Content:
- Health & Safety Law
- Risk Assessment
- Working Environment
- Slips, Trips and Falls
- Hazardous Substances
- Work-related Ill Health
- Manual Handling
- Machinery and Equipment
- Electricity at Work
- Fire, Accidents and Emergencies

Playwork - Level 2
Here’s what you’ll have to do
SVQ Level 2 Playwork
(6 mandatory units and 2 optional units)

**Mandatory Units**
Candidates must complete the following Units:
- Contribute to positive relationships in the play setting
- Support children and young people’s play
- Contribute to the health and safety of the play environment
- Deal with accidents and emergencies
- Support the protection of children from abuse
- Contribute to the work of your team

**Optional Units**
- Contribute to children and young people’s healthy eating and personal hygiene
- Escort and supervise children and young people outside the play setting

REHIS Elementary Food Hygiene
Course Content:
- Bacteria
- Personal Hygiene
- Food Poisoning and Food Bourne Infections
- Preventing Food Poisoning
- Food Premises, Equipment and Utensils
- Food Pests
- Cleaning and Disinfecting
- Food Hygiene Law
- HACCP

REHIS Intermediate Food Hygiene Course
Course Content:
- General introduction
- Supervisory management
- HACCP and hazard analysis
- Bacteriology
- Bacterial food poisoning and food borne infections
- Non-bacterial food poisoning
- Food contamination and its prevention
- Personal hygiene
- Food storage and temperature control
- Food preservation
- The working environment
- Cleaning and disinfection
- Common food pests and their control
- Legislation

Claire has been brilliant in getting me through my course in time before I left.

Martyn Cullen
Dalkeith, Edinburgh
Retail Skills SVQ Level 2 Continued

Here’s what you’ll have to do

SVQ Level 2 Retail Skills
(1 mandatory unit and 5 optional units)

Level 2 candidates are not allowed to choose units from both level 1 and level 3. A maximum of one unit can be chosen from:

- Process donated goods for resale or recycling in a retail environment
- Contribute to food safety in a retail environment

Or any of the following units at level 3:

- Process part exchange sales transactions in a retail environment
- Provide specialist support in helping customers to make purchases in a retail environment
- Develop individual retail service opportunities
- Provide a personalised sales and after-sales service to your retail clients
- Organise the receipt and storage of goods in a retail environment
- Audit stock levels and stock inventories in a retail environment
- Monitor and help improve food safety in a retail environment
- Assist customers to obtain appropriate insurance
- Source required goods and services in a retail environment
- Maintain the availability of goods for sale to customers in a retail environment

Management and Leadership

- Help to manage a retail team
- Plan, monitor and adjust staffing levels and schedules in a retail environment

Finance and Administration

- Enable customers to apply for credit and hire purchase facilities
- Customer Service
- Monitor and evaluate the quality of service provided by external suppliers to your customer
- Organisational Effectiveness
- Help to monitor and maintain the security of the retail unit

Excluding unit Work effectively in your retail organisation, and the the following units:

- Organise the delivery of reliable customer service
- Improve the customer relationship
- Work with others to improve customer service
- Monitor and solve customer service problems
- Promote continuous improvement in customer service

If the candidate takes any unit from the following:

- Give customers a positive impression of yourself and your organisation
- Support customer service improvement
- Resolve customer service problems

SVQ Spectator Safety

Here’s what you’ll have to do

Mandatory Units

Candidates must complete all of these units:

- Prepare for Spectator Events
  - Prepare for stewarding activities
  - Identify and deal with physical hazards
  - Search the venue for suspect items

- Help to Manage Conflict
  - Communicate with people in conflict situations
  - Follow procedures to resolve conflict

- Contribute to the Work of Your Team
  - Work effectively with your colleagues
  - Improve your own work
  - Help to improve the work of your organisation

- Monitor Spectators and Deal with Crowd Problems
  - Monitor crowds and identify potential problems
  - Follow instructions and procedures to deal with crowd problems

- Control the Entry, Exit and Movement of People at Spectator Events
  - Control the entry and exit of people at events
  - Search people for unauthorised items
  - Give people information and help them with other problems

- Deal with Accidents and Emergencies
  - Deal with injuries and signs of illness
  - Follow emergency procedures

Additional Freestanding Unit

This unit does not count towards the qualification

- Control and Detain People at a Spectator Event for Action by the Police
  - Use reasonable force to control people in conflict situations
  - Detain people for action by the police
What is a Technical Certificate?
Within the first 24 weeks of your Apprenticeship programme is the Technical Certificate. It’s designed to test your occupational knowledge and understanding. But unlike SVQs you’ll be taught through a programme of off-the-job training. A Technical Certificate can be an existing qualification or new qualification developed to meet the needs of a particular sector eg. Food Hygiene.

When you complete your Apprenticeship programme you’ll be awarded the relevant SVQ, Core Skills and Technical Certificate.

REHIS Elementary Food Hygiene Certificate
- Bacteria
- Personal Hygiene
- Food Poisoning and Food Bourne Infections
- Preventing Food Poisoning
- Food Premises, Equipment and Utensils
- Food Pests
- Cleaning and Disinfecting
- Food Hygiene Law
- HACCP

This elementary qualification in food hygiene is nationally recognised in all sectors of the food and hospitality industries and local authorities.

Highfield Elementary Food Hygiene Certificate
- Bacteria
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Highfield Elementary Health & Safety
- Health & Safety Law
- Risk Assessment
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- Slips, Trips and Falls
- Hazardous Substances
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- Manual Handling
- Machinery and Equipment
- Electricity at Work
- Fire, Accidents and Emergencies

This training course is designed to address employer’s responsibilities for the welfare and safety of all employees, as well as employees’ responsibilities for both themselves and others.

BIIAB Scottish Certificate for Licensed Premises Staff
- Protection of Children from Harm
- Drunkenness and Disorderly Behaviour
- Licensed Hours
- The Responsible Retail Sale of Alcohol
- Roles and Responsibilities of the Licensed Premises Staff and the Penalties Relating to Failure to Comply with the Law
- The Right of Entry to Licensed Premises
- The Strengths of Alcoholic Drinks and the Effects of Alcohol on the Human Body

This course is designed to meet the training requirement of the Licensing Act 2005 for all staff, which comes into effect on 1 September 2009.

BIIAB Scottish Certificate for Personal Licence Holders
- The roles, responsibilities and functions of Licensing Boards and Licensing Standards Officer
- The application process for a personal license
- The application process for a premises and occasional licences mandatory and discretionary conditions
- Protection of children from harm
- The content and purpose of an operating schedule and risk assessment
- Drunkenness and disorderly behaviour
- Licensed Hours
- Control of Order
- The responsible retail of alcohol
- Roles and responsibilities of the personal licence holder and the penalties relating to failure to comply with the law.
- Unauthorised licensable activities
- Rights of entry to licensed premises
- The strengths of alcoholic drinks and the effects of alcohol on the human body

This course is designed to meet the training requirement of the Licensing Act 2005 for all staff, which comes into effect on 1 September 2009.
notes
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