



GG68 22

Level 2 – Food Sales & Service Skills (SCQF 5)

Fishmonger Pathway

To attain the qualification candidates must complete 8 units in total.

This comprises:-

Two Mandatory units

- Maintain workplace food safety standards in manufacture
- Maintain the workplace and health & safety in food manufacture

Four units from Group A

- Display Fish/Shellfish for Retail Sale
- Prepare Food Product Orders for Customers
- Serve on a Specialist Food Retail Counter
- Use Knives in Food and Drink Operations
- Slice and Bag Individual Food Products
- Deliver a Good Service to Customers
- Receive Goods and Materials in a Food Environment
- Store Goods and Materials in a Food Environment
- Control Stock Levels in a Food Environment
- Plan and Organise your Own Work Activities in a Food Business
- Communicate in a Business Environment
- Maintain Product Quality in Food and Drink Operations
- Contribute to Continuous Improvement for Achieving Excellence in a Food Environment
- Lift and Handle Materials Safely in Food Manufacture
- Carry out Sampling in Food and Drink Operations
- Carry out Hygiene Cleaning in Food and Drink Operations
- Contribute to Sustainable Practice in a Food Environment

The remaining 2 units can be taken from Group A or B (below)

- Plan and Organise your Own Work Activities in a Food Business
- Communicate in a Business Environment
- Maintain Product Quality in Food and Drink Operations
- Contribute to Continuous Improvement for Achieving Excellence in a Food Environment
- Lift and Handle Materials Safely in Food Manufacture
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Mandatory Units : Candidates must complete both units from this group

Code	Title
2050	Maintain workplace food safety standards in manufacture
	This unit is about keeping your workplace clean and hygienic. It involves understanding the importance of minimising the risks of product contamination, cross-contamination and food poisoning, pests and infestation, storage and disposal of waste.
3075	Maintain the workplace and health & safety in food manufacture
	This unit is about working safely in a food and drink manufacturing environment. It covers working within defined safety limits; following emergency procedures and using personal protective equipment correctly This unit is for you if you work in food and drink operations and your job requires you to enter the food manufacturing or processing area.



Group A - Optional Units: Candidates must complete at least 4 units from this group

2304	<p>Display Fish/Shellfish for Retail Sale</p> <p>This unit is about displaying fish or shellfish for retail sale. The way fish or shellfish products are displayed directly affects how customers see the products and the buying decisions they make. Effective displays make the products more attractive to customers, enhance sales and help to minimise the loss of quality during display.</p> <p>Fish or shellfish products for display must be at their best and displayed in a way to maximise sales and quality. This unit is about preparing, arranging and maintaining a product display effectively to make it attractive and to conform to the requirements of quality maintenance, food safety and other legislation.</p> <p>You will need to be able to prepare to display fish or shellfish products. You also need to show you can label displays of fish & shellfish products. You must also show you can arrange and maintain fish & shellfish products for display.</p> <p>This unit is for you if you work in fish or shellfish processing and are involved in the displaying of fish or shellfish in a retail environment.</p>
2097	<p>Prepare Food Product Orders for Customers</p> <p>This unit is about the skills needed for you to prepare food product orders for customers. It includes weighing, packing and labelling food products by hand to specific customer requirements in food and drink manufacture and/or supply operations. Preparing food product orders by hand is important to maintaining product quality and food safety and meeting specific customer requirements and is a key skill in sales outlets such as fishmongers.</p> <p>You will need to be able to identify customer requirements, weigh food products, prepare packaging and product for packaging. You must also be able to package and label the food product by hand to customer and organisational requirements.</p> <p>This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in the preparing of food product orders for customers.</p>
3158	<p>Serve on a Specialist Food Retail Counter</p> <p>This unit is about serving on a fish counter in a way that is safe, efficient and customer-focused. It covers the skills required to set up a counter area, assist customers with purchases and maintain the counter area.</p> <p>This unit is for you if you serve on a counter providing food products such as seafood.</p>



3212	Use Knives in Food and Drink Operations
	<p>This unit is about the use of knives in food operations. You will need to be able to use knives safely and appropriately dependent on the tasks to be carried out ensuring appropriate use personal protective clothing.</p> <p>This unit is for anyone working in food and drink operations who need to use knives safely and efficiently.</p>
2178	Slice and Bag Individual Food Products
	<p>This unit is about slicing and bagging individual food products using a slicing machine in a non-automated food production or distribution environment.</p> <p>You need to show that you can set up the slicing machine correctly, load and slice individual or small numbers of food products. You will need to show that you can select the correct bags and closures, and bag the product reliably.</p>
3013	Deliver a Good Service to Customers
	<p>To make sure that your customers are satisfied with the service you provide, your business needs to be meeting and exceeding their expectations. However, even if your service to customers is excellent, some customers will experience problems. How you respond to problems is particularly important because many customers judge the service of your business by the way in which their problems are dealt with. Improving relationships with your customers involves delivering consistent and reliable service to them, making sure everyone involved is committed to providing good customer service and also to finding ways to improve it.</p> <p>You might do this if you:</p> <ol style="list-style-type: none"> 1. are concerned about the quality of the service you deliver to customers 2. have problems with customer service 3. want to review and improve your levels of customer service <p>Delivering a good service to customers involves:</p> <ol style="list-style-type: none"> 1. trying to meet and exceed customer expectations 2. responding to problems 3. reviewing what you are doing and how well it is working 4. thinking about how it could be done better 5. improving services by making changes



2080	Receive Goods and Materials in a Food Environment
	<p>This unit is about the skills needed for you to receive food and drink goods and materials for storage in food and drink manufacture and/or supply operations. Receiving food and drink goods and materials for storage is important to the efficient and effective control of stock. It is also therefore essential to production flow.</p> <p>You will need to be able to check goods and materials. You also need to show you can move and handle goods and materials safely and hygienically. You must also show you can update records, stock control systems, and finish goods and materials intake.</p> <p>This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in receiving goods and materials for storage.</p>
2081	Store Goods and Materials in a Food Environment
	<p>This unit is about the skills needed for you to store goods and materials in food and drink manufacture and/or supply operations. When storing goods and materials it is important to identify the different types of stock and their storage requirements. It is also about putting goods and materials into correct locations using correct handling techniques to minimise damage to or contamination to the goods and materials.</p> <p>You will need to be able to select goods and materials for storage and correct locations. You also need to show you can arrange and put stock in allocated locations. You must also show you can report difficulties and check documentation.</p> <p>This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in putting goods and materials into storage.</p>
3123	Control Stock Levels in a Food Environment
	<p>This unit is about the skills needed for you to control stock levels in food and drink manufacture and/or supply operations. Controlling sufficiency and safety of stock levels is important to ensuring the safe use and rotation of stock.</p> <p>You will need to be able to monitor the level of stock. You also need to show you can ensure the safe use and rotation of stock.</p> <p>This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in controlling stock levels.</p>



Group B - Optional Units: Candidates may complete up to 2 Units from this group

2001	<p>Plan and Organise your Own Work Activities in a Food Business</p> <p>This unit is about the skills needed for you to plan and organise your own work activities in a food business. Planning and organising your own work activities is important to the successful completion of aims and objectives.</p> <p>You will need to be able to identify and agree your work objectives within an area of the food business, determine your work plans and organise your time and resources in-line with food business requirements. You will also need to be able to recognise how your own work impacts on the effectiveness of the team, area you work in and the food business as a whole.</p> <p>This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in planning and organising your own work activities in a food business.</p>
3004	<p>Communicate in a Business Environment</p> <p>Communicate by making sure that the `message' is delivered and received as intended.</p> <p>Specific Skills:</p> <ol style="list-style-type: none"> 1. communicating 2. interpersonal skills 3. managing resources 4. managing time 5. negotiating 6. presenting yourself 7. problem solving 8. organising 9. planning 10. recording 11. using technology
3050	<p>Maintain Product Quality in Food and Drink Operations</p> <p>This unit is about maintaining product quality in food and drink operations. This unit is relevant to you if your role requires you to check product and materials against the required quality standards; record results and take appropriate action if there are problems.</p>
2021	<p>Contribute to Continuous Improvement for Achieving Excellence in a Food Environment</p> <p>This unit is about identifying opportunities for improving food and drink manufacture and/or supply operations. This is important to the productivity and success of manufacture, processing and supply of food and drink within the food supply chain.</p> <p>It includes working in teams and groups; applying problem solving techniques; communicating ideas and making presentations and handling questions and clarifying potential problems. You will need to identify achieving excellence in improvement opportunities by suggesting ideas and contributing to the development of an action plan.</p> <p>This unit is for you if you work in food and drink manufacture and/or supply operations. You may have responsibilities for maintaining quality in the workplace.</p>

2060	<p>Lift and Handle Materials Safely in Food Manufacture</p> <p>This unit is about keeping healthy safe when moving and handling materials in the workplace. You need to follow the relevant health and safety and hygiene requirements and procedures for moving and handling materials. You need to use transport routes and equipment correctly.</p>
3054	<p>Carry out Sampling in Food and Drink Operations</p> <p>This unit is about carrying out sampling for quality in food and drink operations.</p> <p>This unit is relevant to you if your role requires you to follow organisational procedures in preparing products for sampling and obtaining a representative sample. You also need to maintain the integrity of the sample to allow for traceability and to avoid product contamination.</p>
2210	<p>Carry out Hygiene Cleaning in Food and Drink Operations</p> <p>This unit is about how to carry out hygiene cleaning of plant and work areas safely and to make sure it fits the overall cleaning plan.</p> <p>Hygiene and food safety are very important to the food and drink industry. Efficient and regular cleaning is essential to maintain hygiene standards. The cleaning done is part of an overall plan that provides evidence for auditors, regulators and/or customers.</p> <p>This unit is relevant to everyone involved in cleaning plant and work areas to meet hygiene standards.</p>
2065	<p>Contribute to Sustainable Practice in a Food Environment</p> <p>This unit is about working in a sustainable way in food manufacture or supply. You will need to work effectively to ensure the efficient use of resources and to minimise waste. In addition, you need to assess your own performance and identify and implement opportunities to improve efficiency.</p> <p>This unit is for you, if you work in a food environment.</p>



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