



# Courses and Qualifications

**SPECIALIST PROVIDERS OF**  
TRAINING, QUALIFICATIONS & COMPETENCE ASSURANCE  
IN THE FOOD & DRINK INDUSTRY



training | development | competence



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## About Us...

### **Flexible combinations to meet your business needs**

Our courses are designed so that you can choose the topics that will meet the particular training needs of your business and employees.

We can provide the courses as individual workshops or as a combination, for example, to meet supervisory or management training needs.

Some of our courses are also available through our blended learning portal PLUS.

### **Results back in the work place**

To help ensure the training is applied back in the workplace, we can offer work based assignments which lead to a recognised qualification from the ILM or Scottish Qualifications Authority (SQA), or we can issue an in-house award.

### **Learning linked to Personal Development Plans**

We want you and your employees to see real improvements after the training or qualification. We can issue a quick questionnaire prior to the course to help the employees be more aware of how they work and their impact on others. Course learning can also be turned into actions to add into their Personal Development Plans.



## An Introduction to Modern Apprenticeships (including SVQs)

Modern Apprenticeships (which include an SVQ qualification) mix industry-recognised qualifications with on-the-job training to give your staff the skills they need in everything from production and operations to more technical and commercial areas.

Not only are they nationally recognised, but they are also government-backed, work-based training programmes which are specifically tailored to meet the skill needs of employers. The right training will help your business improve efficiency and increase the value of your staff, proving that they are competent in their job whilst boosting morale.

A Modern Apprenticeship Level 2 qualification is a good option for employees who do not have a professional qualification in food and drink, and the majority of their role is not at management level. For those at management level, a Level 3 option is the better option.

Alternatively, for employees with some supervisory experience, we can take them through the Level 2 qualification and also include some Level 3 units to help them develop in their supervisory role.

Candidates undertaking the qualification must also achieve a set of core skills and complete two additional requirements if they have not already achieved them in previous education.

Funding is sometimes available for all ages and is provided by Skills Development Scotland, so there may be no direct cost to you and your employees.



“Polaris Learning Ltd provides valuable guidance and support to the employees while putting them through the Modern Apprenticeship qualification. We consistently use the Modern Apprenticeship qualification as we find this a reliable way to recruit and retain committed and qualified employees. We also appreciate the financial help from Skills Development Scotland as well as Polaris Learning’s expertise in our industry.”

**Training Manager, large production company**



From Skills Development Scotland



## SVQ in Food & Drink Qualifications Level 2

If you are thinking about an **accredited qualification** in food and drink for your team, then the starting point is to consider each employee's role, their responsibilities and the areas where you feel you would like to see improvement or where you need to be able to demonstrate their competence.



A Level 2 SVQ qualification in Food and Drink Operations requires a candidate to complete eight units, two of which are mandatory.

All of the pathways within an SVQ are relevant to a specific sector in the food and drink industry. This is undertaken in the workplace to assess a candidate's competence whilst they are doing their job. If we feel an employee is not meeting the required standard, we will work with them to help them achieve this. If you have any specific concerns or areas you want us to focus on, then we can also build this into the programme.

The pathways involved in a Food and Drink Operations Level 2 qualification are:

- **Meat and Poultry Skills**
- **Fresh Produce Skills**
- **Production and Processing Skills**
- **Distribution Skills**
- **Food Sales and Service Skills**
- **Fish and Shellfish Processing Skills**
- **Livestock Market Droving Skills**





## SVQ in Food & Drink Qualifications Level 3

A Level 3 qualification in Food and Drink Operations requires a candidate to complete eight units, one of which is mandatory.

This tends to be a progression from Level 2 but can be used from the start for candidates who are in a more supervisory or technical role.



This is also undertaken in the workplace and is carried out to assess a candidate's competence whilst they are doing their job. If we feel an employee is not meeting the required standard, we will work with them to help them achieve this.

If you have any specific concerns or areas you want us to focus on, then we can also build this into the programme.

The pathways involved in a Food and Drink Operations Level 3 qualification are:

- **Meat and Poultry Skills**
- **Supply Chain Skills**
- **Food and Drink Operations**
- **Fish and Shellfish Industry Skills**



“The SVQ qualification provides the knowledge and skills for employees to be competent in their jobs, in addition to having a recognised qualification.

It has improved our staff performance, and aided retention of staff and morale.”

**Factory Manager**



## Modern Apprenticeship or SVQ in Aquaculture Level 2 & 3

An Aquaculture SVQ or Modern Apprenticeship can give your employees the confidence and knowledge to do their work well. You can be sure that employees are following best practice and are properly trained for their roles.



Aquaculture involves the farming of aquatic organisms in inland and coastal areas, including intervention in the rearing process to enhance production and the individual or corporate ownership of the stock being cultivated.

There are two main streams of work involved in the aquaculture industry: intensive and extensive farming. Intensive farming involves species such as salmon, trout, halibut and cod. Extensive farming involves species such as scallop, mussel and cockles.

A Level 2 qualification in Aquaculture requires a candidate to complete ten units, seven of which are mandatory in Fin Fish and six of which are mandatory in Shellfish.

A Level 3 qualification in Aquaculture requires a candidate to complete six units, four of which are mandatory in Fin Fish and three of which are mandatory in Shellfish.

Also, the Level 3 qualification will require the candidate to gather more evidence compared to a Level 2 qualification.

The pathways within an SVQ are relevant to a specific sector in the Aquaculture Industry. This is undertaken in the workplace to assess a candidate's competence whilst they are doing their job.

The logo for LANTRA consists of the word 'LANTRA' in a bold, white, sans-serif font, centered within a red rectangular box with rounded corners. Below the box is a subtle reflection effect.



## Food Safety Levels 2 & 3

Our short courses and workshops for this topic are designed to help companies quickly address their training needs so that they can operate hygienically, and produce products of the highest possible standard. This training can be tailored to your industry, and we make sure we correspond with standards from governing bodies such as REHIS and RSPH.

You might also find our practical guide on maintaining food safety in the workplace helpful. This matches the requirements of legislation along with the requirements to cover knowledge for recognised vocational qualifications.

The areas we cover when delivering food hygiene training are:

- **Nature of food safety**
- **Food poisoning**
- **Pest control**
- **Cross-contamination controls**
- **Personal hygiene**
- **Design and layout of premises**
- **Equipment hygiene**
- **Physical and chemical contamination**
- **Temperature control**
- **Food preservation**
- **Legal requirements**

The topics are the same for Level 2 and Level 3 but are covered at appropriate levels.

## Internal Audits

### Why use Polaris Learning for your Internal Audits?

The British Retail Consortium Global Food Safety Standard requirement states that internal audits must be conducted independently by an appropriately trained competent auditor.

By using a member of our team you can satisfy this requirement. We are independent and objective, we have many years food industry experience, and we are trained extensively in providing internal audits.

We can identify conformances or non conformances and in doing so, can lighten the burden on the company technical/quality assurance manager. This then allows them to focus their time and resources on carrying out the agreed corrective action. With more time and resources spent on rectification, we can help you make the system more robust and transparent.

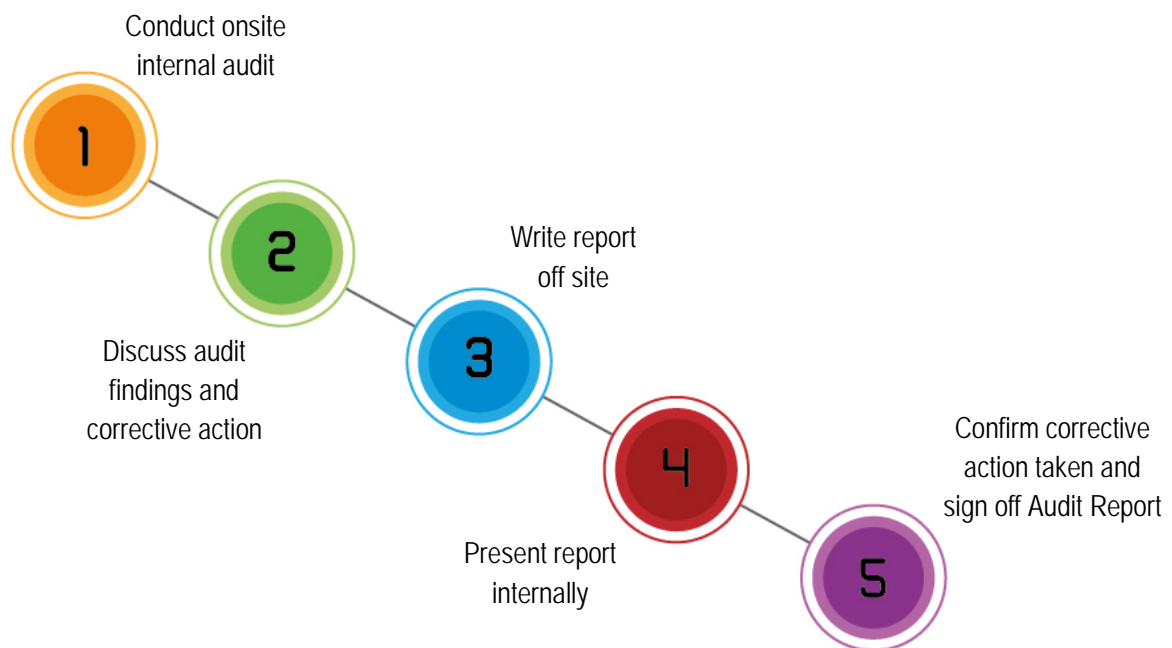
We are able to bring our own method of reporting or use your existing reporting system.

### Conforming Standards

We can provide an internal audit solution which conforms to the British Retail Consortium standard and SALSA. An internal audit can be conducted to include all relevant standards in the one process.

### How do we conduct your internal audit?

We can conduct the internal audits in line with the company's internal audit schedule. All you will need to do is ensure the required staff and areas for audit on the pre-planned dates are available. The following diagram shows the flow of the internal audit.



## Internal Auditor Training

Our training course for internal auditors is about assessing the extent to which people within their business or in other organisations comply with agreed quality systems and procedures.

This training develops the skills needed to assess and report on conformance, and effective implementation of procedures and processes, and to contribute to the continual improvement of a quality management system.

On completion of the training course they will be able to:

- Describe the role of internal audit in the maintenance and improvement of management systems.
- Plan and prepare for an internal audit.
- Carry out quality audits and ensure that investigation is sufficiently detailed to reveal any discrepancies.
- Agree any corrective actions and dates by which it should be carried out.
- Conduct audits in a way which enhances confidence and commitment to quality by the auditees.
- Complete accurate records in accordance with company procedures.
- Make appropriate recommendations to relevant people for improvements to procedures.

Candidates will have to provide evidence of carrying out a quality audit and acting on any follow up actions based on their findings.

This course is available as a workshop only or as an accredited unit.

## **IOSH Working / Managing Safely**

These courses are designed to get employees up to speed on the practical actions they need to take to manage health and safety in their teams.

We will not turn employees into safety experts, but they will leave with the knowledge and tools to handle the health and safety issues they are responsible for in their place of work.

The courses also bring home just why health and safety is such an essential part of their job.



### **Working Safely - One Day Course**

This course is for people at any level in an organisation who need an understanding of health and safety.

We focus on why health and safety is important, and what you can do to make a significant difference in the safety of yourself and the people around you. Our focus is on best practise throughout this course.

The topics covered include:

- **Introduction to working safely**
- **Defining hazard and risk**
- **Identifying common hazards**
- **Improving safety performance**
- **Protecting the environment**

### **Managing Safely - Four Day Course**

For supervisors and managers in any sector, this course provides the knowledge and tools to address the health and safety issues you are responsible for.

You will leave with practical actions you need to take to manage health and safety in your team.

The topics covered in this course include:

- **Managing safely**
- **Assessing risks**
- **Controlling risks**
- **Identifying hazards**
- **Investigating accidents and incidents**
- **Measuring performance**
- **Protecting your environment**
- **Understanding your responsibilities**

## HACCP Training for the Food Industry

### Why do you need HACCP Training?

It is a legislative requirement (EC 852/2004) that a Food Business Operator (FBO) has in place a Food Safety Management System based on HACCP principles.

The people involved in creating and implementing the HACCP plan need to be trained. They need to understand the role of HACCP within the business. In giving them the training, they will better understand the requirements. This will lead to a stronger focus and increased awareness of the food safety management system. They will understand the importance of maintaining the HACCP system, and how it can affect themselves, the business and the end customer.

We have found that if employees have received HACCP training, they are more likely to understand the concept, the working practices associated with the plan as well as being more active in the process of implementing the system.

With our resources, qualified trainers and our combined industry knowledge, together we can develop a more informed, competent and motivated workforce.

### The Training

There are three options for training:

- 1. We train individuals using our own course which can be adapted to reflect your own business and its HACCP system.**
- 2. We take individuals through the REHIS Introduction to HACCP.**
- 3. Or we take them through the Intermediate HACCP course, depending on the company's needs.**

For options two and three, we will only require a copy of your HACCP plan in advance and a brief site visit to adapt our course to suit your processes.

Training will be delivered by a qualified and experienced consultant using a combination of presentation, group discussions and activities.

The consultant will use real life scenarios to strengthen the training process and together with the use of workshops, this should give employees the necessary tools to be involved with your HACCP system.

## Allergen Training

### Certificate in Food Allergens Awareness Level 2

#### 4 Hour Course

Allergen awareness is the new 'hot topic', and of importance to manufacturers and customers alike.

#### Who is this course for?

Anyone working in the food business who needs a general awareness of allergens.

The course is relevant to staff at all levels and covers the following:

- **Understand the requirement to provide food information**
- **Understand the importance of practical allergen management**
- **Understand how to provide complete and correct allergen information to consumers**

The assessment is a twenty multiple-choice question examination. Candidates who achieve fourteen or more correct answers will pass the examination and receive a Polaris Learning Certificate in Food Allergen Awareness Level 2.

### Certificate in Management of Allergens Level 3

#### 1 Day Course

The Certificate in Management of Allergens is a qualification aimed at people responsible for the purchase, delivery and/or production.

Candidates who gain this qualification will be able to apply the knowledge relating to the control of food ingredients, including allergens, at all stages of food purchase and production.

They will understand the process for ensuring that accurate ingredient information is available for consumers at point of sale and the controls that need to be in place in order to reduce the risk of allergenic contamination. The course topics are regarded by the Foods Standards Agency as important to maintain good practice in the production of safe food.

#### Who is this course for?

Anyone with the responsibility of the purchase, delivery and production of food. The qualification is also suitable for those working in a range of food manufacturing occupations.

Some of the topics covered in this course are as follows:

- **Understand the different roles in ensuring food ingredients/allergens are effectively managed.**
- **Understand the characteristics of food allergies and food intolerances.**
- **Understand procedures - accurate communication of ingredient information, from supplier to consumer and the control of contamination/cross-contamination of allergenic ingredients.**
- **Understand hygiene considerations - allergen and ingredient control.**

The assessment requires candidates to complete an assessment workbook. Candidates who complete the workbook with supporting evidence will achieve a Polaris Learning Certificate in Management of Food Allergens Level 3.



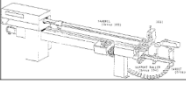


# Work Instructions / Standard Operating Procedures

A work instruction is a tool provided to help someone to do a job correctly.

We find the work instructions that work best are those which are simple to follow and keep detail to a minimum, while still meeting the needs of other parties such as auditors.

Below is an example of a work instruction we have created for a client:

Employee Name:	Trainer Name:	Start Date:
Location:	This applies to the Appleton Core cutter in slitting area of S&R	
Brief description of task:	To ensure Core cutter machine is operated safely and set up to minimise problems	
<b>PROCESS</b>	<b>Comments</b>	
<b>Required PPE (Personal Protective Equipment)</b> Standard Company PPE Must be worn at ALL TIMES: Cap/ Safety shoes/ Ear Defenders/ Safety glasses. <ul style="list-style-type: none"> <li>Hands must be washed on entry and exit from production areas</li> <li>Kevlar gloves</li> </ul>	 	
<b>Required Tools and Equipment</b> <ul style="list-style-type: none"> <li>Hand Screw</li> <li>Appleton Core Cutter</li> </ul>	 Only use tools and equipment supplied by the company	
<b>Pre-start checks</b> <ol style="list-style-type: none"> <li>Push "POWER OFF / EMERGENCY STOP" push button to make sure machine is off.</li> <li>Ensure that the MANDEL CLAMP HANDLE is tight.</li> <li>Check the DRIVE BELT tension. DO NOT OVER TIGHTEN.</li> <li>Inspect KNIFE BLADE for sharpness.</li> <li>Are the SUPPORT ROLLERS in position?</li> <li>Is the CUTTING PAD aligned with the knife?</li> <li>Is the CUTTING ASSEMBLY positioned 18 - 316 inch from the core?</li> <li>Set the TARGET to the desired length.</li> <li>Press the "POWER ON" pushbutton.</li> <li>Check the KNIFE and PULL ROD CYLINDER AIR PRESSURES with the "MANUAL KNIFE" pushbutton depressed.</li> </ol> <p>NOTE: The knife pressure can be checked ONLY while the "MANUAL KNIFE" pushbutton is depressed. MAKE THIS TEST ONLY WHEN A CORE OF PROPER INTERNAL DIAMETER IS OVER THE HEAD JAWS.</p>	Inform Line Leader of any safety defects and do not start machine till Line Leader gives all clear.	

HEALTH AND SAFETY			
Hazards/Risks & Precautions			
The following hazards & risks have been identified and the stated precautions should be adhered to. Please also refer to appropriate risk assessments			
Hazard	Severity	Likelihood	Overall Rating
Cuts	High	Low	Medium
Use of tools and equipment	High	Low	Medium
Foot Injuries	Medium	Low	Medium
Noise	Medium	Medium	Medium
Trip Hazard	Medium	Medium	Medium
Manual Handling	Medium	Medium	Medium
Protective Clothing (not wearing)	High	Low	Medium

<ul style="list-style-type: none"> <li>Cuts / Blade Core Cutter</li> <li>Use of tools &amp; equipment:</li> <li>Foot injuries (Falling objects)</li> <li>Noise</li> <li>Trip/ Falling hazards (Debris on floor / Moving parts)</li> <li>Manual Handling</li> <li>Protective Clothing</li> </ul>	<p>Issued protective clothing must be worn while carrying out this task if not you risk injury to yourself and others working along side you. Always make cuts away from the body. Do not hold core while moving on cutter.</p> <p><b>ONLY TRAINED PERSONNEL TO CARRYOUT THIS TASK</b></p> <p>All machinery must be operated in line with training you have received</p> <p>Standard safety precautions should be observed when working high-speed machinery. Blade Guard is on machine All belts, pulleys, chains, motors etc should be covered and no loose clothing to avoid entanglement</p> <p>Issued Safety footwear must be worn</p> <p>Hearing protection must be worn at all times</p> <p>Good housekeeping is essential at all times – work areas should be kept tidy and free from hazards and waste at all times. Access routes should be kept clear at all times. ensure that nobody standing near core cutter while machine in operation.</p> <p>Good Manual Handling techniques should be adopted as per Manual Handling training. To make full and proper use of any system of work put in place by the employer to reduce the risk of injury during manual handling.</p> <p>Only company issued protective clothing may be worn Use any PPE provided in accordance with any training and instructions, which has been received. Ensure that PPE is returned to the accommodation provided for it after use. Staff are individually responsible for their own PPE.</p>
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**Quality Records to be completed during Core Cutting Operations**  
NONE

<b>General Safety Awareness</b> <ul style="list-style-type: none"> <li>Incorrect lifting could cause a manual handling type injury.</li> <li>Be aware of others working in the same area</li> <li>Be careful of floor surface as it may be slippery. Frequent floor cleaning may be required.</li> <li>Be aware of location of emergency stop button</li> <li>Compliance with relevant Policies and Procedures is essential at all times</li> <li>Any hazards/defects should be reported as per company policy</li> </ul>
<b>QUALITY</b> <ul style="list-style-type: none"> <li>You have been made aware of the identified criteria points and methods to ensure effective operation and control of this process.</li> <li>You have been made aware and shall ensure that the effectiveness of the Quality Management System is monitored, that there is continuous monitoring and analysis of the processes and where necessary shall implement action to achieve defined results and continuous improvement.</li> </ul>
<b>ENVIRONMENTAL</b> The Company recognises its responsibilities towards the environment is committed to the best environmental practice and will: <ul style="list-style-type: none"> <li>Strive to reduce the environmental impact of its products.</li> <li>Continue to invest in improved energy efficiency and energy conservation.</li> <li>Reduce wherever practicable, the creation of waste and dispose of waste in a responsible manner.</li> <li>Control the release of emissions, which can cause harm to people or the environment.</li> <li>Assess and reduce wherever practicable the health and safety risks to employees and the wider community.</li> <li>Assess any new produce for its harmful effects on the environment before its introduction.</li> <li>Undertake regular environmental monitoring.</li> </ul>
<b>GENERAL KNOWLEDGE</b> <ul style="list-style-type: none"> <li>Understanding of work instructions</li> <li>Who to contact when the instructions are unclear</li> <li>How to complete required information on work instructions</li> </ul> If in doubt of any of the above please discuss with appropriate supervisor

Trainee and Trainer must update and sign training record!

Employee Signature:	Date:
Trainer Signature:	Date:
Manager Signature:	Date:

We can help you draft and implement work instructions or operating procedures for your team, or we can train your team so that they can complete the process for you.

## New Product Development

New product development involves either improving an existing product or its presentation, or developing a new product to target a particular market segment or segments. Consistent product development is a necessity for companies striving to keep up with changes and trends in the marketplace to ensure their future profitability and success.

In the process of launching new products, it is possible to overlook certain issues completely or not to consider them at the correct time.

We can help you from initial idea generation through to full product development.

Alternatively, we can train your team so that they have the skills and knowledge to come up with and implement successful new product ideas.

Some of the products we have helped companies develop include:

- **Marinades for fish products to help fish mongers improve margins on products.**
- **A large amount of new sausage and meat product recipes.**

### New Product Development (NPD) Cycle



## Competence Management Systems

### Your New CMS

If you need help to develop a new competence management system, we can help you by developing all of the system, working on particular aspects or helping you develop a framework that you can take forward.

### Refreshing Your CMS

If you have an existing system that you would like to improve, but you do not know where to start, then we can help.



"The feedback forms from the first training course have indicated that the attendees were pleased and saw benefits to having the training. As opposed to taking a few months to complete, they were able to dedicate themselves to the work and complete the course in a few days. The consultant from Polaris Learning Ltd also provided some very useful portfolios."

### Competency Manager Support

Perhaps you are new to your role as Training & Competency Manager. Or you might have a lot of experience but just need a different perspective. Maybe you simply do not have enough time and need some extra help.

We can support you in a variety of different ways.

**Learning and Development Advisor**

### CMS Development and Implementation

If this is your first competence assurance or competence management system, there is a lot to think about.

You need to develop a system that will work now and in the future.

You also need to implement a competency management system that will work for everyone involved.... from assessors, the employees being assessed, your internal verifiers and QHSE through to clients, industry bodies and auditors.

### Tips for Success

The main reasons we find that competency management systems are not working very well, include:

- **Too much paper work that does not reflect the actual job.**
- **Too much focus on achieving the qualification and not enough on the actual job.**
- **Competency portfolios that are either too complicated to be usable or do not have enough detail to demonstrate competence in all the main areas.**
- **Not linking the competency management system back to the safety case or safety management system.**
- **Not training the assessors and internal verifiers effectively.**

## Assessor Awards / Qualifications

### ILM Assessing Competence (Endorsed Award)

This award is for team leaders, supervisors and first line managers who have clear responsibilities for assessing staff performance and competence in the workplace. The course will develop participants' ability to assess staff performance and competence against internal procedures and/or standards.

The training will include:

- **Principles and methods of assessment**
- **The role of the assessor**
- **Judging competence**
- **How to record evidence**
- **Providing feedback**

The training and delivery of this programme can be tailored to suit the organisation's needs as well as individual development and assessment. Assessment will require the participants to successfully complete an assessment of staff in the workplace following their organisation's procedures.

### SQA L&D9DI / 9D (Assess Workplace Competence)

These are the current national standards for assessment. This option can add credibility to your set-up and also set a quality standard for those conducting assessment.

As well as covering the training aspects of the principles and methods of assessment they will also be assessed on the following:

- **Planning assessments**
- **Gathering, judging and recording evidence**
- **Giving feedback and confirming whether or not the standard has been met**
- **Use a number of direct/indirect methods of assessment (dependent on L&D9D / L&D9DI)**
- **Participation in a Standardisation Meeting (this is led by a verifier)**
- **Complete a knowledge assignment**

We provide various approaches to achieving these qualifications; please contact us for more information.

## Verifier Awards / Qualifications

### **ILM Quality Assuring Training & Competency Programmes (Endorsed Award)**

This award is for managers who have clear responsibilities for managing in-house staff development programmes including quality and quantity aspects. It will develop individuals in their ability to manage staff development programmes in line with their internal procedures and/or standards.

The training will include:

- **Understanding the process within the competence assessment and assurance scheme**
- **The role of the verifier in achieving consistency**
- **Supporting assessors and monitoring assessments**
- **Best practice and hands on verification**
- **Providing feedback**

The training and delivery of this programme can be tailored to suit the organisation's needs as well as individual development and assessment. Assessment will require the participants to successfully complete an assignment demonstrating both supporting and monitoring staff involved in the delivery of in-house assessment against procedures and/or standards.

### **SQA Internally Monitor & Maintain the Quality of Workplace Assessment (L&D11)**

Candidates work through the SQA L&D11 which is the national standard for internal verification.

As well as covering the training aspects of understanding competence and the role of verification they will also be assessed on the following:

- **Quality assurance procedures and processes (standards, assessor/assessment requirements and underpinning paperwork).**
- **Sampling plans (candidates must show they can plan verification activities).**
- **Observation and monitoring of assessments.**
- **Standardisation activities.**

To achieve the qualification L&D11, candidates must show that they manage a minimum of two assessors (and the assessors must have a minimum of two candidates each).

If formal accreditation is not required, we can provide a training only approach through a series of workshops. For Polaris Learning certification, we can provide a series of workshops plus a workplace assignment.

## Learning and Development Qualifications

The Scottish Vocational Qualifications (SVQs) at Levels 3 and 4 in Learning and Development are suitable for people working in a training or learning and development role, with individuals or groups of learners.

They include a wide choice of optional units which allow candidates to develop planning, design, delivery, assessment and evaluation skills.



Before starting the qualification, we would discuss with you whether the employee has sufficient responsibility as required by the qualification and therefore the opportunity to generate the necessary evidence.

Our consultant works with the employee as he or she works through the units in the qualification.

### Learning and Development Level 3

The SVQ in Learning and Development at Level 3 is suitable for anyone with a training responsibility in addition to their main job.

The individual has to have responsibility for planning, delivering and evaluating training within their job role.

This will give them the understanding to complete the qualification as well as the opportunity to generate the evidence required by the qualification.

### Learning and Development Level 4

The SVQ in Learning and Development at Level 4 is aimed at senior trainers or training co-ordinators, and managers who plan, deliver and evaluate programmes and/or have some management responsibility for others.

Level 4 candidates would be expected to have responsibility for developing and implementing training programmes, and some management of direct trainers.

As these are work-based qualifications candidates should also be working in a training role to ensure they are able to generate the required work-based evidence.



## Leadership Development: Individual Workshops and Certificate

### Workshops only

Some organisations prefer a 'training only' approach for their employees and stand alone workshops can be an effective training solution.

We offer a range of workshops for supervisors and managers, and these can be designed around your own organisation's systems and processes. Some of these workshops are also available through our blended and remote learning portal PLUS.

All workshops involve a range of approaches and activities, and we will build in examples and scenarios from your workplace:

- **Case studies**
- **Facilitated group activities, exercises and discussion**
- **Video**
- **Relationship and behavioural tools**
- **Workbooks and handouts**
- **Post course support material**

### Workshop topics

Our **Key Skills Workshops** for junior managers include:

- **Communication in management**
- **Coaching**
- **Introduction to leadership**
- **Motivating and leading your team**
- **Dealing with conflict or difficult people**
- **Introduction to performance management**
- **Leading change**
- **Planning and monitoring work**

Our **Key Theme Workshops** topics for senior managers include:

- **Managing change**
- **Managing performance**
- **Coaching and mentoring**
- **Delegating authority**
- **Managing finance**
- **Developing your leadership style**

All workshops are also available as Certificate of Competence. To achieve this, a workplace assignment is completed after the workshop.

The above topics are some of the more popular workshops; however, there are a range of different training routes available dependant on your training needs.

## Train the Trainer Endorsed by the ILM

### Overview

The programme focuses on the development of practical training skills.

During three days of intensive training, delegates get plenty of opportunity to practice skills required for their training role. The main skills are being able to communicate effectively, achieve a high level of interaction, providing opportunities for their learners to practice and providing feedback.

Delegates also receive structured feedback from their Polaris Learning trainer as they master being able to deliver training through different approaches.

This is a hands-on, challenging and enjoyable thirty hour programme of development leading to the Train the Trainer Endorsed by the ILM.

### Pre-Course Work and Delivery

Participants are asked to prepare a short 10 minute presentation which they will be required to deliver during the training. They will also be required to prepare a short ten minute demonstration to deliver during the training.

These sessions will be used as a basis to develop their skills throughout the programme and for their final evaluation.

### Workshop Topics

Some of the topics we cover over the course of three days include:

- **Introduction to training**
- **Practical group exercises (presentation and demonstration)**
- **Training styles**
- **Dealing with difficulties**
- **Communication**
- **Developing presentations and lesson plans**
- **Instruction, demonstration and coaching**
- **Plan and prepare**
- **Provide learning**
- **Identifying learning needs**
- **Questioning and feedback**
- **Recap and planning**

## ILM Endorsed Awards: Leadership & Management Essentials

This award is aimed at supervisors and team leaders new to a leadership role or for people with experience but no formal training.

This programme helps clarify what an individual supervisor should be doing and how to succeed.

### Overview

This is a thirty hour programme and its flexibility enables us to tailor it to your company's requirements.

The training, development and assessment are practical and directly linked to the workplace, making it a lot more likely that the employee will transfer the learning back to the workplace.

### How is it delivered?

We can deliver the programme as a series of half-day workshops, more intensively over three days or through a mix of workshop and online working (through our blended learning portal PLUS).

Following the workshops, each individual then completes a number of assignments. We tailor these assignments to address areas relevant to your business.

### Some of the workshop topics available include:

- **Communication in management**
- **Coaching**
- **Introduction to leadership**
- **Motivating and leading your team**
- **Leading change**
- **Dealing with conflict or difficult people**
- **Introduction to performance management**
- **Planning and monitoring work**

The above topics are some of the more popular workshops; however, there are a range of different training routes available dependant on your training needs.

## ILM Endorsed Awards: Leadership & Management Excellence

This award is aimed at employees in a middle to senior management role. This programme gives managers working at this level the skills, knowledge and insight that they require to be successful.

### Overview

This is a thirty hour programme and its flexibility enables us to tailor it to your company's requirements.

The training, development and assessment are practical and directly linked to the workplace, making it a lot more likely that the managers will transfer the learning back to the workplace.

### How is it delivered?

The delivery can be tailored to suit your requirements. This is usually a series of half day workshops, a more intensive three day programme or a combination of workshop and blended learning (using our blended learning portal PLUS).

Following the workshops, each individual then completes a number of assignments. We tailor these assignments to address areas relevant to your business.

### Some of the workshop topics available include:

- **Managing change**
- **Managing performance**
- **Coaching and mentoring for managers**
- **Delegating authority and managing finance**
- **Developing your leadership style**

The above topics are some of the more popular workshops; however, there are a range of different training routes available dependant on your training needs.

## ILM Awards / Certificates (Level 2 and 3)

These awards / certificates are designed to support career progression through your organisation, enabling team leaders and supervisors to progress from Level 2 to Level 3.

As they move to middle or senior management, the Level 4 and Level 5 can help facilitate this process.

### Which route should I go for?

For new supervisors and possibly team leaders (depending on their level of responsibility and/or development need), the **ILM Level 2 Award Leadership & Team Skills** is a good option.

For first line managers and possibly team leaders, the **ILM Level 3 Award or ILM Level 3 Certificate in Leadership & Management** would both be good options.

### Our approach

The delivery can be tailored to suit your requirements. This is usually a series of half day workshops, a more intensive three day programme or a combination of workshop and blended learning (using our blended learning portal PLUS).

Following the workshops, each individual then completes a number of assignments depending on the route chosen.

### Some of the workshop topics available include:

- **Communication in management**
- **Coaching**
- **Understanding leadership**
- **Leading and motivating your team**
- **Dealing with conflict**
- **Introduction to performance management**

The above topics are some of the more popular workshops; however, there are a range of different training routes available dependant on your training needs.

## ILM Awards / Certificates (Level 4 and 5)

These awards / certificates are designed to support career progression through your organisation, enabling middle and senior managers to progress from Level 4 to Level 5.

If they have already completed other ILM Awards, they may be eligible for Accredited Prior Learning.

### Which route should I go for?

For middle managers (depending on their level of responsibility and/or development need), the **ILM Level 4 Award Leadership & Team Skills** is a good option.

For senior managers, the **ILM Level 5 Award or ILM Level 5 Certificate in Leadership & Management** are both good options.

### Our approach

The delivery can be tailored to suit your requirements. This is usually a series of half day workshops, a more intensive three day programme or a combination of workshop and blended learning (using our blended learning portal PLUS). Following the workshops, each individual then completes a number of assignments depending on the route chosen qualification.

### Some of the topics covered include:

- **Managing change**
- **Managing performance**
- **Coaching and mentoring for managers**
- **Delegating authority**
- **Managing finance**
- **Developing your leadership style**

The above topics are some of the more popular workshops; however, there are a range of different training routes available dependant on your training needs.



## Butchery and Filleting Skills

Our Butchery Skills courses provide hands on training, they take place at your premises and we use your tools and machinery.

These courses are very practical and aim to give you the knowledge and skills to be able to develop and market your own products.

We encourage you to have a go yourself until you have built up your competency level. We provide backup mentoring through this process.

Courses are aimed at:

- **Crofters and producers wishing to cut up their own carcasses for home use or direct selling.**
- **Chefs who want to better utilise whole carcasses.**
- **Food retailers who want a better knowledge of the products they are selling.**



### Beef Butchery

Breaking the carcass down into muscle groups, and discussing the various options for cutting and retailing.

### Lamb Butchery

We cover carcass evaluation, butchery techniques and the tools required for the different cuts, and presenting cuts for sale.

### Pork Butchery

We cover carcass evaluation, butchery techniques and the tools required for the different cuts, how to seam and fillet primal cuts, and presenting cuts for sale.

### Venison Butchery

We cover topics such as understanding the quality of the carcass, butchery techniques and the tools required the different cuts and presenting cuts for sale.

### Poultry

We cover topics such as dry and wet plucking, eviscerating, and preparing for the table.

### Fish Filleting

A practical course covering: understanding the quality of the products, filleting techniques, and the tools required for the different products and presenting for sale.

## Direct Sales, Retail Skills and Product Presentation

This is a one day practical starter course to help you get your products to market, covering direct sales, retail skills and product presentation.

### We start with:

- Understanding the food supply trade
- Understanding the retail market
- What you need to know before entering the retail market
- Set-up costs and equipment to get started

### Planning your products in detail:

- Costings
- Yields and values
- Recipe formulations
- QUIDs

### Addressing legal considerations:

- Labelling
- FSA guidance on labelling
- Examples of labelling

### Focusing on added value to improve your profitability:

- Forming products
- Manufacturing hygiene
- Recipes and formulations
- Curing and smoking
- Flavours and tastes



"One of the benefits QMS have experienced as a result of the service from Polaris Learning was raising good awareness of the need for quality product within the supply chain.

Engaging with the QMS Levy payers has also resulted in new businesses being set up to help expand the red meat offering to the general public. QMS operates a tender process and due to the previous training programmes undertaken by Polaris Learning we know the standard of delivery.

They are efficient, reliable, and provide an innovative service from passionate staff."

### Quality Meat Scotland

## Animal Welfare

### Why Animal Welfare is important

Are you having problems with DFD-PSE-High PH levels or the tenderness of muscle to meat?

This is often an area which is given little or no priority in our industry but without a proper understanding, no matter how long we hang for, we cannot produce a product which is of the best quality.

In a half day course delivered on site, we can give your employees an insight into the importance of keeping stress levels down in the livestock.



### Our courses include:

#### Taking Responsibility (Poultry Welfare)

Complete practical welfare guidance for the catching, transport and slaughter of poultry

- Why is bird welfare important
- Bird behaviour
- Catching and handling
- Emergency slaughter
- Transport
- Poultry welfare officer
- The lairage
- Unloading and hanging
- Electrical waterbaths – how they work
- Controlled atmosphere stunning – (cas)
- Bleeding
- Taking responsibility



#### Taking Responsibility (Humane Slaughter: Beef, Sheep and Pigs)

Complete practical welfare guidance topics

- Why is animal welfare important
- Animal behaviour
- What type of handler are you
- Handling and the flight zone
- Transport and arrival at the lairage
- Moving animals
- Animals and pens
- From lairage to stunning point
- The captive bolt – how it works
- Using the captive bolt
- Electrical stunning – how it works
- Using electrical stunning equipment
- Carbon dioxide anaesthesia
- Sticking and bleeding

## More About Us

**We are passionate about making sure our clients get the most from their training, competence assurance or qualifications. We want you, your team and your organisation to quickly see real benefits from having us on board.**

Our clients tell us that we quickly understand the heart of the issue, take a pragmatic approach, with minimum theory or paper work, while working alongside them to tailor a solution that fits with their culture, systems and processes. We are able to work with employees from all areas of work, understanding their issues and getting their buy-in.

As you would expect, our people are core to the spirit and ethos at Polaris Learning. All of our team have the experience, expertise and knowledge to help you get the right solution, first time.

You will also find that our values of responsibility, customer focus, commercial awareness, excellence and dedication are central to everything we do. We will, of course, respect and work within your own organisation's values.

Our primary areas of trading continue to focus on the professional provision of training, consultancy and accreditation in:

- **Food courses and qualifications**
- **Learning and development**
- **Management development**
- **Competence based solutions**
- **N/SVQ consultancy and implementation**

The right training can help your business improve efficiency, increase profitability, help you with audits such as the **BRC, ISO, HACCP** and **Health and Safety**, and help with staff motivation and retention.

Whether you work in **fish processing**, a **fish mongers**, **fish frying**, a **bakery**, **meat processing**, an **abattoir**, **butchery**, **fresh produce**, **dairy** or another type of **food and drink manufacturing**, there is always a pathway to fit your needs within the Modern Apprenticeship programme.

To support these services and to ensure delivery to a high standard, we maintain a range of nationally accredited qualifications with the following awarding bodies:





## Polaris Learning Ltd

12 Meadows Industrial Estate, Oldmeldrum, Aberdeenshire AB51 0EZ

Telephone: 01651 873398

Email: [info@polaris-learning.com](mailto:info@polaris-learning.com)

Fax: 01651 873999

Website: [www.polaris-learning.com](http://www.polaris-learning.com)

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