

# NEWS & VIEWS

WINTER 2020/2021



training | development | competence

## IN THE FOOD AND DRINK INDUSTRY



## 2020: WHAT A YEAR!

### INSIDE THIS ISSUE:

- ▶ Adapting to COVID-19
- ▶ Virtual and Online Learning
- ▶ Some Useful Reference Links
- ▶ Client Case Studies
- ▶ Delicious Recipes
- ▶ Meet Some of our Team

“

*“Very happy with everything throughout. The layout and simplicity of the website is fantastic. The trainer has been fantastic throughout the whole course! She has a wealth of knowledge that she shares with you, provides guidance and is very efficient at responding to questions.”*

A Learner, MA in Management SCQF Level 7

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# FEATURES...



HANDS



FACE



SPACE

ADAPTING TO THE CHALLENGE OF COVID-19 **3**

Develop your workforce Invest in

## Adopt an A Be rewarded for taking

Using people > Adopt an Apprentice

### What is Adopt an Apprentice?

Financial Incentive helps you cover the wage and recruitment costs of taking on an apprentice who has been made redundant by another employer. It should be used to support an apprentice employment for a minimum of 12 months.

Financial Incentive is £5,000. This is for Modern Apprenticeships and Graduate Apprenticeships.

to apply **USEFUL REFERENCE LINKS** **7**



RECIPES **15**

## CONGRATULATIONS TO ALL OF OUR CLIENTS...

2020 was a tough year for everyone, yet so many of the Modern Apprentices have managed to keep working towards their qualifications, all be it in a different way of working.

Thank you to everyone for all your help and flexibility in 2020. We have included logos from some of our clients who we have been working with online.



# ADAPTING TO THE CHALLENGE OF COVID-19



We think it is probably fair to say that COVID-19 and its impact, took us all by surprise. Overnight, normal operations ground to a halt and life as we knew it radically changed.

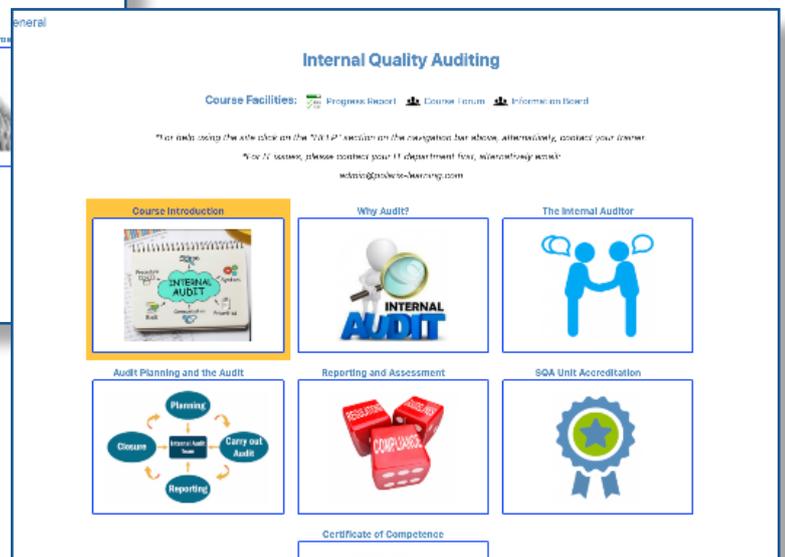
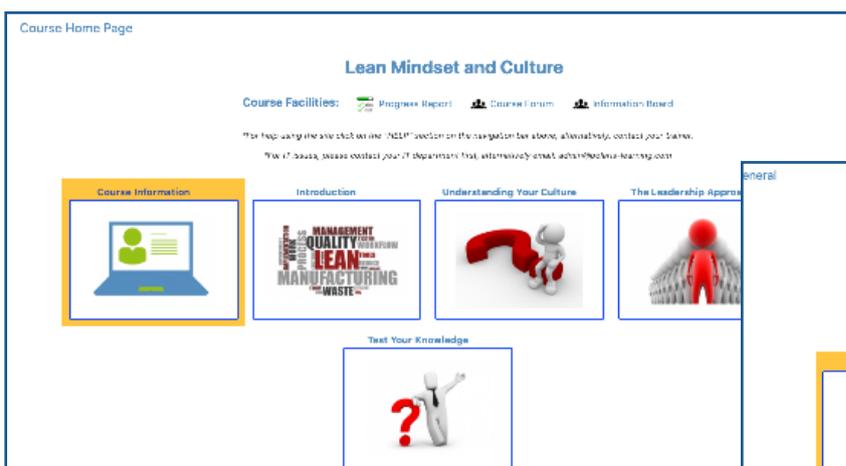
For some of our clients, employees had to be furloughed and the challenge of keeping the business financially viable became a real issue.

For others, the challenge was almost the polar opposite: how to meet the dramatic increase in demand for food and drink, keep employees safe, comply with changing guidelines and maintain sufficient staff numbers.

Our goal at Polaris Learning continues to be to support our clients and the Modern Apprentices, as they adapt to the new working environment and way of life.



In many ways we have been very lucky as we already had PLUS, our online and blended learning portal, up and running since 2015. So we were able to focus on working out the best way to support each client without having to also work out how to provide online and blended learning.



# VIRTUAL AND REMOTE LEARNING... HELPING YOU TO THRIVE

## THE REALITY OF COVID-19: DELIVERING QUALIFICATIONS THROUGH BLENDED LEARNING

There is no doubt that it has been a difficult period for everyone. It has also required us to think about what we do, how we approach things and how we would like things to be different.

In turn, the world of learning and development, and in particular, qualifications, has also had to evolve rapidly.



## EFFECTIVELY DELIVERING BLENDED LEARNING

This period has forced many organisations to consider online or blended learning or to accelerate their plans in this area. And when you deliver qualifications, it is also essential to manage the assessment aspects, ensuring that you meet all the requirements while being fair to the candidates. This is not always easy to achieve.

At Polaris Learning, we were fortunate to have already been delivering online and blended learning for many years, as well as remote assessment.

However, the impact of COVID-19 quickly meant that we needed to be more effective at how we do this, as well as addressing how we could better support our food and drink learners working on their Modern Apprenticeship qualifications, when we could no-longer visit them on site.

## OUR APPROACH TO DESIGNING ONLINE LEARNING AND ASSESSMENT

Some of the factors that we consider when planning and designing online and virtual learning are:

- ▶ What are the learning outcomes and the links with assessment?
- ▶ How will the learning approach meet the different learning needs of the learners?
- ▶ Will it engage them and encourage them to learn?
- ▶ How will they be supported through the learning?
- ▶ How will this learning be transferred back to the workplace?
- ▶ How will learners and the client contact be kept informed of progress against plan?
- ▶ What is the best delivery approach: all online or a mix of online and webinars?
- ▶ How do we handle assessment and the capturing, documenting and management of evidence for qualifications?

## TECHNIQUES TO SUPPORT REMOTE LEARNING AND ASSESSMENT

To support our learners and to complete assessment remotely, we have found that a combination of approaches is needed, depending on the individual as well as the company that he or she works for.

### The Learning

On the learning side, a lot of the learning for the Modern Apprenticeship qualifications for Food & Drink Operations SCQF Level 5 and SCQF Level 6 is delivered through PLUS, our online and blended learning portal.



# VIRTUAL AND REMOTE LEARNING... HELPING YOU TO THRIVE

We also provide virtual workshops for people completing their individual units, to replace the classroom workshops that we were previously delivering.

For the Modern Apprenticeship in Management SCQF Level 7, the learning is again available through PLUS.

Each learner also has a Polaris Learning trainer/assessor to help with any questions and it is important that we provide a quick response so that they can keep going at a pace that suits them. This can be a challenge with lots of learners, but it is our priority to make this work.

## The Assessment

For assessment, we use a combination of:

- ▶ Knowledge Questions and Personal Statements (as required by the qualifications)
- ▶ Remote Observation
- ▶ Witness Testimonies

For remote observation, this can be done by the candidate recording the task and then uploading this recording into PLUS for us to review or if practical, arranging for us to observe the task remotely using appropriate technology.

Increasingly, some clients are allowing us on site to complete some assessments within COVID secure guidelines.

## ON REFLECTION

As with any change, there are advantages and disadvantages, but we have found a way to make this work that is enabling our candidates to continue with their Modern Apprenticeship qualifications while maintaining high standards.

It can be hard work at times to make sure that the whole experience is smooth for everyone but the feedback that we are receiving is very positive, and we are really pleased to be able to help keep everyone's learning and development on track.

## OUR COMMITMENT

Our people are our biggest strength, which is why we want to continue to expand and invest in individuals and teams to create an organisation that our people are proud to be part of.

## OUR FEEDBACK



*"I have just completed my course and I am just awaiting feedback on the last bits I submitted, myself and my colleague both enjoyed working with the PLUS system as we could do the training at our own pace to fit in with our work schedule and not under pressure to have it done by a certain time. Certainly something I think we could look to continue using in the future"*

- Quality Assurance Technician

Course Effectiveness: 5/5

Course Content and Materials: 5/5

The Trainer / Assessor Effectiveness: 5/5

# 2020 SUCCESS IN-SPITE OF IT ALL!

Many of our clients were already using a blended learning approach to their Modern Apprenticeships programmes but for others the move to online and blended learning has been a significant move away from the previous way of working.

Here are some of the clients who are using a combination of online, virtual workshops, remote assessment and on-site visits to enable them to keep their Modern Apprenticeship programme successful during 2020.

Course Home Page

## Level 2 - Fish and Shellfish

Induction: Candidate Induction

Course Facilities: Progress Report Course Forum

\*For help using the site click on the "HELP" section on the blue navigation bar above, alternatively contact your trainer.  
\*For IT issues, please contact your IT department first, alternatively email: [admin@polaris-learning.com](mailto:admin@polaris-learning.com)

Announcements

Course Information

Unit 2050 Topic: Maintain Workplace Food Safety in Manufacture	Unit 3075 Topic: Work Safely in Food Operations	Unit 8004 Topic: Communication in Business Environment
Unit 2001 Topic: Plan and Organise Your Own Activities in a Food Business	Unit 3050 Topic: Maintain Product Quality in Food and Drink Operations - Unit 3050	Unit 2070 Topic: Contribute to the Maintenance of Food and Drink Operations
Unit 2000 Topic: Plan and Organise Your Own Activities in a Food Business	Unit 3050 Topic: Maintain Product Quality in Food and Drink Operations - Unit 3050	Unit 2070 Topic: Contribute to the Maintenance of Food and Drink Operations
Unit 2000 Topic: Plan and Organise Your Own Activities in a Food Business	Unit 3050 Topic: Maintain Product Quality in Food and Drink Operations - Unit 3050	Unit 2070 Topic: Contribute to the Maintenance of Food and Drink Operations

Course Home Page

## Modern Apprenticeship Programme - Commis Chef

Induction: Candidate Induction

Course Facilities: Progress Report Course Forum Information Board

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Course Information

Unit 2050 Topic: Maintain Workplace Food Safety Standards in Manufacture	Unit 3075 Topic: Work Safely in Food Operations	Unit 3212 Topic: Use Kitchens in Food and Drink Operations
Unit 2092 Topic: Assemble Different Products in a Pre-determined Pattern in Food and Drink Operations	Unit 2080 Topic: Receive Goods and Materials in Food and Drink Operations	Unit 2188 Topic: Weigh or Measure Ingredients to Cook and Drink Operations
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Course Home Page

## Level 2 - Production and Processing

Induction: Candidate Induction

Course Facilities: Progress Report Course Forum

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Announcements

Course Information

Unit 2050 Topic: Maintain Workplace Food Safety in Manufacture	Unit 3075 Topic: Work Safely in Food Operations	Unit 2170 Topic: Report and Record Production Information in Food and Drink Operations
Unit 2050 Topic: Maintain Workplace Food Safety in Manufacture	Unit 2173 Topic: Control Weighing in Food and Drink Operations	Unit 2020 Topic: Organise and Prepare Work in a Food and Drink Business
Unit 2050 Topic: Maintain Workplace Food Safety in Manufacture	Unit 2173 Topic: Control Weighing in Food and Drink Operations	Unit 2020 Topic: Organise and Prepare Work in a Food and Drink Business
Unit 2050 Topic: Maintain Workplace Food Safety in Manufacture	Unit 2173 Topic: Control Weighing in Food and Drink Operations	Unit 2020 Topic: Organise and Prepare Work in a Food and Drink Business

Course Home Page

## Level 3 - Food and Drink Operations

Induction: Candidate Induction Progress Report

Course Facilities: Course Forum

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Course Information

Unit 3004 Topic: Communicate in a Business Environment	Unit 2001 Topic: Plan and Organise Your Own Work Activities in a Food Business	Unit 3001 Topic: Promote Leadership in Your Area of Responsibility in a Food Business
Unit 3168 Topic: Monitor and Report Production Information in Food and Drink Operations	Unit 3007 Topic: Prepare and Measure a Team's Food and Drink Business	Unit 3008 Topic: Contribute to Group Production Team Work in a Food Business
Unit 3168 Topic: Monitor and Report Production Information in Food and Drink Operations	Unit 3007 Topic: Prepare and Measure a Team's Food and Drink Business	Unit 3008 Topic: Contribute to Group Production Team Work in a Food Business
Unit 3168 Topic: Monitor and Report Production Information in Food and Drink Operations	Unit 3007 Topic: Prepare and Measure a Team's Food and Drink Business	Unit 3008 Topic: Contribute to Group Production Team Work in a Food Business

Home Page

## Level 3 - Fish and Shellfish Operations

Induction: Candidate Induction

Course Facilities: Progress Report Course Forum

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Course Information

Unit 2001 Topic: Plan and Organise Your Own Work Activities in a Food Business	Unit 3001 Topic: Promote Leadership in Your Area of Responsibility in a Food Business	Unit 3004 Topic: Communicate in a Business Environment
Unit 3008 Topic: Monitor and Report Production Information in Food and Drink Operations	Unit 3009 Topic: Prepare and Measure a Team's Food and Drink Business	Unit 3049 Topic: Contribute to Group Production Team Work in a Food Business
Unit 3008 Topic: Monitor and Report Production Information in Food and Drink Operations	Unit 3009 Topic: Prepare and Measure a Team's Food and Drink Business	Unit 3049 Topic: Contribute to Group Production Team Work in a Food Business
Unit 3008 Topic: Monitor and Report Production Information in Food and Drink Operations	Unit 3009 Topic: Prepare and Measure a Team's Food and Drink Business	Unit 3049 Topic: Contribute to Group Production Team Work in a Food Business

Home Page

## Level 3 - Food and Drink Operations

Induction: Candidate Induction

Course Facilities: Progress Report Course Forum

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Course Information

Unit 2001 Topic: Plan and Organise Your Own Work Activities in a Food Business	Unit 3001 Topic: Promote Leadership in Your Area of Responsibility in a Food Business	Unit 3004 Topic: Communicate in a Business Environment
Unit 3008 Topic: Monitor and Report Production Information in Food and Drink Operations	Unit 3009 Topic: Prepare and Measure a Team's Food and Drink Business	Unit 3010 Topic: Contribute to Group Production Team Work in a Food Business
Unit 3008 Topic: Monitor and Report Production Information in Food and Drink Operations	Unit 3009 Topic: Prepare and Measure a Team's Food and Drink Business	Unit 3010 Topic: Contribute to Group Production Team Work in a Food Business
Unit 3008 Topic: Monitor and Report Production Information in Food and Drink Operations	Unit 3009 Topic: Prepare and Measure a Team's Food and Drink Business	Unit 3010 Topic: Contribute to Group Production Team Work in a Food Business

# USEFUL REFERENCE LINKS



## ADOPT AN APPRENTICE

The Scottish Government has recently announced additional funding to encourage organisations to 'adopt an apprentice' with funding enhanced from £2000.00 to £5000.00 for organisations that recruit a Modern or Graduate Apprentice recently made redundant.

You can find out more information on Adopt an Apprentice here:

<https://www.ourskillsforce.co.uk/invest-in-young-people/adopt-an-apprentice/>



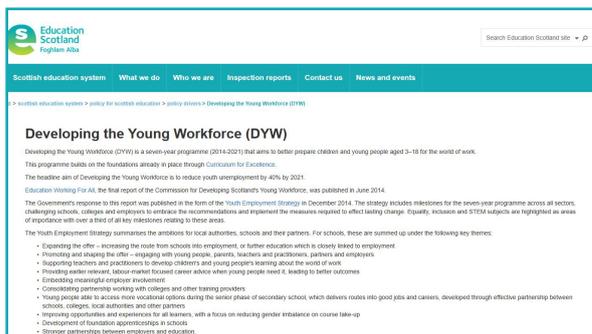
## APPRENTICESHIP EMPLOYER GRANT

A new Apprenticeship Employer Grant has been made available to further support employers when taking on Modern or Graduate Apprentices within their business: <https://www.apprenticeships.scot/for-employers/apprenticeship-employer-grant/>

## YOUNG PERSON'S GUARANTEE

This gives all young people aged 16 to 24 a guarantee of access to work, training or education, with apprenticeships integral to this. You can find out more information here: <https://www.myworldofwork.co.uk/youngpersonsguarantee>

## DEVELOPING THE YOUNG WORKFORCE



Developing the Young Workforce (DYW) is a seven-year programme (2014-2021) that aims to better prepare children and young people aged 3–18 for the world of work.

This programme builds on the foundations already in place through Curriculum for Excellence.

The headline aim of Developing the Young Workforce is to reduce youth unemployment by 40% by 2021.

[https://education.gov.scot/scottish-education-system/policy-for-scottish-education/policy-drivers/Developing%20the%20Young%20Workforce%20\(DYW\)](https://education.gov.scot/scottish-education-system/policy-for-scottish-education/policy-drivers/Developing%20the%20Young%20Workforce%20(DYW))

## FAIR WORK PRACTICES

Fair Work Practices is a key part of the Scottish Government's strategy and as organisations that deliver and use Modern Apprenticeship qualifications, we are all encouraged to use fair work practices in our work places.

Fair Work is defined as work that: "offers effective voice, opportunity, security, fulfilment and respect; that balances the rights and responsibilities of employers and workers and that can generate benefits for individuals, organisations and society."

In reality, this includes:

- ▶ A pay policy that includes a commitment to supporting the Living Wage
- ▶ Developing a workforce which reflects the diversity of population of Scotland in terms of age, gender, gender identity, ethnicity, sexual orientation and disability
- ▶ A strong commitment to Modern Apprenticeships
- ▶ Support for learning and development
- ▶ Flexible working (including for example practices such as flexi-time and career breaks) and support for family friendly working and wider work life balance
- ▶ Gender balance and wider representative workforce
- ▶ Promoting workplace innovation
- ▶ Respect: treat each employee with respect and value diversity within the workforce

## KIM PETRIE - LEVEL 3 FOOD AND DRINK MA APPRENTICE



It was great to have the opportunity to catch-up with Kimmi and to find out about her experience of the Modern Apprenticeship in Food & Drink Operations SCQF Level 6, her plans for the Modern Apprenticeship in Management at SCQF Level 7, as well as getting an understanding of her career to date.

Kimmi has been working offshore for over 12 years. Kimmi started her career onshore in administration before quickly realising that the 9 to 5 was not the lifestyle that she wanted. A move into catering made sense and Kimmi loved working in a variety of hotels and pubs before making the decision to try offshore, and she never looked back.

For over two years, Kimmi has been a Lead Steward on a drilling unit, responsible for the accommodation. This consists of an array of tasks including managing records, supporting chefs and the galleys with records, monitoring safe working practices as well as appraisals and training for her team members. Kimmi clearly loves her work and is appreciative of the support that she receives from her employer and her colleagues.

### ESS - OFFSHORE AND REMOTE

Kimmi clearly has a passion for catering and generally providing for everybody, ensuring that standards are maintained, getting to know each person on board, what meals they like and providing them with a high level of customer service. Kimmi really appreciates that the service she and her colleagues provide make a big difference to the people working offshore and how enjoyable their trip is.

I asked Kimmi about some of the challenges of her job and it was clear that being organised is essential. Kimmi pointed out that the offshore world is very organised and structured which makes it easier, but time still needs to be invested in training and, in particular, training the ad hoc pool.

When I asked Kimmi about her learning, Kimmi mentioned that she was struck by what a good company ESS is. "So many of the structures that the qualification requires to be in place, and that I had to provide evidence for, we are already doing". Kimmi also added: "I did not realise how much is involved in my job until I started to write everything down. It has been great to see my role and my work in a paper form".

We talked about why Kimmi decided to do the qualification. The Modern Apprenticeship in Food & Drink Operations SCQF Level 6 is aimed at people in a supervisory role so is a great fit for Kimmi. The Modern Apprenticeship in Management SCQF Level 7 builds on this well. Kimmi had heard of others doing this management qualification and explained that she wants to fill in the gaps, to make sure that she has covered all aspects of learning that are important in a management role, and to make sure that she is in a good position to keep progressing her career.

When I asked Kimmi about the learning materials in the Modern Apprenticeship in Food & Drink Operations, Kimmi highlighted that "they really refreshed my knowledge of HACCP and the processes involved. It has been really useful to look at this area again". Kimmi also added that "receiving the 360-degree feedback has been really helpful. I was really proud that my team are happy that I am doing my role well. I rarely get feedback from my own staff so it was good to have this opportunity."

Kimmi would recommend the Modern Apprenticeship qualifications for her team as a way to develop and build the skills in order to progress. For people working offshore, Kimmi also feels that completing the learning for the qualifications online with remote support is brilliant: "When you work offshore, you can't attend classes at college or university. Doing these qualifications lets you show that you have undertaken training and are committed to your development".

Kimmi has enjoyed working with the team at Polaris Learning and using the online learning portal PLUS: "Using PLUS is efficient, it is easy to use for submitting paperwork and evidence, and the process could not have been easier. The Polaris Learning team are very supportive, feeding back quickly so that I can quickly move onto the next section."

The Modern Apprenticeship programme is delivered in Scotland by Polaris Learning on behalf of Compass Group. Compass Group are the world's largest multi-national food contract service company, providing high quality, competent people such as Kimmi, to their clients. It was great to get time with Kimmi, to hear about her career so far, her love of working for ESS and her plans for the future. We are sure that she will continue to do really well in her learning and her career.



## DANIEL MOLONEY - LEVEL 3 MANAGEMENT MA APPRENTICE



I recently had the pleasure of catching up with Daniel to find out a bit about his career to date and his experiences of the Modern Apprenticeship in Management SCQF Level 7 (awarded jointly with the CIM) which he recently completed.

When I caught up with Daniel, he had just returned from Holland where he had been working with people of 6 different nationalities, with a mix of different experiences and expectations. He reflected on the face that in 4 years of working in the UK and Holland he had set-up and changed 5 different crews and was now working on a rig that was stacked until November. Used to working with a larger team, he had been working alone to get the rig ready to go and was now building up the crew.

Daniel started his career in catering, working at a young age as a hotel manager before going offshore with ESS at 19 years old. He started as a steward, taking a vacancy that was available at the time, on what was an initial 6-month contract. Early on in the contract, Daniel found himself with different opportunities, working first as a butcher and then as a chef- something that felt right given his initial training as a chef when he first left school.

### ESS - OFFSHORE AND REMOTE

take on the role and has now been with ESS for 7.5 years. It is clear that Daniel appreciates the support from his employer throughout his time in the company.

Daniel clearly loves his job and the challenges that being offshore presents: the changing and unpredictable weather, the logistical issues, the variation with no day being the same, the mix of backgrounds and cultures, and the work life balance that it also gives him. He loves seeing people progress and finds it really rewarding to receive good feedback or to play a part in winning or keeping contracts.

I asked Daniel why he decided to do the Modern Apprenticeship in management: "I am keen to learn and I am interested in learning. I want to develop the skills that I need to keep doing my job well and to grow as a manager in this role and in any future roles." The Modern Apprenticeship programme is delivered in Scotland by Polaris learning on behalf of Compass Group. Compass Group are the world's largest multi-national food contract service company, providing high quality, competent people such as Daniel, to their clients.

When I asked Daniel about what he has learnt about himself, he told me: "I have learnt a lot about myself as a manager. The course has opened my eyes about how I communicate with my team, and it has built on skills that I already have as well as given me new skills and knowledge. For example, before I train someone, I think about how I will go about it, before I communicate, I think about what I need to achieve and how I should best approach it." Daniel added: "I feel I am probably a better manager now. I understand what makes people tick, what they need from me, that everyone is different, with different backgrounds and in the way that they work. I always appreciated that many have come offshore from a completely different world and this is very different for them. When you are offshore though, you need to build relationships with the people around you and you need to quickly earn their respect, deal with problems promptly before they escalate, and you need to recognize that scenarios that would be simple to resolve onshore are more complicated here to sort out but still need to be resolved."

We talked about this a bit more and Daniel explained "For example, someone's girlfriend went into labour early. I needed to send my colleague home quickly but that is a logistical challenge when you are out here! Or it might be as simple that I see a need for extra training and I have to find a way to deliver that with the resources that I have right now, or someone may have issues at home and I need to provide that support. It is a case of constantly adapting and being there for the team. The course has helped me with the skills and tools to do this well"

I asked Daniel how he found working with the team at Polaris Learning: "My mentor has been brilliant: down to earth, organised and always available, without making you feel pressurised. Everyone that I dealt with at Polaris Learning has been great and the online portal PLUS is easy to use, it is great having everything in one place, not having to carry anything with me and being able to quickly upload my evidence whenever it suited me. Sometimes you can wonder why you have taken on a piece of training or qualification but that was never the case with this".

Finally I asked Daniel what he liked most about the course: "It was great to find out more about myself as a manager, although analysing my own performance and receiving the feedback from others did seem bizarre- I am used to doing it for others but not having it done for me. Receiving the feedback from the staff was rewarding though - it was great to see this and to see if there was anything that I could improve on. I have worked in a lot of different situations and with a lot of different people, and it is good to be able to apply what I have learnt from this course." We are sure that Daniel will continue to thrive in his studies and his career, and we wish him every success!



# HOW EQUALITY AND DIVERSITY IMPROVES YOUR WORKPLACE

Equality and diversity is a topic that's relevant for all workplaces, regardless of whether you employ two people or two hundred people, and irrespective of whether you work in an office, a warehouse or on a shop floor.

The aims of equality and diversity are simple: to ensure that everyone has access to the same opportunities and the same, fair treatment.

It sounds obvious to state that we all deserve to work in an environment that's free from discrimination, harassment, victimisation and bullying but, unfortunately, this isn't always the reality once you start to delve behind the scenes of a business.

What's more is that you may not even realise that your actions are denying certain people access to opportunities. You may not be actively disallowing people of a certain gender, race or religion from applying for a job or gaining a promotion but on closer inspection you may start to spot hidden barriers that inadvertently do so.

You're probably familiar with the old saying - that variety is the spice of life - and this couldn't be more applicable than in the workplace. If you actively promote equality and diversity (and have a policy to match) then your business will thrive and people of all backgrounds can come together and achieve success.

Louise Petty - January 14th, 2016

As a business, Polaris Learning are proud to show our support for the Scottish Business Pledge. We are committed to following these pledges:



Living Wage



No Zero Hours Contracts



Workforce Engagement



Invest in Youth



Balanced Workforce



Innovation



Internationalisation



Community



Prompt Payments



Candidate Kassi being awarded her certificates

Throughout the pandemic, JK Thomson have kept producing to a high standard, dramatically increasing production and needing to keep their people trained and up-to-date.

We were keen to work together within the restrictions of COVID 19 and to find a way to keep providing onsite support whenever this was possible.

It meant changing how we work together, ensuring that we could comply with the COVID 19 precautions and putting in place measures to reduce the time that we needed to be on site at JK Thomson.

## FARNE SALMON & TROUT



It has been a busy time at Farne Salmon & Trout while standards could not slip. Yet the focus on the development of their people has still been important and we were pleased to be able to help. The Modern Apprenticeship programme is now available online and is supported by interactive sessions.



*“Polaris Learning has continued to support our apprentices through these difficult times keeping the motivation going with a new way of continuing with their qualification. Allowing them to continue their journey in gaining a recognised qualification in work based skill. We selected Polaris Learning due to their personalable coaches and learning platform which offer a good mix of blended learning using practical, theory and digital skills that enhance our job specific technical skills. Throughout this pandemic they have adjusted to remote learning working with our team to ensure they are agile to our business needs whilst remaining focused on achievable results that enhance our teams performance. Delivering interactive zoom team sessions followed up by more personal 1:1 session to ensure everyone continues to have tailored made time to focus on their strengths”*

**Ros Hall - Training Manager**



## BAKKAVOR SALADS BO'NESS

Bakkavor Salads Bo'ness, like everyone in the food and drink industry, has had a very unusual and challenging year but they have adapted and continue to do everything that is necessary to provide great products. However, they have still managed to progress their Modern Apprenticeship Programme and have worked closely with us to help their people continue with their qualifications.

Going to site was, of course, not an option once the COVID-19 restrictions hit, so we had to look at different options. We have moved the Modern Apprenticeship programme online using PLUS as well as 1 to 1 and group sessions held remotely by video conference.

We have worked together to work out the best way to deliver the programme and to overcome any problems that we hit - including the occasional technology one!



# ONLINE AND VIRTUAL TRAINING AND QUALIFICATIONS



## ASSESSOR

We can do these courses online, as virtual workshops as well as face to face.

Your assessors need to be trained on your assessment process if you want them to be able to apply this effectively back in their workplace.

We can ensure your assessors understand what the company needs in order to achieve its objectives and where their role fits in with this process. This helps create assessors who are better able to assess and who are more committed to the task, leading to an increase in the number of assessments completed to the required standard.

We offer three main options relating to assessor training and certification:

- SQA L&D9D/9DI Assessor Qualification
- Training with a Knowledge Assignment
- Training with a Practical Assessment (Certificate of Competence)



## INTERNAL VERIFIER

Internal verification is an important part of your competency management system. It is a process that you put in place to ensure that all your assessors are assessing in the same way and to the same standard.

Your internal verifiers will need to know what is expected of them by your organisation as well as understanding what is involved in internal verification.

We can help you with introductory training for your internal verifiers through to full qualifications.

The three main options relating to internal verifier training and certification available:

- SQA L&D11 Verifier Qualification
- Training with a Knowledge Assignment
- Training with a Practical Assessment (Certificate of Competence)



## TRAINING THE TRAINERS

Our training courses focus solely on the development of practical training skills.

Whether your employees are new to training or are experienced trainers who want to refresh or update their skills and knowledge, we can help. We also find that training specialists or supervisors who need to deliver training as part of their job role can benefit.

We can offer short intensive training courses leading to recognised qualifications such as our ILM Train the Trainer Endorsed Award as well as vocational units from the Scottish Qualifications Authority, and full SQA Learning and Development Awards at Level 3 and Level 4.

You may also find our short introduction videos on our website beneficial. In these videos, we talk about presentation skills and group training as well as coaching and mentoring options available.

**For more information on any of these services, please visit our website or feel free to get in touch.**

# MA OR SQA SCQF LEVEL 7 IN MANAGEMENT

This is designed for managers who want to develop their people management skills as well as demonstrate their competence in management.

You complete online learning, are sign-posted to other online resources to research and you complete work-based activities to help you apply what you are learning to your role and your organisation. These activities will also contribute to the evidence that you need to gather for your qualification.

Self Development and Coaching Others

Please click on the appropriate link:

Your prog

Topic 1: An Introduction to Personal Development

Topic 2: Getting Started with your Self Development

Topic 3: Moving Forward

Topic 4: Wrap Up and Self Reflection

 **Topic 1: An Introduction to Personal Development**

Welcome to Unit 1: An Introduction to Personal Development

The goal of this unit is to enable you to take responsibility for the development of your skills, knowledge and competence. The work you do will not only support your own personal development but will also help you with your career development now and in the longer term.

In addition, if you are in a leadership role or a learning and development role, this unit will also help you to better support others as they develop their own skills and knowledge.

The combination of learning and activities will help you build your knowledge, skills, tool set and methodologies, giving you resources that you can call on as you progress in your management career.

The online module you will work through are:

- Self Development and Coaching Others
- The Effective Manager
- Performance Management
- Operational Management

## LEADERSHIP AND MANAGEMENT ESSENTIALS ENDORSED BY THE ILM

In addition to offering ILM qualifications, we also have our own programmes created by ourselves, drawing on over twenty-three years of experience delivering leadership development programmes, endorsed by the ILM Institute of Leadership & Management (City & Guilds).

They can be tailored for future supervisors, team leaders and managers as well as those people already in these roles.

We work closely with your managers to help them:

- Excel as managers, living your organisation's vision, values and culture, and supporting their teams to do the same
- Giving them the skills, knowledge and behaviours to be competent in their role, understanding how to lead and the impact that their leadership has on their team
- Being clear on their responsibilities and having the confidence and tools to have difficult conversations, manage performance on a daily basis and drive their teams forward

Learners will be required to work through five online modules and will receive feedback as they work through the individual modules. The online modules are:

- Communication Skills
- Leadership Skills
- Motivation for Performance
- Leading Change
- Coaching Skills

# INDIVIDUAL WORKSHOPS



## COMMUNICATION

Within this topic, we can cover a range of subjects including:

- The role of the team leader
- The communication process
- Communication in groups, to individuals and in meetings
- Other methods of communication
- Barriers to communication
- Listening skills and speaking skills



## EFFECTIVE LEADERSHIP

This workshop is for leaders where they have a team behind them. It covers:

- The key essentials of leadership and motivations
- The importance of vision and creating a common sense of purpose
- Effective communication and scoring themselves
- Areas of improvement, flexible leadership and improvements required to motivate their teams



## SELF AND RELATIONSHIP AWARENESS

The objective of this programme of virtual, online workshops is to help managers better understand themselves and their team members, in turn, putting them in a good position to work towards creating a high-performance team. We can also deliver this programme as face to face workshops or as part of a larger leadership development programme.

We have a number of different options including a focus on leadership development, a focus on team development and team analysis.



## EMOTIONAL INTELLIGENCE

Emotional Intelligence is such an important subject for all of our teams at the best of times and it is particularly important just now. Giving your people, particularly your supervisors and managers, the ability to better understand and manage their own emotions, as well as knowing how to support, manage and respond to the emotions of the people in their teams, is critical. Now more than ever, we need to help our managers be the best that they can be and in turn, help them create high performing teams.

This two hour virtual, online workshop is a great starting point on that journey.



## OTHER MODULES AVAILABLE ONLINE

- Communication for Managers
- Motivation for Performance
- Leadership Skills
- Leading Change
- Coaching Skills for Managers
- Effective Managers
- Performance Management
- Operational Management
- Self Development and Coaching Others
- Assessor Refresher Training
- Internal Audit
- Food Hygiene
- Lean Management

Refer to our website for more workshop topics or get in touch.

# RECIPES - BBC GOOD FOOD



**HALLOUMI STUFFED PEPPERS**

## Ingredients

- 4 large red peppers
- 290g jar antipasti marinated mushrooms
- 50g couscous
- 100ml hot vegetable stock
- 250g halloumi cheese, cut into cubes
- 2 tsp chopped fresh parsley
- Mixed salad leaves and garlic bread

## Method

1. Preheat the oven to 200C/Gas 6/fan oven 180C. Cut the peppers in half through the stalks and scoop out the seeds. Put the peppers in one layer on a baking sheet. Drain the mushrooms, reserving the oil from the jar - drizzle one tablespoon of the oil over the peppers, then sprinkle with salt and pepper. Bake for 20-25 minutes, until the peppers are just tender.
2. Tip the couscous into a bowl and pour in the hot stock. Leave for 5 minutes to soak, then fluff up with a fork and stir in the mushrooms, halloumi and parsley. Season with salt and pepper and spoon into the pepper halves. Return to the oven for 15 minutes, until the cheese is golden. Serve the peppers warm with a mixed salad and garlic bread.

## Ingredients

- 500g baby new potato, halved
- 4 skinless chicken breasts
- 1 tbsp sunflower oil
- 1 large onion, chopped
- 2 garlic cloves, crushed
- 350ml chicken stock
- small bunch tarragon
- 175g asparagus, trimmer
- 3tbsp reduced-fat crème fraîche

## Method

1. Cook the potatoes in a large pan of boiling water for 8-10 minutes until tender, then drain and keep warm in the pan. Season the chicken with ground black pepper. Heat the oil in a large non-stick frying pan. Gently fry the chicken with the onion and garlic for 5 minutes until both are lightly browned. Turn over the chicken once and stir the onion regularly.
2. Pour over the stock, add 2 sprigs of tarragon and bring to a gentle simmer. Cook for 5 minutes, then turn the chicken, add the asparagus and cook for 3 minutes more. Chop the remaining tarragon.
3. Stir the crème fraîche and tarragon into the pan with the chicken and heat through, stirring, for a few seconds. Serve with the new potatoes.



**CREAMY CHICKEN WITH ASPARAGUS & TARRAGON**



**EASY CHOCOLATE MOLTEN CAKES**

## Ingredients

- 100g butter, plus extra to grease
- 100g dark chocolate, chopped
- 150g light brown soft sugar
- 3 large eggs
- ½ tsp vanilla extract
- 50g plain flour
- Single cream, to serve

## Method

1. Heat the oven to 200C/180C fan/gas 6. Butter 6 dariole moulds or basins well and place on a baking tray.
2. Put 100g butter and 100g chopped dark chocolate in a heatproof bowl and set over a pan of hot water and stir until smooth. Set aside to cool slightly for 15 minutes.
3. Using an electric hand whisk, mix in 150g light brown soft sugar, then 3 large eggs, one at a time, followed by ½ tsp vanilla extract and finally 50g plain flour. Divide the mixture among the darioles or basins.
4. You can now either put the mixture in the fridge, or freezer until you're ready to bake them. Can be cooked straight from frozen for 16 mins, or bake now for 10-12 mins until the tops are firm to the touch but the middles still feel squidgy.
5. Carefully run a knife around the edge of each pudding, then turn out onto serving plates and serve with single cream.

# POLARIS LEARNING FOOD TEAM



training | development | competence

It's been a another busy but very different year for the Food and Drink team as they adapt to the challenges of COVID-19 and the new way of working.



Left to right: Alastair, Catriona, Jamie, Gordon, Erin, Callum and Jim  
(Photo taken pre COVID-19)

With clients and candidates from Highlands and Islands through to the Scottish Borders our geographical knowledge is certainly enhanced!

As well as the delivery of the MA Programme, many consultants also carry out practical training both at home and abroad for clients – recently Assessor Training, Train the Trainer, SVQs in Learning and Development, Poultry Inspection and a range of workshop topics on leadership development.

We can't do all of this without the massive support of our Administration Team who work extremely hard to provide the team with all the resources to carry out their roles and candidate support for those using our online system. With a constant flow of information being provided by them it takes a lot of pressure off the team knowing nothing will get missed as the Admin team will have it covered before it enters our heads!

With experience in the Food and Drink Industry of 150 years between us (I know, we are looking good for it!) it doesn't stop the team continually developing and enhancing our own skills.

We have had a very busy year adapting to working within the constraints of COVID-19 and we are missing seeing our clients and candidates when we cannot come onto your sites just yet. However, it has been great to be able to keep in touch through different ways of working and we have appreciated everyone's efforts to keep the Modern Apprenticeship programmes moving forward in spite of everything.

That's all from us folks, but please get in touch with any of our dedicated team members if want to discuss any requirements for your own team development.

# NEWS FROM POLARIS LEARNING

## ALASTAIR DICKIE

Alastair has been with Polaris Learning for over 16 years, working with a range of clients in food and drink manufacturing and retail.

In a normal year, Alastair spends a lot of time travelling between clients located across Scotland as well as supporting candidates remotely using PLUS or by telephone and e-mail.

This year has ended up being very different, of course, with Alastair spending more time supporting remotely although that has started to change during the last couple of months.

We keep Alastair busy, supporting Modern Apprenticeship at SCQF 5 and SCQF Level 6 candidates through 1 to 1 learning, delivering group workshops as well as providing a range of training and qualifications including PIA, leadership and management, internal audit, HACCP, food hygiene, assessor and specialist butchery courses.



## WORDS FROM OUR CANDIDATES



“

*I have already recommended the course to a colleague as I think it would benefit others like it has me*

MA Candidate - Level 3 Management

”



“

*I wouldn't change anything about the course, everything is there that is needed (on PLUS), very detailed and easy to understand*

MA Candidate - Level 2 Food and Drink

”



“

*Great assessors, I got feedback and support from them and always a good explanation of requirements, and great communication skills*

MA Candidate - Level 3 Food & Drink Operations

”



“

*My colleague and I have both enjoyed working with PLUS as we could do the training at our own pace, to fit in with our work schedule and not under pressure to have it done by a certain time*

Candidate - Internal Quality Auditing

”

# WANT TO BE FEATURED IN THE NEXT NEWSLETTER OR ON OUR SOCIAL MEDIA?



Get in touch with us using the details below if you would like to be featured in our next issue of our newsletter, or if you would like to be featured on any of our social media channels

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

## GET IN TOUCH



**+44(0) 1651 873398**



**info@polaris-learning.com**



**12 Meadows Industrial Estate, Oldmeldrum, Aberdeenshire, AB51 0EZ**

## VISIT US ON SOCIAL MEDIA

