

# NEWS & VIEWS

SPRING/SUMMER 2019



training | development | competence

## IN THE FOOD AND DRINK INDUSTRY



## BEING THE BEST WE CAN BE

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“

*“The course has helped me to develop my skills within my role and has given me more confidence with decision making and problem solving.”*

Modern Apprenticeship Candidate

”

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# FEATURES...



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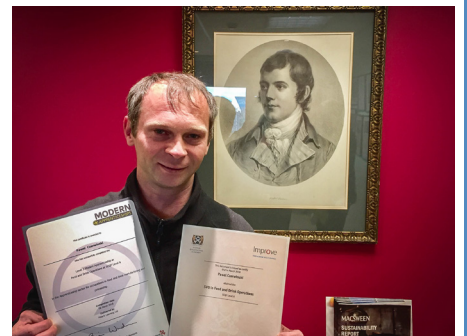
RECIPES 13

SCOTLAND FOOD AND DRINK EXCELLENCE AWARDS 2019 4

## CONGRATULATIONS TO ALL OF OUR CLIENTS...

It's hard to fit all of our candidates into the newsletter but here's a selection of celebrations from the last few months.

Massive congratulations and thank you to all of our clients and candidates from the Polaris Learning Team.



# CALEDONIAN PRODUCE



It has been another fantastic year working with Caledonian Produce. We are now going into the planning stage to deliver Food and Drink Operations at Level 3 and Production and Processing Skills at Level 2 after a successful couple of years of working together.



To date, we have had 12 candidates start on the Level 2 programme and 46 on the Level 3 programme, with a further 15 Level 2's and 24 Level 3's to be signed up over the coming months. We are keen to get going and to kick off another great programme.

There are a large number of candidates working on 5S projects undertaken as part of the Level 3 qualifications. A wide range of departments from Preparation through to Dispatch are benefiting from the projects.

These workshops and projects are also a great chance to hear ideas on things that could be improved from all involved and a great way for everyone to apply their training. It is a highly motivational approach and allows everyone the opportunity to have input into increasing efficiencies within their own areas.



We would like to thank all of the candidates and staff at Caledonian Produce (Bakkavor) for all of their hard work, time, effort and commitment they have shown to the programme.





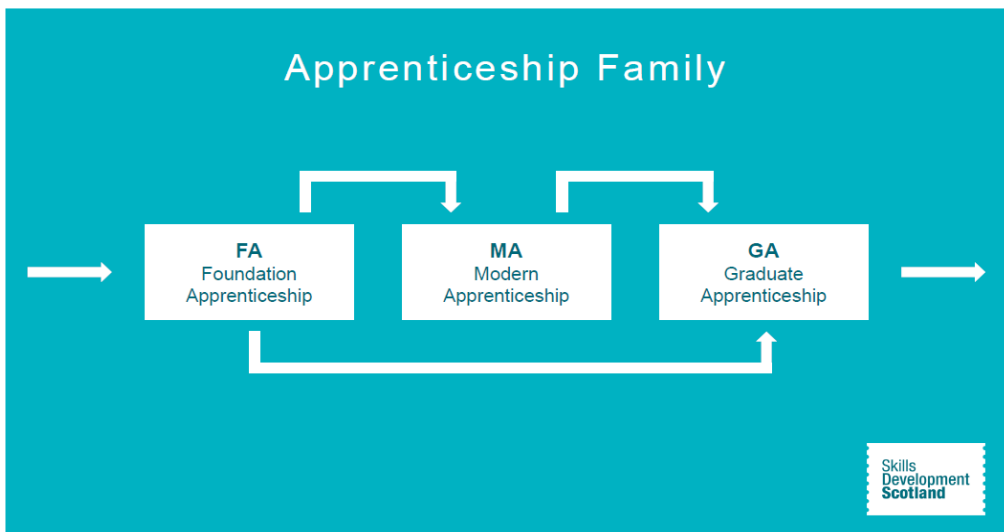
Another great night at the Food & Drink Excellence Awards with some of our clients.

We were pleased to be sponsoring the wine again to help make the event a great night.

Here are some of the 'before' photos - no 'after' photos provided!



## THE APPRENTICESHIP FAMILY



### Foundation Apprenticeship

- It counts as one of your subjects
- It's the same level as a Higher
- You get valuable work placement

### Modern Apprenticeship

- Get the experience employers are looking for
- A real alternative to full-time college or university
- You earn a wage whilst learning

### Graduate Apprenticeship

- Gain a qualification with a respected college or university
- The work you do counts towards gaining your qualification
- You'll be in a paid job

For more information, please visit [www.apprenticeships.scot](http://www.apprenticeships.scot)

## CAMPBELLS PRIME MEAT

We were delighted to be working with Campbells Prime Meat over the last year to begin an MA programme in Food and Drink operations.

We are always delighted to welcome new clients and candidates and hope to continue and develop long-term relationships with this high profile supplier of quality foods to the hotel, restaurant and catering trade.

Polaris Learning Assessor Alastair Dickie said “It was a refreshing change to be working with young butchers again as this is my original background. It is a good experience to be working with a committed company who give me strong support throughout the programme”.



## SEAFOOD INDUSTRY WORKPLACE READY PROGRAMME

### THE WORLD IS YOUR OYSTER FROM THIS MOMENT ON

This 3 day course was designed by training providers and industry to try and meet the demand for the upskilling of potential employees that are aiming for employment in the fishing/food sectors.

The processing sector transforms the fresh fish and shellfish produced by fishermen and fish farms. The range of careers available includes technical managers, supervisory roles, food technologists, operatives, team leaders, filleters and quality assurance roles.

The first group of school leavers attended the course delivered by Michael Sim and Gordon Gibb and first reports are looking good with the whole group enjoying the experience and learning from the balance between practical and theory.



- ▶ Day 1: Level 2 Hygiene (Seafish Certificate), The World is Your Oyster (Theory), Fish Basic Quality Assessments
- ▶ Day 2: Basic on HACCP, Knife Skills: Sharpening and Care/ Carrying/Storing, Basic Filleting Skills
- ▶ Day 3: Health and Safety (Seafish Certificate), Basic Cooking Skills

# USEFUL REFERENCE LINKS

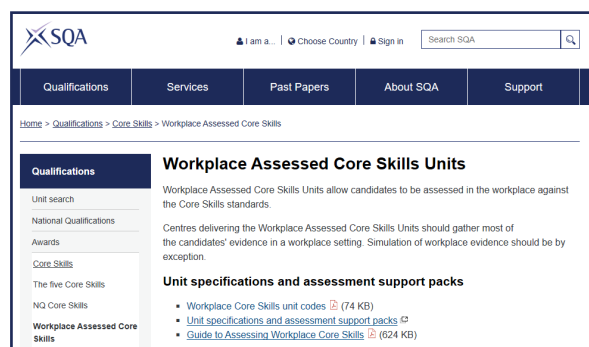


## CORE SKILLS

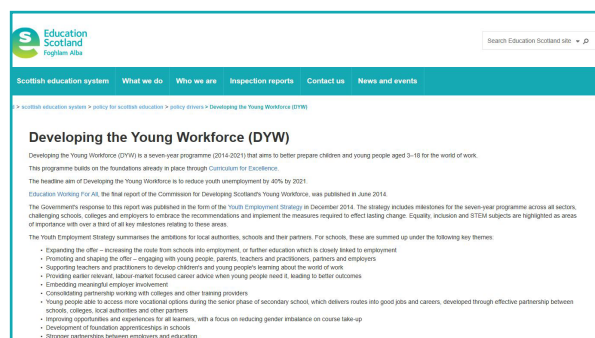
Workplace Assessed Core Skills Units allow candidates to be assessed in the workplace against the Core Skills standards.

Centres delivering the Workplace Assessed Core Skills Units should gather most of the candidates' evidence in a workplace setting. Simulation of workplace evidence should be by exception.

<https://www.sqa.org.uk/sqa/37843.html>



## 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.

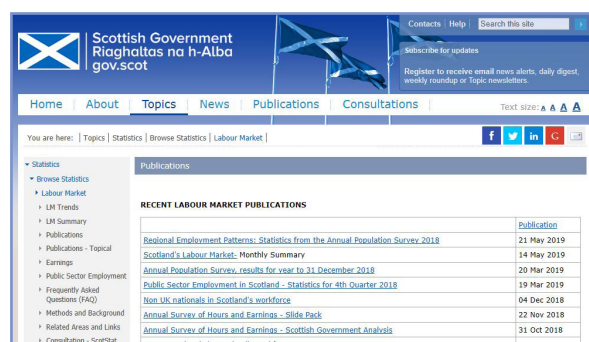
[https://education.gov.scot/scottish-education-system/policy-for-scottish-education/policy-drivers/Developing%20the%20Young%20Workforce%20\(DYW\)](https://education.gov.scot/scottish-education-system/policy-for-scottish-education/policy-drivers/Developing%20the%20Young%20Workforce%20(DYW))

## LOCAL MARKET INFORMATION

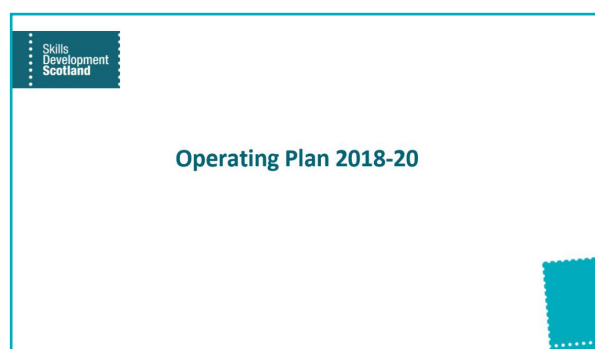
Here you will find information on how to access statistics relating to the Labour Market.

The Scottish Government holds the Labour Force Survey, Annual Population Survey and Annual Survey of Hours and Earnings data set.

<https://www2.gov.scot/Topics/Statistics/Browse/Labour-Market>



## YOUTH EMPLOYMENT STRATEGY



This is the Skills Development Scotland Operating Plan for 2018-2020. This outlines their commitments to making skills work for Scotland.

Their aim, with their achievements to date, and what they are planning to deliver over the next 2 years, is to create a prosperous nation with more jobs, fair work and a dynamic, sustainable and inclusive economy.

<https://www.skillsdevelopmentscotland.co.uk/media/44822/sds-operating-plan-201819.pdf>

We are looking forward to another exciting year of working with both Youngs Seafood Group at Annan, Fraserburgh and Macrae Edinburgh after 11 years of working together.

A key part of the success of our partnership is the excellent buy-in and commitment from the companies and their teams to give their people the time from their roles to meet with us, complete knowledge or attend workshops.

All sites are busy with learning and development activities.

Starting with Train the Trainer workshops endorsed by the ILM at Fraserburgh, we were delighted to have people from across the factory getting stuck into the course, listening to feedback and really pushing their training skills forward, all of which is helping to support them with their Level 2 and Level 3 Modern Apprenticeships.



## YOUNGS SEAFOOD GROUP - ANNAN

At Youngs of Annan we have now successfully completed the first phase of candidates and it has been a great experience for everyone involved. We are delighted that phase 2 has been extended to cover both Level 2 and Level 3, with workshops starting in June. This next phase will also mean that each team is allocated a mentor to help them as they work through their improvement projects.

## MACRAE EDINBURGH

At Macrae Edinburgh, Emma, Training Manager and her colleague Sylwia have completed their SVQ Learning and Development Level 3. Emma is now currently working towards her Level 4 and Internal Verifier Qualification, working through all aspects of the learning and development life cycle so that she builds on her existing skills and knowledge to ensure that all the company's training and assessment programmes are achieving best practice, are standardised and highly effective. This qualification is also a great way to demonstrate to clients that the company is committed to high quality, employee focused learning and development.

Across all sites we have been running workshops for those who are completing their Modern Apprenticeship in Food & Drink Operations at Level 3. The topics include: Communication, Leadership and Motivation, Quality Management, Plan, Allocate and Monitor Work, Conflict Management and 5S.



# 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



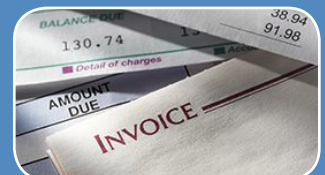
Innovation



Internationalisation



Community



Prompt Payments





We have been working with BrewDog since 2015. We are now into the planning stage to deliver Phase 5 for the Modern Apprenticeships at Level 3, and Phase 2 for the Modern Apprenticeships at Level 2. The pathway covered with BrewDog is the Food and Drink Operations: Production and Processing Skills.

This year we will be working with 12 candidates on the Modern Apprenticeship programme, bringing the total number of the team at BrewDog who have completed, or are working on, a Modern Apprenticeship qualification to 9 Level 3's and 53 Level 2's.

A key part of the success of our partnership is the excellent buy-in and commitment from BrewDog (and from their crews) to give their people the time they need from their roles to meet with us, complete knowledge and to allow us time to complete observations with the crew members.

Polaris have also successfully taken 2 crew members through their SQA L&D9D Assessor Award within Brewdog, and we are currently running a trial of our new competency management system "Progress" which will greatly enhance their ability to store and manage their crews training and competency activity.



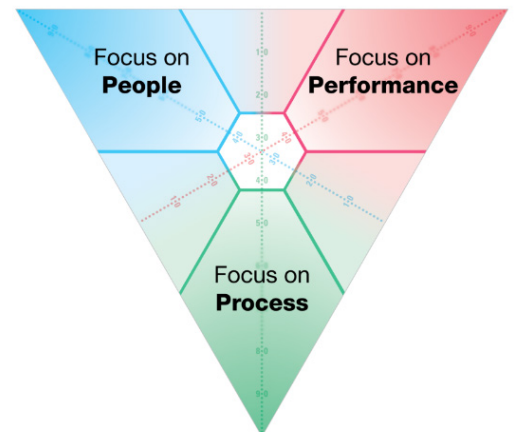


# MAXIMISING YOUR ABILITY TO LEAD A HIGH PERFORMING TEAM

## YOU AND YOUR TEAM:

For most of us, whether in a leadership role or not, we are not usually fully aware of what motivates us, what makes us feel valued, how this impacts on how we think and behave, and what happens when we feel stressed or in conflict.

SDI provides those insights and helps us on the way to being much more effective, engaging leaders. In addition, understanding how our thoughts and therefore behaviours impact on others around us, and understanding how we change when we feel stressed or in conflict helps build your leadership capabilities and our confidence.



With this insight you can begin to:

- ▶ Recognise how you are feeling and understand how this will impact your behaviour
- ▶ Understand how your behaviour is likely to impact those around you
- ▶ Acknowledge how you change when stressed or under conflict and think about what steps you can take to modify your behaviour

Whether we are working with you in a 1 to 1 coaching relationship, or we are taking you through a leadership development programme, we will work with you to apply this new insights to help you:

- ▶ Develop more effective ways to communicate with different people and achieve a win-win result
- ▶ Understand what you can do to build more productive relationships and better achieve shared goals
- ▶ Act to motivate your different team members and build a team that excels
- ▶ Improve your ability to minimise conflict, deal with conflict or cope with difficult situations and conversations, improving your effectiveness as a leader and team member
- ▶ Manage your own resources and impact

For more information, visit: [www.polaris-learning.com/strength-deployment-inventory/](http://www.polaris-learning.com/strength-deployment-inventory/)

# NOR-SEA FOODS LIMITED



NOR-SEA FOODS LTD  
The Smoked Fish Specialists

Polaris Learning have a long established relationship with Nor-Sea Foods and their parent company International Fish Cannery. We have been working with them for many years taking candidates through their Modern Apprenticeships in Food and Drink Operations.

Nor-Sea Foods Limited was founded in 1974 by the Clark family who have been involved in fish processing over 4 generations. They have production sites strategically located in Fraserburgh and Aberdeen where they have close access to their raw material resource.



Candidates left to right: Karolina and Katarzyna collecting the certificate for their MA in Food and Drink Operations at SVQ Level 3

Nor-Sea Foods specialises in the production of hot smoked ready to eat mackerel and cold smoked kipper fillets, primarily for the UK retail and foodservice sectors.

We would like to thank Nor-Sea Foods for their continued support and commitment to each programme we run with them.

## CONGRATULATIONS TO ASSOCIATED SEAFOODS



A big congratulations to Associated Seafoods who won the 'Investing in Skills Development' award and the 'Export Business of the Year' award at the North East Scotland Food & Drink Awards 2019 which celebrates the best of food and drink throughout Aberdeen, Aberdeenshire and Moray.

We welcomed Associated Seafoods as a client again recently and were excited to be renewing our relationship with this premium seafood supplier.

It has been a while since we worked on this site but it was good to have the company's support throughout the Modern Apprenticeships Level 2 and Level 3 programmes.

We had a great response from the candidates with a high standard of work returned from them across the board.

We also enjoyed a good relationship with their training team who gave us great support across the programme and look forward to phase 2 beginning in the next month.



Drew Niven of Associated Seafoods receiving the award at the North East Food & Drink Awards

# TAKE TIME: A KEY LESSON FOR US ALL?



The need for managers to take a step back before acting, to take time to think through the issues and then act, is a recurrent theme in many of our conversations. Taking time also has to be combined with thinking critically about a situation before reaching a decision or acting.

## STEP 1: BE AWARE OF YOUR OWN DRIVERS

The reasons that we react the way we do to situations is based on many factors. However, we can start to increase our self-awareness of what is influencing our reactions.

By being aware of our values, beliefs and attitudes, we are in a better position to be aware of what influences our decisions, at a sub-conscious level.

For example, do you believe that you need to respond quickly to an e-mail in order to show that you are on top of your work or you have the answers? How is this affecting the way you look after your clients?



## STEP 2: BE AWARE OF THE BARRIERS THAT STOP YOU THINKING

Many factors can stop us thinking clearly and add to the need for us to step back before acting.

Some of the key ones that we see in our work include:

### a) The pressure of time

This is a key reason that a decision can turn out to be the wrong decision.

The decision was taken in a rush, the pressure to reach a decision and act was too great. As a result, it was the stress that drove the decision, not clear thinking. In addition, corners are more likely to be cut increasing the risk of something going wrong.

**Ask: Am I acting too fast or without a complete picture? Am I cutting corners that should not be cut?**



### b) Past Experiences and False

We can be too influenced by what we have previously experienced or what worked before or what did not work before. We can also develop a false memory of what happened and a false confidence about what is the right way forward. It is important to draw on experience but it is also important to sense check that the experience is relevant and that we are thinking clearly about the current problem facing us.

**Ask: Am I drawing on the right experience? Is this experience relevant? Am I remembering the process and outcomes correctly?**

### c) Lack of Self Awareness

Jumping straight in, thinking that we know the solution, that we are best placed to act and that we do not need input from anyone else is good when it works but is not always the best route.

Recognising that we might not have the best answer, that others may have a valuable input or that we might be acting with an incomplete picture can help us to think before we make a decision or act.

Some people have a really effective internal dialogue to question their ideas and thoughts, and others do not. Learning to develop this ability is very useful.

**Ask: Do I need input from others? Am I acting without thinking through what is driving me? Am I clear on what is motivating me? Have I involved the right people?**

# TAKE TIME: A KEY LESSON FOR US ALL?



## STEP 3: BE OPEN TO BEING CHALLENGED, AND SEEK OUT PEOPLE WITH DIFFERENT VIEWS TO YOUR OWN

It is important to check your assumptions, the options that you have identified and your view of the likely outcomes, with people who are likely to hold a different view to yourself. Avoid being over confident in your own decision making abilities.

To make this do-able, you are more likely to get feedback if you have a rapport with the people that you are talking to or you create an environment around you where people feel that they can and should comment and provide feedback.

## STEP 4: ARE YOU AN INTROVERT OR EXTROVERT?

This is not an exact science and there is a lot of resource on this topic.



However, the important thing to be aware of, is that those who are more extrovert are likely to seek out other people's views and input. If you are introvert, you are more likely to try and reach the decision on your own.

Being aware of what you are more likely to do and what your team members are more likely to do, helps you to sense check if you are getting the input that you need.

## STEP 5: ASK PROBING QUESTIONS

Asking probing questions of yourself or of others involved in making the decision, can be critical in getting a clear picture of a situation and the consequences of the decision.

Good examples include:

- ▶ **What are the consequences of that assumption?**
- ▶ **How does that affect other considerations?**
- ▶ **What if we took an entirely opposite approach?**
- ▶ **How does this reflect on our previous experience?**
- ▶ **What aspect of this do I least understand?**
- ▶ **What is the worst thing that could go wrong?**



## STEP 6: DECISION MAKING TOOLS VERSUS THE HUMAN ELEMENT

There is an array of decision-making tools that can help with a range of types of decisions (from simple to complex). A key element to allow for, however, is the human element.

Getting out of your routine, sleeping on the decision or doing something completely different, will all help you draw on your intuition and work out if you are making the right decision.

# PARTNERSHIPS AT WORK

We are delighted to continue working with AquaTerra Training. They offer a wide range of courses which we believe you would find of interest.

Their website address is: [www.aquaterra.co.uk](http://www.aquaterra.co.uk)

## AquaTerra

### Training

With 35 hours of mandatory Driver CPC training to complete, AquaTerra understands the pressures which some drivers may face to complete their training around demanding work schedules.

AquaTerra will be offering the following Jaupt approved Driver CPC modules either on-site or at their Kintore, Aberdeenshire training facility throughout 2019:



- 1 Day Emergency First Aid at Work
- Tachographs, Drivers Hours and Load Security
- Accident and Emergencies

- Manual Handling and Customer Care
- Terrorism and Security Awareness
- Dangerous Goods and COSHH Awareness

For more information on these courses:

Web: [www.aquaterra.co.uk](http://www.aquaterra.co.uk)

Email: [bookings@theaquaterragroup.com](mailto:bookings@theaquaterragroup.com)

Tel: +44(0)845 257 7571

## STARTER



### SMOKED SALMON WITH PRAWNS, HORSERADISH CREAM & LIME VINAIGRETTE

#### Ingredients

- 1 tbsp crème fraîche
- 1 tsp horseradish sauce
- 4 slices smoked salmon
- 10 large cooked prawns, peeled but tails left on

#### For the salad

- Juice 1 lime, finely grated zest of 1/2
- 1 tsp clear honey
- 1/2 tsp finely grated fresh root ginger
- 2 tbsp light olive oil
- 2 handfuls small leaf salad

#### Method

Mix the crème fraîche with the horseradish and a little salt and pepper. For the dressing, whisk the lime juice and zest with honey, ginger and seasoning, then whisk in the oil.

Lay the smoked salmon and prawns on 2 plates, then top with a dollop of the horseradish cream. Toss the salad in most of the dressing and pile on top. Drizzle the remaining dressing around the plate and serve.

#### Ingredients

- 2 Scotch beef PGI sirloin steaks
- A little olive oil
- Salt and pepper

#### For the salad (optional)

- 1 small red onion, finely sliced
- 3-4 ripe tomatoes, finely sliced
- A few basil leaves
- 1 tbsp of olive oil and a squeeze of lemon

#### Method

1. Heat a griddle or frying pan large enough for both steaks. Brush the steaks with a little oil and season with salt and pepper.
2. Cook the steaks for 2½ minutes each side for rare, 4 minutes each side for medium, or 6 minutes each side for well done.
3. Rest the steaks for 3 minutes before serving.
4. Whilst the steaks are resting, combine all of the salad ingredients and check for seasoning. Serve the steaks with the salad and a good dollop of mustard

## MAIN



### SIRLOIN STEAK WITH TOMATO & RED ONION SALAD

#### Ingredients

- 200g honey nut cornflakes
- 2 x 400g jars chocolate hazelnut spread
- 2x 180g tubs full-fat cream cheese
- 1 tbsp roasted and chopped hazelnuts

#### Method

1. Put the cornflakes and half a jar of chocolate hazelnut spread in a bowl and beat to combine - don't worry about breaking up the cornflakes. Press the mix into the base of a 23cm springform tin.
2. In a separate bowl, beat the cream cheese until smooth, then fold in the remaining chocolate hazelnut spread. Smooth onto the cornflake base, wrap tightly in cling film and freeze overnight.
3. Remove from the freezer 30 mins before serving, or until you can cut it easily with a sharp knife. Serve in slices with hazelnuts sprinkled over.

*Will keep in the freezer for up to 1 month*

## DESSERT



### CHOCOLATE HAZELNUT ICE CREAM CHEESECAKE

# TRAINING AND QUALIFICATIONS



## ASSESSOR

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.



# HALFDAY WORKSHOPS AVAILABLE



## 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

We build in emotional intelligence into our workshops and particularly into this workshop.



## CONFLICT MANAGEMENT AND DIFFICULT CONVERSATIONS

This workshop looks at:

- The sources and signs of conflict
- How conflict can be minimised in the workplace
- How to handle conflict situations
- How to deal with difficult conversations
- How best to negotiate



## TIME MANAGEMENT AND DELEGATION

This course is suitable for anyone who has some control over their time and the opportunity to use delegation within their role to enhance the team. We cover:

- Activity traps
- Time thieves
- Procrastination
- Prioritisation
- Dealing with distractions
- Effective delegation



## COACHING / MENTORING

This workshop is suitable for anyone who is responsible for the coaching and mentoring of others. It looks at the traits of a coach as well as the difference between mentoring and coaching and the skills needed for each. It looks at:

- How people become competent
- The role of the coach/mentor in this respect
- Identifying individual needs as well as individual learning styles

The role of the mentor and mentee is also covered and we also provide example template forms which might be useful to record meetings with the mentee.



## PLANNING AND LEADING CHANGE

We have a range of workshops designed for different levels of management as well as those in operational (non-management) roles. For leaders we look at:

- Human aspect of leading change
- Managing change and resistance to change
- Planning change and clarifying objectives

We link these, where possible, to a leading change project that can be delivered by the learners for your business.

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

# POLARIS LEARNING FOOD TEAM



training | development | competence

It's been a busy start to the contract year for the Food and Drink Team as they gear up to welcome on board 400 plus new Modern Apprentices over the coming months



Left to right: Alastair, Catriona, Jamie, Gordon, Erin, Callum and Jim

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.

At the moment we are developing resources on a range of topics for our online learning portal PLUS, as well as carrying out Learning and Development qualifications, Management qualifications, Lean Belts, Master Fishmonger, and Verifier accreditation.

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

## ERIN KING

We are delighted to welcome Erin King to our Food Team as a Trainee Consultant.

Erin has recently graduated from Heriot Watt University with a BSc (Hons) in Biological Science (Food and Beverages). With a background in farming she has had a keen interest in the food industry from a young age and has supported this by gaining experience in the food industry working within several major food production sites.

She has handled the pressures and excitement of BRC Audits, Product Development, Quality Assurance and is super organised and efficient when it comes to planning and paperwork! Erin also has the added benefit of experiencing coaching first hand as a keen hockey player and achieving her hockey leader's certificate.

One of Erin's main hobbies is training sheep dogs which gives her all the attributes of a great Trainer: patient, caring, consistent and a great communicator. We are very excited to see where Erin can support the team, employers and candidates with her infectious passion for the food industry. Welcome aboard!



## WORDS FROM OUR CANDIDATES



***This course is very good, it's given me a clear understanding about management and what's required in the role of a manager***

MA Candidate - Level 3 Food & Drink



***Brilliant trainer. Gave feedback, helped provide a relaxed atmosphere and delivered the course material well***

Candidate - Train the Trainer



***I do enjoy this course, it's nice to look at my job with more knowledge about it. The tutor is really professional at his job and knows how to make it interesting***

MA Candidate - Level 2 Food & Drink



***Good practical knowledge of subject area and Auction Mart. Good interaction with candidates and assisted when necessary***

Candidate - Animal Welfare



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