

FDQ - Qualification Specification

FDQ number	Qualification title	Qualification number (QN)	EQF Level	Review date
511-317	FDQ Level 2 Certificate in Delicatessen Counter Sales and Services	610/0863/1	3	30-Apr-27

Qualification Purpose

The FDQ Level 2 Certificate in Delicatessen Counter Sales and Services is designed for employees in the food retail environment providing counter service to customers. The qualification should be delivered and assessed in the workplace.

The qualification has been designed to develop an enhanced level of product knowledge that learners will use to increase service levels and sales. The qualification will extend learners' knowledge across a range of different food categories increasing their ability to cross-sell with confidence and work in other areas of the fresh food counters as required.

The qualification is suitable for learners who wish to achieve a stand-alone qualification and

- want to learn new skills and knowledge to enter the sector
- are working in an instore sales and food environment and wish to develop or refresh their skills and knowledge.

It may be delivered alongside a recognised apprenticeship standard such as Level 2 Retailer.

The qualification contains 12 mandatory units which are focused on 3 areas of the delicatessen counter:

- cheese
- charcuterie and cooked meats
- other specialist delicatessen products

The units include principles of the products in the 3 areas, understanding how to run counter service as well as product sampling, customer service and maximising sales.

The aim of this qualification is to assess underpinning knowledge to recognised National Occupational Standards.

Ofqual purpose E. Updating and continuing professional development (CPD).

Sub purpose E3. Develop knowledge and/or skills relevant to a particular specialisation within an occupation or set of occupations

Learners can be 14 years old and above to take this qualification. Learners do not require any prior qualifications or units or food skills experience to take this qualification, although achievement of a Level 2 Food Safety or HACCP qualification may be an advantage to some learners.

This qualification is regulated by Ofqual.

This qualification could lead to

The qualification will support progression to further learning in:

1. subject areas including;
 - food manufacturing
 - food supply chain
 - food science and technology
 - food hygiene, safety and quality
2. particular qualifications including;
 - FDQ Food Safety qualifications at Levels 2 to 4
 - FDQ HACCP qualifications at levels 2 to 4
3. This qualification may support employment in/into roles including;
 - food supply chain operative/supervisor

- food processing and manufacture technician/supervisor
- food sales and service technician/supervisor
- food safety/quality assurance technician/supervisor

Qualification support

This qualification is supported by the Food Training and Education Council.

Further Information

Further information can be obtained from our website at: <http://www.fdq.org.uk>

Or by contacting FDQ:

Tel: 0113 859 1266

Email: fdq@fdq.org.uk

Assessment

Occupational skills (OS) units are designed to assess the learner's applied skills required to demonstrate competent performance in the workplace in a defined role. Assessment of this qualification is by learner portfolio of achievement. Evidence of performance can be supplemented by other assessment evidence e.g. witness testimony, work-related questioning, workplace documentation, photographic evidence and professional discussion.

Other assessment methods may be used to assess occupational knowledge (OK) and underpinning knowledge (UK) requirements including e-assessment, multiple-choice examination and assignment. Assessment requirements are set out in individual units of assessment, see exemplar *H/650/2467 Principles of Cheese*. Assessment requirements are set out in individual units of assessment and in the FDQ Level 2 Certificate in Delicatessen Counter Sales and Services Handbook. Reasonable adjustments apply that allow learner support for oral or other assessment adjustment arrangements to meet learner needs. All assessment activity is subject to internal quality assurance.

FDQ has in place a quality system comprising policies and procedures to ensure its qualifications are developed, delivered and remain fit for purpose. FDQ externally quality assures all centre assessment and internal quality assurance quality and arrangements.

Achievement

This qualification is a Certificate requiring achievement of 31 credits, and is pass/fail.

Rules of Combination (RoC)

FDQ Level 2 Certificate in Delicatessen Counter Sales and Services	
Total credits required for qualification	31
Group A - mandatory	31 credits
Guided Learning Hours (GLH)	252 hours
Total Qualification Time (TQT)	310 hours

Mandatory units

Unit ref	Unit type	Unit title	Level	Credit	GLH
H/650/2467	UK	Principles of cheese	2	2	18
J/650/2468	UK	Principles of charcuterie and cooked meats	2	2	20
K/650/2469	UK	Principles of specialist delicatessen products	2	2	16

Unit ref	Unit type	Unit title	Level	Credit	GLH
R/650/2470	OK	Understand how to operate a cheese counter	2	3	24
T/650/2471	OK	Understand how to operate a charcuterie and cooked meats counter	2	3	24
Y/650/2472	OK	Understand how to operate a specialist delicatessen products counter	2	3	24
A/650/2473	OK	Understand how to deliver customer service on a delicatessen counter	2	1	9
D/650/2474	OK	Understand how to manage product samples in food retail	2	1	9
F/650/2475	OK	Understand how to maximise sales of foods in a retail environment	2	2	18
H/650/2476	OC	Demonstrate cheese counter service skills	2	4	30
J/650/2477	OC	Demonstrate charcuterie and cooked meat product counter skills	2	4	30
K/650/2478	OC	Demonstrate specialist delicatessen products counter service skills	2	4	30

Exemplar unit of assessment

Title	Principles of Cheese				
Regulatory unit reference	H/650/2467				
Level	2	Credit value	2	GLH	18
Learning outcomes	Assessment criteria				
The learner will:	The learner can:				
1. Understand the process of making cheese	<p>1.1 Describe the functions of the main ingredients that are used to make cheese including</p> <ul style="list-style-type: none"> • starter cultures • milk • rennet • colours <p>1.2 Summarise each of the major stages and processes involved in cheese making including</p> <ul style="list-style-type: none"> • Milk preparation • Addition of starter culture • Coagulation • Cutting • Heating and scalding • Pitching and draining • Salting • Milling and forming • Pressing • Maturation <p>1.3 Describe the processing differences for the following types of cheese:</p> <ul style="list-style-type: none"> • hard 				

	<ul style="list-style-type: none"> • semi-soft • soft • blue • cheese made from pasteurised milk • cheese made from unpasteurised milk <p>1.4 Compare the processing methods for the following types of cheese</p> <ul style="list-style-type: none"> • dry salted/salt brined cheese • blue cheese • mozzarella style cheese • Swiss style cheese • cottage cheese <p>1.5 State the factors which control and affect the cheese maturation process.</p>
<p>2. Understand the range and differences between types of cheese</p>	<p>2.1 Describe the differences between large scale factory processing and small-scale farm processing of cheese</p> <p>2.2 Summarise the regional differences in cheese from the following countries</p> <ul style="list-style-type: none"> • UK • France • Netherlands • Italy • Greece <p>2.3 Describe the protected status schemes in relation to cheese</p> <p>2.4 Compare the flavour profiles for the following UK and European countries cheeses</p>

	<ul style="list-style-type: none"> • Cheddar • Cheshire • Stilton • Brie • Camembert • Parmigiano Reggiano • Pecorino • Roquefort • Gouda • Emmental • Gorgonzola • Feta
<p>3. Understand how cheese is stored</p>	<p>3.1 Summarise the storage temperature and other requirements for different types of cheese including</p> <ul style="list-style-type: none"> • hard • semi-soft • soft <p>3.2 Describe the role and function of a cheese grader.</p>
Purpose and Assessment Overview	
<p>Unit purpose and aim(s)</p>	<p>The aim of the unit is to assess skills and understanding aligned with National Occupational Standards.</p>
<p>Assessment requirements and guidance</p>	<p>The relevant FDQ Qualification Handbook sets out the assessment and quality assurance requirements for this unit.</p>

	The learner must demonstrate their skills and understanding to meet all learning outcomes.
Additional information about this unit	
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula	<p>This unit of assessment relates to National Occupational Standards:</p> <ul style="list-style-type: none"> • PPL.C278 Help customers to choose a delicatessen product in a specialist retail environment
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