



Lunar Freezing & Cold Storage Case Study

Modern Apprenticeships in Food Manufacture, and Business & Administration

Lunar Freezing & Cold Storage are based in the fishing ports of Peterhead & Fraserburgh. They catch and supply herring, mackerel and whitefish products throughout the world. This is a fast growing business and they are well known in the North East of Scotland as a good employer.

Product quality is a big part of Lunar's success. They recognise that a well trained work force helps with productivity, quality and staff retention. Modern Apprenticeship qualifications, funded by Skills Development Scotland and delivered by Polaris Learning Ltd are an important part of the company's training plan.

In fact, during 2011, nearly twenty employees will complete the Modern Apprenticeship in Food Manufacture (specialising in Seafood Processing or Operational Skills) or the Modern Apprenticeship in Business & Administration.

Jessica, Shirley and Victoria - delighted to have completed their Modern Apprenticeship Level 2 in Food Manufacture



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“Since working with Polaris Learning Ltd, we have found the Modern Apprenticeship Level 2 and Level 3 in Food Manufacture to be a very useful way to train our employees in fish processing and quality control. The Polaris Learning trainer comes from the fish industry so he knows our industry and understands the pressure on quality and production targets.

The employees appreciate getting a qualification that reflects what they do on the job. We find the training helps us with quality, employees at all levels understand better what is expected and how to meet our standards. Clients see that we invest in training and that we do what is necessary to get the product right first time”, **Coleen Ramsay, Technical Manager, Lunar Freezing & Cold Storage.**

“The Modern Apprenticeship, Level 2 Food Manufacture has helped our current knowledge and understanding of fish processing. The optional Level 3 units enhanced our knowledge and understanding especially in relation to BRC audits. That was a really good experience and shows us what we need to do to progress within the company.

We are looking forward to progressing through the Level 3, as it will teach us new skills, strengthen current knowledge and understanding, and support us as we take on more responsibility”, **Jessica and Vickie, Lunar Freezing & Cold Storage.**

Modern Apprenticeships at Lunar Freezing & Cold Storage

Lunar is a family business and is growing fast through acquisition and recruitment. The Modern Apprenticeship qualification helps Lunar to provide a structured career path for employees. Whether the employee works in fish processing, quality control or business and administration, Lunar will look for an opportunity for the employee to complete a relevant Modern Apprenticeship qualification.

For employees who are progressing in a quality control role or a supervisory role, the employees have completed Level 3 units. These units enable the employees to develop the skills needed for more senior roles within the company. Projects have included preparing the company for BRC audits and other client audits.



Lunar Freezing & Cold Storage – the benefits of the Modern Apprenticeship Level 2 in Food Manufacture

Ensuring product quality

To ensure high product quality every employee must know what is required and how to do the task to the right standard.

Lunar Freezing & Cold Storage can be confident that every employee completing the Modern Apprenticeship qualification is properly trained, understands what to do, how to do it and knows the importance of getting it right first time. There is, of course, the added bonus that the employees are usually pleased to be getting a recognised qualification. This helps with their motivation and commitment to their work. It also helps Lunar Freezing & Cold Storage with succession planning and retention.

Success with external audits

Clients of Lunar Freezing & Cold Storage can see that the company is committed to training and quality. Lunar Freezing & Cold Storage equally know that through the Modern Apprenticeship qualification, they are giving their employees the best chance to comply with procedures. And this all helps with external audits.

Taking the load off their supervisors and training team

In most organisations, the people responsible for training are usually very busy. Lunar Freezing & Cold Storage finds that the help provided by their Modern Apprenticeship Learning Provider takes some of the pressure off the training team or supervisors.

Making it all add up - the financial returns

The majority of the company's employees working towards the Modern Apprenticeship qualification qualify for funding from Skills Development Scotland towards their qualification. So Lunar Freezing & Cold Storage do not have to pay for the training.

Some of the apprentices recruited will also be eligible for a grant to help the employer with the pay of the apprentice.

Minimal business interruption, good returns

The trainer from Polaris Learning visits the employees on site at a time that suits the company and the employee. The visit involves a check on progress and observation of the employee at work. Many clients report that this approach has little impact on production and the results well out weigh any time spent away from the line.

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