



INNOVATION FOR THE
FOOD SERVICE SECTOR

TRAINING FACILIAATOR'S GUIDE



Your Guide to a new and effective training model to enable learners in the food service sector to be proactive and ready for the future of food.

Foreword

Food 2030 (EU food innovation policy) highlights boosting innovation and empowering communities as a key priority. It wants value-added products to meet the needs, values, and expectations of society in a responsible and ethical way. However, the food service market (caterers, cafes, takeaways, pubs/restaurants, café, food trucks, contract caterers, hospitals, schools etc.) is challenged by a lack of growth (just 5% in three years in the UK), price pressure from food retailers and changing consumer behaviour. Obesity is a public health time bomb but as consumer interest in healthy and sustainable food continues to rise, European food service businesses face a win-win opportunity: they can grow their businesses AND empower consumers to make healthier choices.

Stimulating Healthy Food Service Innovation (SUSTAIN) seeks to **empower food service SMEs with the innovation knowledge and skills** to introduce healthy, affordable products to market, thus boosting their competitiveness and contribution to a healthier society. To ensure our approach seeks maximum reach and impact, we will **provide enterprise support centres – the main source of training and support for small businesses –with the resources they need to radically improve the innovation training they provide to small food service firms.**

Stimulating Healthy Food Service Innovation (SUSTAIN) aims **to provide VET bodies and food service businesses with up-to-date innovation and digitisation skills necessary to capitalize on these favourable circumstances.**

The impact at a local level by providing access to highly innovative yet accessible training resources, we position these businesses with the skills from which to creatively innovate new healthier food offerings and understand the impact that digitization is beginning to make on their sector. “Fast” does not have to necessarily equal “unhealthy.”

TABLE OF CONTENTS

FOREWORD	P 2
01 ALL ABOUT THE CURRICULUM	P 4
02 GENERAL INSTRUCTIONS FOR TRAINERS	P 9
03 COURSE DELIVERY OPTIONS	P 10
04 COURSE CONTENT OVERVIEW	P 12
05 USEFUL LINKS	P 17
06 SAMPLE TIMETABLE	P 17

01: About the Project Curriculum

a) What is SUSTAIN all about? Spotlight on the Open Education Resources (OERs) that make up this course

SUSTAIN is an Erasmus+ Strategic Partnership project which focuses on the development of Food innovation in the Food Service Sector in Europe, and it promotes an understanding of the close relationship between Sustainable innovation and competitiveness. It consists of a set of open educational resources created for teachers and trainers, published online and free to download and use.

The SUSTAIN OERs constitute our new training model, designed to equip VET organisations and food service businesses to develop healthy innovation products and digitalised business processes to ensure **the Food Service Sector in Europe dynamically responds to obesity challenges, changes in technology and lifestyles.**

SUSTAIN will contribute to your professional development as VET Trainers, by increasing your skills in relation to innovating healthier food products and digitalisation of food service. Through this accompanying Teacher Guide, it will also achieve a step change impact in the digital teaching of these topics.

The resources are presented in different formats depending on their use:

- The **OERs**, a set of multimedia resources (PowerPoint, documents, work sheets, video, interactive quizzes etc.) organized into 6 modules as they relate to the learning objectives of the curriculum, which can be used directly by trainers.
- A Learners Workbook
- This **Trainers Guide** for VET organisations (interactive PDF) explaining the structure and suggested uses of the OERs

b) The COVID-19 Context



It is hard to imagine living through a historic global shift, but we most certainly are. The world seemed so certain when we started this project, nothing seems certain now. Whole sectors have essentially collapsed, including events, hospitality, tourism, and culture. 2020 - 2021 has been a rollercoaster for all in the Food Service Sector, but with great challenges come great opportunities. Those that adapt successfully to the new reality fastest– are likely to define the future of the sector. Many food service businesses have pivoted to a range of different practices; operating click-n-collect or delivery services, cook at home gourmet meal-kits or reheat food boxes. The only way to survive will be to innovate and to adapt to suit the current trends. In a time of pandemic (COVID 19), the focus has become independent caterers. They are some of the most innovative, exciting, and hardworking people in hospitality. Covid-19 has been devastating for many businesses, and many more great companies could find themselves still under threat. Now is the time to be bold and respond to changing demands, not to wait for the good times to return. There will be good times, but they will look hugely different. The virus should prove to be the catalyst for the adoption of new technology across the industry to build hygiene defences and drive long-term sustainability.

c) The objective of the project & OERS



- Provide 500 SMEs, VET Trainers and policymakers with rigorously researched, up-to-date knowledge on the business opportunities arising from the healthy food agenda. (IO1: Good practice healthy food service Compendium)
- **Provide 100 Food Sector Trainers with new resources to introduce healthy food innovation courses for their client base reaching 2,000 food service SMEs** (IO2: OERs)
- Boost the effectiveness of the aforementioned courses and widen access to 1,000 food service SME owners and employees by developing an online platform, “Healthy Food Innovation and Digitization for the Food Service Sector” (IO3).

d) Who the course was created by:

The course has been developed by experts who are passionate about innovation and digitalisation within the Food Service Sector and its transformational use in business today. It is designed to create a new and effective training model to empower SMEs and entrepreneurs to be proactive and ready for the ‘Foodture’. Hereunder we introduce the partners who have provided input in the development of this course

	<p>NCASS, the Nationwide Caterers Association, is the nationally recognised trade association for mobile catering, outside catering, event, and street food catering in the UK. For over 30 years it has provided essential services to over 5,000 members. Its goal is to raise standards within the profession, liaise with government departments and act as a trusted supplier of accredited training courses for catering employees as well as having published a variety of training books. NCASS has a unique and unparalleled insight and experience of developing and delivering support for the food service sector. Interestingly it is often called upon to advise local Councils and public bodies on how to stimulate a food culture and experience in their region. Given their core remit of providing accredited training for the catering sector, their team is evidently skilled and resourceful and appreciate the varied learning approaches NCASS works closely with local government partners, community & trade organisations, and the VET sector to help foster the enterprise and innovation culture within the food service sector. Their networking reach is also important for the exploitation impact and dissemination of the SUSTAIN project from the outset.</p>
	<p>The College of Hospitality and Tourism Maribor (CHT) was founded in 1998 as a public institution with a clear goal of satisfying the needs of the hospitality industry in Slovenia. Progress toward this goal is evident through study programmes, international recognitions/awards, associations, and student high employment rates. VSGT is pledged to international cooperation via different activities ranging from mobility, international events, competitions, conferences, excursions and projects. CHT has a close</p>

	<p>relationship with the industry (local and global). They have an educational B2B centre, as an industry partner seeking to promote knowledge transfer to stimulate innovation through fresh ideas and different workshop. They fully embrace the mission of education via respecting global and local environments through a healthy, sustainable culinary which is reflected in their College Restaurant Seven. Recognizing new models of teaching directed towards the younger generation is one of the aspects where they want to progress and set standards for other colleges of catering and tourism. They aim to adapt to the current trends in hospitality and they can make a positive impact on the project results via their ERG 2021 network and their existing industry partners.</p>
 <p>Comhairle Chontae na Gaillimhe Galway County Council</p>	<p>County Galway, with a geographic area of 6,149 km², is the second largest County in Ireland. As the local government authority, Galway County Council has a clear vision to be an inclusive County with a clear sense of identity where they work together towards achieving the full economic, social, community, linguistic and cultural potentials of County Galway and all its people through citizen engagement at a local level. Galway is a food and hospitality hotspot, with over 350 restaurants and over 12,000 farms, it feeds 10 times its population. Galway County Council (GCC) has been working to build and innovate food, food service and food tourism sectors for over a decade. In addition to developing an economic infrastructure that supports innovation in the region from physical infrastructure to enterprise facilities, the Council also delivers support services to start-up enterprises in the region through the Local Enterprise Office which provides funding to start-up and micro enterprises along with training and business mentoring. GCC is the founder of BIA Innovator Campus, a €6m+ project to address a seismic need for regional food workspace infrastructure in the West of Ireland by realising a dynamic food and drink innovation centre of scale to be opened in 2021, with the creation of 360 jobs within 3 years in 40+ businesses.</p>
 <p>BASD Balkan Agency for Sustainable Development</p>	<p>Balkan Agency for Sustainable Development (BASD) is an NGO for public benefit and is part of a connected network of research organizations, regional agencies, and institutions in all Balkans and the EU. BASD have a team of experts in training, research, innovation, needs analyse, awareness-raising and networking. BASDs activities include socio-economic and sustainable development, activities related to development of the labour market, preservation and policies of human resources, demographic trends, protecting human rights, lifelong learning, development of education and training, social inclusion, social economy, social and health services; regional development, cross-border, transnational, interregional cooperation, tourism, and rural development.</p>

	<p>Cdea has led the way in vocational training in Gipuzkoa since 1978 and delivers Health, Hospitality and Tourism courses in three areas: in-service, initial and adult vocational training. Cdea aims to meet catering and hospitality sectoral training needs and their courses are developed and delivered in close contact with the business community. This enables Cdea to adapt to the skill changes that take place as a result of technological and organizational advances. The Professional Catering College enjoys an outstanding reputation. It has over 40 years of experience in the sector and is the only institution in Gipuzkoa offering a tertiary level course in Culinary Management. The college also works with educational and governmental institutions on getting people into the workforce and providing on-the-job training for companies. The college is involved in a wide spectrum of activities from local to European levels. Cdea has its own restaurant staffed by students and open to the public. Diners can enjoy a special set menu designed, prepared, and served by students from the Gipuzkoan Senior School of Cookery.</p>
	<p>Momentum is an Irish VET organisation focused on developing progressive learner-centric programmes and platforms for education with a special focus on the food and hospitality economy. They combine an intimate knowledge of the Irish food and hospitality sector with their VET specialisms of blended learning and professional development training in food entrepreneurship and innovation, rural economy regeneration, food sector stimulus training incorporating new approaches to marketing, innovation, internationalisation, competitiveness, and business improvement. Momentum works with emerging and established food entrepreneurs at all stages of their development continuum from networks of primary producers to artisan producers, food service operators and SME producers.</p> <p>Momentum also have a strong marketing division specialising in brand development, content generation, communication strategies, digital media and social media attracting high profile attention to their programmes. In addition to their VET work, they have vast national and international experience of developing and delivering food sector stimulus strategies. Momentum is passionate about the power of the agri-food and gastronomy sectors to have a transformational impact on local communities and wider regional economic development.</p>



European E-learning Institute (EUEI) specialises in the creation of powerful online platforms, immersive educational environments and provision of resources and tools to create truly valuable learning experiences. EUEI was founded on the concept of 'continuing education'; a post-secondary education programme that provides further enrichment to learners in a wide range of sectors, covering topics that are professional and/or personal. As an organisation, EUEI places tremendous worth on the informal and flexible nature of continuing education and crafting flexible, online learning courses for those wishing to improve themselves and stay ahead in their careers and in business. Building inclusive and resilient communities is also a key goal of the organisation.

e) Overall learning objectives of course

Our project and course aim to **empower Food Service SMEs with the innovation knowledge and skills to introduce healthy, affordable products to market, thus boosting their competitiveness and contribute to a healthier society**. To ensure our approach seeks maximum reach and impact, we will provide enterprise support centres - the main source of training and support for small businesses—with the resources they need to radically improve the innovation training they provide to small foodservice firms.

The food sector is one of the most dynamic in Europe with changes in technology and lifestyles rapidly altering consumer preferences and affecting profit margins. SUSTAIN will contribute to the **professional development of VET Trainers** like you by increasing skills in relation to innovating healthier food products and digitalisation of food service and the digital teaching of same.

SUSTAIN will also make a substantial contribution to supporting you as educators, in staying abreast of the market developments and their implications for innovation and growth. The SUSTAIN course will empower you as trainers, by supplying you with the specialist knowledge of the contemporary food market and specifically the potential of health as an innovation driver therein.

For this reason, SUSTAIN begins with a unique training resource (IO1) that pools the diverse knowledge of our specialist partners to provide you as enterprise trainers (and SMEs) with a Compendium of Best Practice, a showcase of 50 SMEs that are embracing the drivers and opportunities for innovation in healthy food in Europe and in their national and regional markets. As added-value food sector continues to grow across Europe, this Compendium provides you with excellent case studies that can be used by your learners to advance their professional development and using best practice to improve their own results and opening doors to future business development, diversification, or career opportunities.

f) Who can deliver the course and for whom this course is aimed at:

The course is designed to be delivered by VET teachers and trainers. Teachers/trainers can easily adapt our set of training materials and resources to design and deliver training sessions using high-quality content which has been developed, tested and reviewed in the UK, Slovenia, Bulgaria, Spain, Ireland, and Denmark.

Of note

- The SUSTAIN Open Education Resources are intended to enable educators and teachers to deliver classroom and small group training to culinary & food business students and existing food SME employees on the topic of Innovation & digitalisation in the food service sector.
- We provide all the necessary resources and materials to successfully deliver the course in several settings and formats, see Section 03 for course delivery options.

02: General instructions for Trainers

1. Methodological Approach:

The Open Education Resources consists of a 6 Module Curriculum and a Learner Workbook to introduce learners to the scope and potential of SUSTAIN in a way that is both rigorous and congruent with academic research and focused on the real-world use of innovation & adaptations, including digitalisation in the food service sector. The Curriculum is based on the understanding that there are opportunities present, but that SMEs need to stay abreast of developments within the sector to remain competitive and to contribute to societal changes. In addition, it shows how competency can be consolidated through new learnings, compliance with Sustainability goals and ethical frameworks and provides practical insights into learning a new skill set in a future proofing way.

2. General Instructions:

Please read this guide thoroughly before conducting the training. For classroom, flipped or blended delivery please:

- Download, review & revise course resources for the training as necessary. Allow adequate training time for sessions
- Localise training content with case studies and information on local supports for your students
- Ensure that each participant completes exercises embedded in each Module– these provide valuable learning.
- Allow time for review of exercises and provide a feedback loop.

3. Instructional Approach:

The Open Education Resources have been designed to accommodate a range of teaching styles and cultures. As a common thread, each module is presented with the following design:

- The topic is introduced briefly before delving into the subject matter.
- Information and current best practice on the topic are presented, moving from general definitions to more detailed applications, enabling the scope of the topic to be understood.
- Knowledge is reinforced, and skills are developed as students participate in practical exercises or study questions.

03: Course Delivery Options

a) Traditional Classroom Training & Tools required

Classroom training remains one of the most popular training techniques for building skills capacity. Typically, it is instructor-centered face-to-face training that takes place in a fixed time and place. The SUSTAIN project tools, suggested use and additional resources required can be outlined as ...

<i>Classroom Tool</i>	<i>Suggested Use in the Classroom</i>	<i>Additional Resources Required</i>
<i>Powerpoint® presentation</i>	Training materials are developed in PowerPoint. We suggest that these will be displayed on a large screen for classroom delivery.	Laptop/Computer Projector Large Screen
<i>Videos</i>	Videos are used to explain certain sections of the training content and to present case studies for discussion.	Audio/sound system
<i>Whiteboard</i>	Invite learners to write on the board or ask for feedback that you write on the board	Pens and so on

Suggested delivery mechanisms:

- Small group discussions: Break the participants down into small groups and give them case studies or work situations to discuss or solve. This allows for knowledge transfer between learners.
- Q & A sessions: Informal question-and-answer sessions are most effective with small groups and for updating skills rather than teaching new skills. These should be used frequently across course delivery.

- Multimedia: Multimedia training materials tends to be more provocative and challenging and therefore, more stimulating to the adult mind. Trainers should ensure that all imbedded tools are used to their full potential.
- Interactive tools: The engagement of students can be easily achieved by using interactive tools. An example of a free tool is Kahoot! which is a game-based learning and trivia platform used in classrooms, offices, and social settings. You can compile a quiz, which can be answered by the students on their phones/tablets/computers. It is possible to get immediate feedback and results.

b) Online Learning:

This delivery method uses Internet technologies embedded in the SUSTAIN learning platform to deliver a broad array of solutions to enable learning. The SUSTAIN course is provided as an online learning programme, for direct access by all stakeholders including **trainers, students, Food SMEs & entrepreneurs**, on the topic of Food Innovation in the Food Service Sector the platform will be a multilingual, interactive site combining informative resources with digitalisation exercises and innovation skills development activities. The online learning facility incorporates best practice in online learning so that while the learning objective remains the same (or similar) the user interface and experience can be radically different as befits the medium.

c) Other teaching methodologies:

Flipped Classroom

In a Flipped Classroom, learners study module content prior to class with a focus on exercises and assignments in class. The classroom transfer of knowledge makes way for online instruction outside the classroom. This creates more room for practicing in class, for extra explanation when needed and offers the possibility to dive deeper into the materials during class-time.

Blended Learning

Blended Learning combines online digital media with traditional classroom methods. It requires the physical presence of both teacher and student, with some element of student control over time, place, path, or pace. Learners still attend a classroom setting with a teacher/trainer present, face-to-face classroom practices are combined with computer-mediated activities regarding content and delivery. Blended learning is most used in professional development and training settings.

Collaborative/Peer to Peer Learning

Collaborative learning is an educational approach to teaching and learning that involves groups of learners working together. Examples for boosting collaborative and peer-to-peer learning are:

- **Peer review:** Peers in the classroom are brought together to jointly evaluate the work by one or more people of similar competence to the producers of the work. Peers not only assess the performance of each other, but also share their experience and know-how.
- **Google Docs:** This online collaboration tool facilitates the creation of meaningful documents. All group members can work at the same time (real-time) in the same document, from any location from various devices. Changes are automatically saved in documents as being typed upon. It is possible to monitor the revision history of a document where you also can see who made a specific change. The value of Google Docs as a learning resource in that group members can also share documents, chat, and comment on same.

04: Course content overview

a) Modules

The Curriculum comprises six modules structured as a journey from learning to understand the customer or consumer to how Food Service businesses can be ready for the future in terms of opportunities and sustainability.

- Module 1: Food Service & the Customer
- Module 2: Food Trends in the era of Climate Change
- Module 3: Improving Nutrition & the functionality of ingredients
- Module 4: Maximising Local & Short Food Supply Chains
- Module 5: Technology for Food Service and the Future
- Module 6: Transformational impact of Food Technology & Sourcing

b) Course content detailed overview

Module 1	Food Service & the Customer
Overview	In this Module, we will be focusing on the consumer or customer and how their attitudes and behaviour along with brand positioning can affect product choice within the food service sector. We also discuss the impact of Covid and how it has changed the future of the Food Service Industry
Learning Objectives	To equip Food Service SMEs with a greater understanding of the consumer and how having insight can lead to opportunity and readiness.
Topics Covered	<ul style="list-style-type: none"> • Changing consumer attitudes to food & implications for Food Service • The impact of Covid and how business must adapt to survive • Consumer behaviour / perception regarding product choice (Sensory/Physical) • Brand-Positioning
Case Studies	'Baked in Brick' – Coping with the pandemic 'My Goodness' - Food Service focusing on Health & Immunity 'Greenbox Food Co.' – Adapting to off-premises trend

	<p>'Royal Nature' – an example of a business using digitalization to promote health and their business</p> <p>'Kodila' – Demonstration of less-but-better approach</p>
Suggested Assessments	<p>Further discussion topics to embed learning:</p> <p>As an SME how well do you know your customer and are there behavioural patterns?</p>
Further Reading	<p>EIT Food – Covid-19 Impact on Consumer food Behaviours in Europe</p> <p>Bord Bia – Market Insight Report 2020</p>

Module 2	Food Trends in the era of Climate Change
Overview	In this module, we explore how climate change is considered one of the most serious problems faced by humanity today. The food service sector, which encompasses hospitality and institutional catering contributes in different ways to greenhouse gas (GHG) emissions. Under the UN Sustainable Development Goals (SDGs), we talk about steps that can be taken to improve energy efficiency, reduce food and packaging waste through reusing and recycling waste.
Learning Objectives	We plan to learn from others in the sector who are working to reduce their effects on climate change through increased energy efficiency, more sustainable practices, including reducing food waste and introducing more plant-based options. We learn how subtle changes we make can have a lasting difference and can also result in reduced costs.
Topics Covered	<ul style="list-style-type: none"> • Food and the Environment • Reducing Food Waste • Sustainable Packaging
Case Studies	<ul style="list-style-type: none"> • 'Ecological didactic Farm, Pri Baronu' – promoting sustainability • 'evocco' – use of technology to promote awareness of carbon footprint • 'Jikoni' – example of a business becoming carbon neutral • 'gourmet bag project 2.0' – innovative ways to fight against food waste • 'Simply Green' – Demonstrating eco-friendly & sustainable practices • 'Organic-Dairy Vending Machines' – Showing how packaging can be avoided • 'Ecovative Design' – using plastic alternatives
Suggested Learning Activities	<p>Further discussion topics to embed learning:</p> <p>Cost Benefit analysis: Could a bring your own container, have an impact on your business?</p> <p>Discussion: Are your Meat-free options balanced meals and are your consumers getting enough protein?</p> <p>Readiness Checklist: Create awareness by allowing them to question their status in terms of sustainable practices</p>
Further Reading	<p>The UK plastic pact: https://www.wrap.org.uk/sites/files/wrap/Considerations-for-compostable-plastic-packaging.pdf#page=16</p> <p>You are part of the Food Chain: https://www.europeansources.info/record/you-are-part-of-the-food-chain-key-facts-and-figures-on-the-food-supply-chain-in-the-european-union/</p> <p>https://ec.europa.eu/info/sites/default/files/conferences/food2030_2017/4.1.2_food_in_a_green_light-cathy_maguire_eea_0.pd</p>

Module 3	Improving Nutrition & the functionality of ingredients
Overview	The burden of disease associated with poor nutrition continues to grow in the World Health Organisation European Region. Poor diet, overweight and obesity contribute to a large proportion of noncommunicable diseases, including cardiovascular diseases and cancer, the two main killers in the Region. We discuss this and how as Food service operators we can make an impact to community health by making consideration when menu planning and understanding the link between food & health
Learning Objectives	The aim of this module is to give some general information on the 5 topics listed below, which have become critical subjects when it comes to Improving Nutrition & the Function of Ingredients through the food you serve. Following this module, learners should be more aware of the link between food and health and how additives and processing have an impact on the health of consumers and how we have a role to play.
Topics Covered	<ul style="list-style-type: none"> • Understanding the link between: Food-diet-Health • The use of nutraceuticals in food production • Reducing Sugar & Salt content in food products • Natural Food Additives • Reducing the processing of Food
Case Studies	<ul style="list-style-type: none"> • ‘Camile Thai’ – Following the 3 top trends in Health & Wellbeing • ‘Kocbek’ – An example of good food processing • ‘Vital health group’ – How to create a healthy menu in a café
Suggested activities	Further discussion topics to embed learning: “How can you interpret the top 3 trends in health & well-being to innovate your food business?” How can you incorporate more functional foods of nutraceuticals into your menu?
Further Reading	Why We Overeat: The Toxic Food Environment and Obesity

Module 4	Maximising Local & Short Food Supply Chains
Overview	In this module you will learn about the types of supply chains & why short ones are so important in creating & maintaining a circular economy. We will also discuss food waste & how the ‘Just-in-time’ helps in eliminating waste in the food service industry.
Learning Objectives	At the end of this module, learners will know what a Short Food supply-chain is and their benefits over Long-supply chains, in our world today. They will also learn how we now must start working towards a circular economy to reduce food waste and cost in the Food Service

	industry and how lean principles can be brought into play to assist in this endeavour.
Topics Covered	<ul style="list-style-type: none"> • Background information of Supply chains • Creating a circular economy & avoiding Food waste • Lean principles & 'Just-in-time' processing & logistics
Case Studies	<p>'Neighbourfood' – An Irish initiative demonstrating collective direct sales</p> <p>'Zadruga Dobrina' – Demonstrating development of sustainable SFSC</p>
Suggested Learning Activities	<p>Discussion topics to embed learning:</p> <ul style="list-style-type: none"> • Do you know where the food you serve comes from? • What is waste? How could you reduce your businesses waste? • How can the 'JIT' approach help your business?
Further Reading	SHORT SUPPLY CHAIN KNOWLEDGE AND INNOVATION NETWORK (shortfoodchain.eu)

Module 5	Technology for Food Service and the Future
Overview	In this module, learners will be introduced to some of the key areas where technology is being implemented and how certain companies are offering easily digestible and implementable technology solutions for SMEs in the food sector with specific case studies of businesses who have adopted these processes, making their businesses a stronger market fit and meeting the needs of the consumer.
Learning Objectives	<p>Learners will be more aware of the advances in technology and communications that are changing the way we find, eat and dispose of our food. Since the start of the COVID-19 pandemic, the adoption of new technologies has been key for food sector businesses survival.</p> <p>By completing this module, learners will understand the important role the Food service sector plays in shaping food trends as they act as intermediaries between producers and consumers. They will also be aware of how these technologies provide opportunities for the Food service Sector in many ways.</p>
Topics Covered	<ol style="list-style-type: none"> 1. Contactless Services 2. Big Data 3. Food Delivery 4. Retail Products 5. Marketing 6. Hardware
Case Studies	<ul style="list-style-type: none"> • 'Toast' – Example of using Big Data

	<ul style="list-style-type: none"> • ‘Fit-Panther’ – Delivery Solution & Digitalisation • ‘Camile Thai’ – Use of technology via App to meet customers’ needs • ‘Salateria Soup & Salads’ – use of information and delivery solutions
Suggested Learning Activities	Discussion topics to embed learning: <ul style="list-style-type: none"> • What’s stopping you from adopting these technologies? • Did you trial new revenue streams during the pandemic?
Further Reading	Food for Life Farm to Fork Food service and Big Data Food 2030

Module 6	Transformational impact of Food Technology & Sourcing
Overview	<p>As intermediaries between consumers and producers, SMEs have an important role to play in engaging with the global food system. While food service is a local activity, the decisions made have global implications. In this module, learners will revise the issues facing the global food system and how technology is being implemented to try and combat some of these issues. From there, they will learn about how to best engage with suppliers to provide a nutritious and ethically sourced product for their customers.</p>
Learning Objectives	<p>At the end of this module, learners will be more aware of the global implications of their sourcing decisions. They will have learnt about the externalities of the food system and the technological advances been made to combat these. With a greater understanding of the issues facing the food system, they will then learn about how best to engage with their supply chain to ensure they are making the right sourcing decisions for their business.</p>
Topics Covered	<ol style="list-style-type: none"> 1. Technology in Production 2. Technology in Processing 3. Engaging with Suppliers
Case Studies	<p>Farm Eye – Smart Farming – Ireland Km0 – A case study of a Spanish Restaurant that is serving Meat Subs in a sustainable way. Elika Jan – Spain – App that supplies customers with additional info on in ingredients</p>
Suggested Learning skills	Discussion topics to embed learning: <ul style="list-style-type: none"> • How does food science affect your business? • Are you providing nutritious balanced meals?
Further Reading	The future of Food and Farming Consumers seek more sustainable benefits from F&B products

05: Useful links:

Project website	https://www.foodinnovation.how/
Best Practice Compendium	https://www.foodinnovation.how/good-practice-healthy-food-service-compedium-for-smes/
Learning resources	https://www.foodinnovation.how/healthy-food-innovation-and-digitisation-for-the-food-service-sectoers/
Project Facebook page	https://www.facebook.com/SUSTAINFoodService

06: Sample 5 day SUSTAIN course Timetable

DAY	Training Content
1	09.00 – 13.00 Module 1 14.00 – 15.30 Module 2
2	09.00 – 13.00 Module 2 14.00 – 15.30 Module 3
3	09.00 – 13.00 Module 3 14.00 – 15.30 Module 4
4	09.00 – 13.00 Module 4 14.00 – 15.30 Module 5
5	09.00 – 13.00 Module 5 14.00 – 15.30 Module 6

- It is recommended to keep the days maximum the length indicated in the table above.
- Since the learning materials are quite intense and new to the teachers and learners, it is recommended to spread the information across multiple days.
- For the best processing, you can choose to spread the days across weeks, so for example one day per week.