

3296 Monitor fish or shellfish operations		
SQA Unit Code		H569 04
Level 3	SCQF Level 7	SCQF Credit value 5

Unit Summary

This unit is about the skills you need to monitor the handling, processing or retail sale of fish and shellfish or fish and shellfish products. This includes the implementation of various procedures and processes, and actions needed to ensure that the quality of products is maintained according to organisational and customer requirements.

This unit is for you if you work in fish and shellfish operations, including processing, manufacture, retail and fish frying operations.

In order to be assessed as competent you must demonstrate to your assessor that you can consistently perform to the requirements set out below. Your performance evidence must include at least one observation by your assessor.

You must be able to:	You need to show:
<p>1. Organise fish or shellfish operations</p> <p>This means you:</p> <p>Contribute to the planning of fish or shellfish operations.</p> <p>Prepare the work area for the fish or shellfish operation.</p> <p>Allocate tasks to staff with the relevant skills and experience.</p> <p>Ensure that fish or shellfish and other materials are available.</p> <p>Ensure that tools and equipment are available to staff.</p>	<p>Evidence must be work-based, simulation alone is only allowed where shown in <i>bold italics</i></p> <p>Evidence of organising fish or shellfish operations in a food environment in accordance with workplace procedures.</p>

<p>Identify non-compliance or shortfalls in resources or plans.</p> <p>Report non-compliance or shortfalls to the relevant people.</p> <p>Contribute to the development and monitoring of risk assessments.</p>	
<p>2. Monitor the operation</p> <p>This means you:</p> <p>Implement checks to ensure that resources, services and staff are being used in accordance with operational plans.</p> <p>Identify problems or areas of non-compliance with quality standards.</p> <p>Identify problems or areas of non-compliance of health and safety standards.</p> <p>Take action within the limits of your own authority.</p> <p>Ensure that operations are completed or handed over according to organisational requirements.</p> <p>Complete relevant documentation accurately and make available as necessary.</p> <p>Communicate operations information to relevant staff.</p>	<p>Evidence of monitoring the operation in a food environment in accordance with workplace procedures.</p>
<p>3. Recommend improvements to the fish or shellfish operation</p> <p>This means you:</p> <p>Assist in the investigation of complaints and reports of non-compliance during operations.</p> <p>Complete relevant documentation accurately and make available as necessary.</p>	<p>Evidence of recommending improvements to the fish or shellfish operations in a food environment in accordance with workplace procedures.</p>

Contribute to the development of the skills and knowledge of staff.	
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You need to know and understand:

Evidence of knowledge and understanding should be collected during observation of performance in the workplace. Where it cannot be collected by observing performance, other assessment methods should be used.

1. How you can contribute to the planning of the fish or shellfish operation.
2. The importance of organising resources to deliver planned activities.
3. How to determine the number of staff and the skills they need to carry out planned operations.
4. How to determine the volume of fish or shellfish and other materials needed for the planned operation.
5. How to determine the tools, equipment and workplace services needed for the planned operation.
6. How to evaluate and report any non-compliance or shortfalls in resources or plans.
7. The limits of your own authority in the development of risk assessment processes.
8. The importance of monitoring the use of resources, services and staff to the organisation.
9. How to identify and solve non-compliance problems.
10. Identify problems or areas of non-compliance with quality and health and safety standards.
11. What the documentation requirements are and why it is important to meet them.
12. What the customer complaints process is.
13. What your own role is in investigating and responding to customer complaints and non-compliance with organisational standards.
14. The limits of your own authority and why it is important to work within them.
15. How improvements to the fish or shellfish operation can be proposed and acted upon.
16. How the development needs of staff can be identified.
17. How to communicate effectively with managers and other relevant personnel.

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning;
- evidence from company systems (e.g. Food Safety Management System)
- reviewing the outcomes of work
- checking any records of documents completed
- checking accounts of work that the candidate or others have written