

3297 Manage fish and shellfish operations		
SQA Unit Code		H65A 04
Level 3	SCQF Level 7	SCQF Credit value 6

Unit Summary

This unit is about the skills you need to manage operations in fish and shellfish businesses. These businesses include the planning of the processing operation, the handling, processing, relevant manufacturing processes, retailing and certain food service operations such as fish frying. The unit also reflects the skills associated with reviewing work plans and making recommendations for improvements.

This unit is for you if you work in fish and shellfish operations which may be either in a food manufacturing environment or a food service operation.

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. Plan resources to meet customer demand for fish or shellfish.</p> <p>This means you:</p> <p>Develop resourcing plans to reflect customer demand for fish or shellfish operations.</p> <p>Check that operational plans comply with legal requirements.</p> <p>Check that operational plans comply with organisational requirements.</p> <p>Contribute to the development of operational contingency plans.</p> <p>Contribute to the maintenance of operational</p>	<p>Evidence must be work-based, simulation alone is only allowed where shown in <i>bold italics</i></p> <p>Evidence of planning resourcing to meet customer demand for fish or shellfish in a food environment in accordance with workplace procedures.</p>

<p>contingency plans.</p> <p>Implement risk assessment processes.</p> <p>Brief staff on relevant plans and targets.</p>	
<p>2. Manage the processing of fish or shellfish.</p> <p>This means you:</p> <p>Monitor the activity of staff members to resolve operational difficulties.</p> <p>Monitor the activity of staff to ensure that plans and standards are met.</p> <p>Adapt plans and work activities to meet changing priorities and targets.</p> <p>Communicate changes to plans and factors affecting operations to staff members.</p>	<p>Evidence of managing the processing of fish or shellfish in a food environment in accordance with workplace procedures.</p>
<p>3. Recommend improvements to the fish or shellfish processing operation.</p> <p>This means you:</p> <p>Investigate complaints and reports of non-compliance with plans.</p> <p>Take action within the limits of your own authority.</p> <p>Make recommendations for the improvement of operations to the relevant staff.</p> <p>Contribute to the development of the skills and knowledge of staff.</p> <p>Complete all records accurately and promptly.</p>	<p>Evidence of recommending improvements to the fish or shellfish processing operations in a food environment in accordance with workplace procedures.</p>

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 the use of resources should be planned to meet anticipated demand.
2. The relevant legal and regulatory requirements, health and safety, hygiene and environmental standards and instructions that impact on the operation.
3. The competencies and relevant experience needed by staff to work in the fish or shellfish operation.
4. How contingency plans can be estimated.
5. COSHH and risk assessment requirements and precautions to be taken when implementing fish or shellfish operations.
6. How work plans, targets and operational requirements should be communicated to staff.
7. The actions that should be followed to monitor the operation.
8. How staff should be developed and supported to ensure that they meet operational objectives.
9. The importance of adapting plans and work activities to meet changing priorities and targets.
10. How changes to plans and activities should be communicated.
11. How changes to plans and activities should be documented.
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