



Australian Government

SFISAD301 Wholesale product

Release: 1

SFISAD301 Wholesale product

Modification History

Release	Comments
Release 1	This version released with SFI Seafood Industry Training Package Version 1.0.

Application

This unit of competency describes the skills and knowledge required to prepare and deliver wholesale seafood products. It includes the ability to communicate with the customer, select, prepare and weigh product, and, if necessary, consolidate other items to complete order, prepare invoices and deliver product.

The unit applies to individuals who work under supervision to prepare and deliver orders at any wholesale outlet that sells seafood products.

All work must be carried out to comply with workplace procedures, according to state/territory health and safety, food safety, biosecurity and environmental regulations, legislation and standards that apply to the workplace. Licences will be required for driving delivery vehicles and operating load-shifting equipment such as forklifts.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Unit Sector

Seafood Industry Sales and Distribution (SAD)

Elements and Performance Criteria

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Communicate with customers	1.1 Inform customers of current seafood product and market knowledge 1.2 Record customer orders accurately and negotiate prices

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	1.3 Handle complaints as required, sensitively, courteously and with discretion
2. Prepare order	2.1 Select and fit personal protective equipment and ensure workplace, equipment and materials are clean and hygienic before preparing order 2.2 Inspect required products for signs of spoilage, defects and parasites, and dispose of defective product after consultation with supervisor 2.3 Prepare product according to customer specifications and food regulations 2.4 Weigh product and record weight on appropriate form or invoice according to workplace procedures 2.5 Package and label weighed items to ensure product remains at appropriate temperature and undamaged during transport 2.6 Maintain identification and traceability of product on both packaged and unpackaged goods
3. Consolidate order	3.1 Check off each order item against a picking slip or order list and consolidate into one order 3.2 Complete invoice and documentation for the consolidated order according to workplace procedures
4. Transfer and deliver product	4.1 Ensure product assigned to the customer at the workplace is signed by the customer 4.2 Check delivery vehicle for cleanliness and serviceability 4.3 Place consolidated order into the vehicle and check product to ensure temperature is maintained until delivery 4.4 Operate and park delivery vehicle according to road and traffic legislation 4.5 Deliver product safely to customer using the most appropriate route 4.6 Check and keep documentation signed by customer accepting product
5. Return to workplace	5.1 Forward documentation for seafood delivery to the appropriate personnel at the workplace 5.2 Empty and clean delivery vehicle using cleaning chemicals and equipment safely and according to manufacturer instructions

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	5.3 Use and maintain vehicle according to road and traffic legislation 5.4 Complete logbook or other documentation according to workplace procedures on return

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.

Skill	Description
Numeracy	- Calculates extensions of weight and price to give an accurate cost of product - Calculates total of invoice using a calculator - Reads a thermometer accurately
Reading	Interprets order forms and product labels
Writing	- Records customer orders - Prepares invoices and/or statements using calculator
Navigate the world of work	Takes responsibility for decisions about when and how to complete tasks and coordinate with others
Interact with others	Selects and uses appropriate product and process terminology when communicating with other personnel and customer
Get the work done	- Communicates using a telephone and online technology - Uses Global Positioning System (GPS) navigation tool - Plans a range of routine, and some non-routine, tasks, making slight adjustments if necessary, and addressing some unexpected issues

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
SFISAD301	SFIDIST301C	Updated to meet	Equivalent unit

Code and title current version	Code and title previous version	Comments	Equivalence status
Wholesale product	Wholesale product	Standards for Training Packages	

Links

Companion Volumes, including Implementation Guides, are available at VETNet: -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=e31d8c6b-1608-4d77-9f71-9ee749456273>

Assessment Requirements for SFISAD301 Wholesale product

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Performance Evidence

An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.

There must be evidence that the individual has prepared and delivered seafood product for at least one wholesale order on at least one occasion, including:

- communicating effectively with the customer on product and orders
- selecting and fitting personal protective equipment
- assessing product for suitability and disposing of unsuitable product
- preparing, weighing and packaging customer orders to specification
- maintaining product within safe temperature range prior to and during delivery
- consolidating the order before loading product onto a delivery vehicle
- delivering product safely and efficiently
- maintaining cleanliness of workplace and delivery vehicle
- completing and maintaining accurate records and documentation prior to and post-delivery.

Knowledge Evidence

An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- local, national and global seafood product and market knowledge
- workplace procedures for taking customer orders and handling complaints
- food safety procedures and regulations for preparing and delivering wholesale seafood products, including:
 - hygienic handling and preparation of seafood
 - storage requirements for seafood product
 - personal, workplace and product hygiene
 - biosecurity in relation to live seafood product
- product knowledge of wholesale seafood product, including:
 - common fish defects, diseases and parasites

- species identification in accordance with Australian Fish Names Standard AS 5300-2015
- species harvest or fishing area, seasonality and cooking methods
- degree of freshness and spoilage for a particular species and product
- use of chemicals and cleaning equipment for workplace and delivery vehicle
- documentation requirements for preparing and delivering wholesale seafood products
- use of Global Positioning System (GPS) navigation for delivering wholesale seafood products
- local area road and traffic regulations.

Assessment Conditions

Assessment of skills must take place under the following conditions:

- physical conditions:
 - skills must be demonstrated in a seafood wholesale outlet setting or an environment that accurately represents workplace conditions
- resources, equipment and materials:
 - personal protective equipment
 - calculator
 - ice and cartons
 - invoice documents
 - scales
 - seafood product, including species of fish, crustaceans and molluscs
 - thermometer or temperature recording devices
 - vehicle with GPS or equivalent
- specifications:
 - workplace procedures for preparing and delivering wholesale seafood orders, including advice on food safety, health and safety and environmental requirements and operating a vehicle safely to road regulations
 - manufacturer instructions for vehicle operations and cleaning
 - safety data sheets for cleaning chemicals
- relationships:
 - evidence of interactions with customers and supervisor.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

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