



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>