



Australian Government

Department of Education, Employment and Workplace Relations

SFIDIST202C Retail fresh, frozen and live seafood

Release: 1

SFIDIST202C Retail fresh, frozen and live seafood

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit of competency involves setting up, serving from and packing up a retail display of fresh, frozen and live seafood (units specific for holding live aquatic animals can be selected from aquaculture stream). This involves assessing seafood freshness, demonstrating skill in putting together a display that attracts customers but ensures that the product is at the correct temperature without any cross-contamination, and serving customers. This unit does not deal with generic skills (non-seafood) that are required for retailing. Licensing, legislative, regulatory or certification requirements may apply to this unit. Therefore it will be necessary to check with the relevant state or territory regulators for current licensing, legislative or regulatory requirements before undertaking this unit.
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Application of the Unit

Application of the unit	This unit has application to any outlet, including supermarkets that retail fresh, frozen and live seafood to the public. All enterprise or workplace procedures and activities are carried out according to <i>relevant government regulations, licensing and other compliance requirements, including occupational health and safety (OHS) guidelines and food safety and hygiene regulations and procedures and ecologically sustainable development principles (ESD).</i> Equipment operation, maintenance, repairs and calibrations are undertaken in a safe manner that conforms to manufacturer instructions. Appropriate <i>personal protective equipment (PPE)</i> is selected, checked, used and maintained.
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Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Set up display	1.1. Appropriate PPE is worn. 1.2. Seafood is taken from chiller, assessed for freshness and suitability, and prepared for retail display. 1.3. Product identified as unsuitable is set aside for disposal. 1.4. Temperature of product in retail display is checked to ensure conformity with food regulations. 1.5. Display is checked to ensure that no cross-contamination occurs between raw and cooked products. 1.6. Price tickets are prepared to show the correct name and price and are clean before being placed on the display. 1.7. Live product is placed in tanks, and water quality monitored and maintained to set requirements of the species.
2. Maintain display	2.1. Product temperature is monitored to ensure that it is within the required range. 2.2. Fresh product is kept moist and attractive. 2.3. Ice and water used on fresh product is potable according to food regulations. 2.4. Display is checked and adjusted, if necessary. 2.5. Display of frozen product is checked to ensure that all products are within its use-by-date and is placed below the freezer unit's load line, according to manufacturer instructions. 2.6. Live product display tanks are checked to ensure all dead and dying fish are removed, and water quality is appropriate for the species. 2.7. Faults in refrigeration, tank and other equipment, are reported to the appropriate person.
3. Serve customers	3.1. Product knowledge is demonstrated in all communications with customer, in regard to shelf life and suggested cooking methods. 3.2. Product is trimmed, skinned or scaled to order. 3.3. Product is handled, weighed, wrapped and packaged.
4. Pack up and clean up	4.1. Product is removed from retail display and freshness and suitability for sale is assessed, and unsuitable product disposed of.

ELEMENT	PERFORMANCE CRITERIA
	4.2. Price tags are removed and cleaned. 4.3. The empty retail display and fresh product preparation areas are cleaned to ensure food regulations are met. 4.4. Live tank displays are cleaned to maintain water quality 4.5. Stocktake of fresh, live and frozen product is undertaken. 4.6. Use-by-dates on packaged fresh and frozen product are checked and out-of-date product disposed of. 4.7. Product is placed in chiller and freezer storage rooms in appropriate areas. 4.8. Product held overnight in chillers is re-iced, as necessary. 4.9. Identification and traceability of unpackaged fresh and live product is maintained. 4.10. Refrigerated storage rooms are cleaned.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- assessing seafood freshness and suitability for retail display
- cleaning the workplace and using cleaning chemicals safely
- handling, wrapping and packaging of seafood
- maintaining the temperature of seafood
- providing information on shelf life and cooking methods for seafood products to customers
- receiving orders from customer in a courteous and knowledgeable manner.

Literacy skills used for:

- completing stocktake forms
- identifying and tracing product
- interpreting and writing price, correct fish name and country of origin on tickets or labels

REQUIRED SKILLS AND KNOWLEDGE

- interpreting enterprise procedures
- learning about seafood products sold from retail outlet
- recording customer orders when taken face to face or by telephone.

Numeracy skills used for:

- accurately interpreting a thermometer
- calculating extensions of weight and price to give the correct price of the product
- calculating total of invoice
- counting product for stocktake purposes
- reading and interpreting electronic and mechanical scales.

Required knowledge

- enterprise procedures
- hygienic handling of cooked and raw seafood
- suitability of different cooking methods, such as grilling, baking, barbequing, deep frying and steaming for species sold
- storage requirements for seafood product.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment evidence required to demonstrate competence in this unit

Assessment must confirm the ability to:

- comply with enterprise procedures and food regulations
- identify suitable product
- set up, maintain, pack and serve from retail display courteously and knowledgeably so that customer's needs are met.

Assessment must confirm knowledge of:

- common fish defects, diseases and parasites
- degree of freshness and spoilage for a particular species/product, such as sashimi
- food regulations for the preparation and display of product
- species harvest or fishing area, seasonality and cooking methods
- species identification.

Context of and specific resources for assessment

Assessment is to be conducted at the workplace or in a simulated work environment.

The setting up and maintaining of a retail display must have at least one (1) sample of each of the following seafood:

- fresh fish
- raw and cooked crustaceans
- opened oysters.

Product knowledge must address at least four (4) common fish species, two (2) common crustaceans and two (2) common molluscs.

EVIDENCE GUIDE	
	Resources for assessment may include: • packaging materials • range of retail outlets for site visits • refrigerated storage rooms • seafood cleaning and filleting facility • seafood products • temperature measuring devices.
Method of assessment	The following assessment methods are suggested: • demonstrating customer service, including product knowledge through actual or simulated work activities • demonstrating correct use of electronic scales and packaging of purchased seafood • project involving the setting up and maintaining of a seafood retail display • written or oral short-answer tests.
Guidance information for assessment	This unit may be assessed holistically with other units within a qualification.

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.	
<i>Relevant government regulations, licensing and other compliance requirements</i> may include:	• biosecurity, translocation and quarantine • Australian Quarantine Inspection Service (AQIS) and other import requirements • business or workplace operations, policies and practices • correct marketing names and labelling • ESD principles, environmental hazard identification, risk assessment and control • fisheries or aquaculture regulations, permits

RANGE STATEMENT	
	- and licences • food safety, Hazard Analysis Critical Control Point (HACCP), hygiene and temperature control along chain of custody • health and welfare of aquatic animals • OHS hazard identification, risk assessment and control.
<i>OHS guidelines</i> may include:	• appropriate workplace provision of first aid kits and fire extinguishers • clean, uncluttered, hygienic workplace • codes of practice, regulations and/or guidance notes which may apply in a jurisdiction or industry sector • enterprise-specific OHS procedures, policies or standards • hazard and risk assessment of workplace, maintenance activities and control measures • induction or training of staff, contractors and visitors in relevant OHS procedures and/or requirements to allow them to carry out their duties in a safe manner • OHS training register • safe lifting, carrying and handling techniques, including manual handling, and the handling and storage of hazardous substances • safe systems and procedures for work, including fall protection, confined space entry and the protection of people in the workplace • systems and procedures for the safe maintenance, of property, machinery and equipment, including hydraulics and exposed moving parts • the appropriate use, maintenance and storage of PPE.
<i>Food safety and hygiene regulations and procedures</i> may include:	• Australian Shellfish Sanitation program • display, packaging and sale of food, including seafood and aquatic products • equipment design, use, cleaning and maintenance • handling and disposal of condemned or recalled seafood products • HACCP, food safety program, and other risk minimisation and quality assurance systems

RANGE STATEMENT	
	• location, construction and servicing of seafood premises • people, product and place hygiene and sanitation requirements • Primary Products Standard and the Australian Seafood Standard (voluntary) • processing, further processing and preparation of food, including seafood and aquatic products • product labelling, tracing and recall • receipt, storage and transportation of food, including seafood and aquatic products • requirements set out in Australian and New Zealand Food Authority (ANZFA) Food Standards Code and state and territory food regulations • temperature and contamination control along chain of custody.
ESD principles may include:	• controlling effluents, chemical residues, contaminants, wastes and pollution • improving energy efficiency • increasing use of renewable, recyclable and recoverable resources • minimising noise or odour emissions • reducing emissions of greenhouse gases • reducing energy use • reducing use of non-renewable resources • undertaking environmental hazard identification, risk assessment and control • using and recycling of water, and maintaining water quality.
PPE may include:	• gloves • insulated protective clothing for freezers or chillers and refrigeration units • non-slip or other safety footwear • protective hair, beard and boot covers • uniforms or overalls.
Product may include:	• cleaned crabs • crustacean species • fish cutlets • fish fillets • fish species

RANGE STATEMENT	
	• fish - gilled, gutted and butterfly-cut • headed prawns • headed, peeled and de-veined prawns • molluscan species • slice sashimi • split lobsters • squid/octopus cleaned.
Equipment may include:	• cleaning chemicals • cleaning equipment • display trays, thongs and nets • fish boxes • fish tubs • ice machines for potable ice • knives and sharpening stone/steel • live fish tanks • price tickets • refrigerated display units • scales (electronic and mechanical) • thermometers or other temperature measuring devices.
Product knowledge may include:	• assessment of spoilage, defects and parasites • cooking methods, such as grilling, barbecuing, baking, steaming and deep frying • correct marketing name • handling, wrapping and packaging • harvest or fishing area • legal length • potential food safety hazards • presentation of product • prohibited species • seasonality • shelf life of fresh or frozen product • water quality requirements for live animals • state and territory food regulations.

Unit Sector(s)

Unit sector	Seafood sales and distribution
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Co-requisite units

Co-requisite units		

Competency field

Competency field	
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