



Australian Government

Department of Education, Employment and Workplace Relations

SFIDIST301C Wholesale product

Release: 1

SFIDIST301C Wholesale product

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit of competency involves wholesaling seafood products. This involves communicating with the customer to take the order, selecting product, its preparation and weighing, followed, if necessary, by the consolidation of other items to complete the order. Preparing invoices and transferring or delivering the product is also required. 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 wholesale outlet that sells seafood products. Such an outlet may be a dedicated wholesale outlet, or it may be vertically integrated with other seafood operations, such as: • a fishing or aquaculture enterprise • seafood processing • retail outlet. Licences may be required for: • driving delivery vehicles • load-shifting equipment, such as forklifts. All enterprise or workplace procedures and activities are carried out according to <i>relevant government regulations, licensing and other compliance requirements</i>, including <i>occupational health and safety (OHS) guidelines</i> and <i>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</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. Communicate with customers	1.1. Current product and market knowledge is communicated to customers. 1.2. Customer orders are accurately recorded and prices negotiated. 1.3. Complaints are handled sensitively, courteously and with discretion.
2. Prepare order	2.1. Workplace and equipment is cleaned before start, and cleanliness maintained. 2.2. Products required for order are visually inspected for any signs of spoilage, defects and parasites and defective product identified and set aside and disposed of after consultation with supervisor. 2.3. Product is prepared according to customer specifications, and thoroughly chilled prior to delivery, where necessary. 2.4. Materials used in preparing the order for transport are hygienically stored according to the enterprise food safety plan. 2.5. Product is weighed and weight recorded on appropriate form or invoice. 2.6. Weighed items are packaged to ensure product remains at appropriate temperature and undamaged during transport and is labelled. 2.7. Identification and traceability of product is maintained on both packaged and unpackaged goods.
3. Consolidate order	3.1. Each item is checked off against a picking slip or order list, and consolidated into one order. 3.2. Documentation, including invoice, for the consolidated order is completed.
4. Transfer/deliver product	4.1. Product assigned to the customer at the enterprise is signed/paid for by the customer. 4.2. Delivery vehicle is checked to ensure it is clean and in full working order. 4.3. Consolidated order is placed into the vehicle and product checked to ensure temperature is maintained until delivery. 4.4. Delivery vehicle is operated and parked according to road and traffic legislation for the area. 4.5. Product is delivered safely to customer, using the

ELEMENT	PERFORMANCE CRITERIA
	most appropriate route. 4.6.Documentation, signed by customer accepting product, is checked and retained by the driver.
5. Return to enterprise	5.1.Documentation on seafood delivery is passed to the appropriate person at the enterprise. 5.2.Delivery vehicle is emptied and cleaned, and cleaning chemicals and equipment are used safely. 5.3.Vehicle is used and maintained according to road and traffic legislation. 5.4.Log book or other documentation is completed on return.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- assessing seafood quality
- cleaning and sanitising food handling work area, equipment and delivery van
- handling customer complaints
- identifying species and products, including spoiled products
- interacting with customers and providing them with product and market knowledge
- listening skills to take orders and delivery advice accurately
- maintaining the temperature of seafood product according to food safety plan
- navigating the most appropriate route when delivering product in delivery van
- negotiating prices with customers within enterprise guidelines
- preparing statements and invoices.

Literacy skills used for:

- identifying and tracing product
- interpreting and applying outline of specifications
- interpreting and following enterprise procedures
- interpreting basic order forms and product labels
- preparing basic invoices and/or statements using calculator.

REQUIRED SKILLS AND KNOWLEDGE**Numeracy skills used for:**

- calculating extensions of weight and price to give an accurate cost of product
- calculating total of invoice using a calculator
- completing log book for delivery van
- reading a thermometer accurately
- weighing product.

Required knowledge

- application of OHS standards in regard to lifting boxes of seafood and operating a motor vehicle
- hygienic handling and preparation of seafood
- personal, workplace and product hygiene
- safe use of chemicals and cleaning equipment.

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:

- communicate with customer, take order and then prepare all the items in a customer's order to specification
- weigh the order accurately and complete the weight/price extensions
- load all product on to a delivery vehicle
- safely deliver chilled or frozen product
- undertake all product handling according to workplace procedures, OHS and food regulations.

Assessment must confirm knowledge of:

- common fish defects, diseases and parasites
- degree of fish freshness and spoilage pattern for the species
- how to use a calculator
- seafood species and product types.

Context of and specific resources for assessment

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

Candidates must demonstrate at least two (2) mixed orders with at least three (3) different items each.

Resources may include:

- calculator
- ice and cartons
- sample invoice documents
- scales
- seafood product, including at least two (2) species of fish, crustaceans and molluscs
- thermometer or temperature recording devices.

EVIDENCE GUIDE	
Method of assessment	The following assessment methods are suggested: • demonstration of competency in actual or simulated workplace • exercise requiring the loading and unloading of delivery vehicle • written or oral short-answer test.
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 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 requirements</i> may include:	• appropriate workplace provision of first aid kits and fire extinguishers • clean, uncluttered, hygienic workplace • codes of practice, regulations and/or guidance

RANGE STATEMENT	
	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 • 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,

RANGE STATEMENT	
	- 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.
Equipment may include:	- cleaning equipment - delivery vehicle - scales - thermometer or temperature recording devices.
Specifications may include:	- fresh or frozen - live, dried, salted or pickled - product form, such as whole, fillet and peeled - species, such as fish, crustaceans and molluscs.
Materials may include:	- ice - other cooling agents - packaging materials.
Documentation may include:	carton labels clearly showing correct fish name and country of origin labelling

RANGE STATEMENT

	• delivery slip and packing slip • invoices • order forms • statements.
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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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