

Overview

This standard is about the skills and knowledge 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 standard also reflects the skills associated with reviewing work plans and making recommendations for improvements.

This standard 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.

Performance criteria

You must be able to:

1. develop resourcing plans to reflect customer demand for fish or shellfish operations
2. check that operational plans comply with organisational and legal requirements
3. contribute to the development and maintenance of operational contingency plans
4. implement risk assessment processes
5. brief staff on relevant plans and targets
6. monitor the activity of staff to ensure that plans and standards are met and resolve operational problems
7. adapt plans and work activities to meet changing priorities and targets
8. monitor production efficiency
9. communicate changes to plans and factors affecting operations to staff members
10. investigate complaints and reports of non-compliance with plans
11. make recommendations for the efficiency improvements and the improvement of operations to the relevant staff
12. contribute to the development of the skills and knowledge of staff
13. complete all records in accordance with organisational requirements

Knowledge and understanding

You need to know and understand:

1. the organisational standards that impact on the operation and what might happen if they are not adhered to
2. how the use of resources should be planned to meet anticipated demand
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. the importance of HACCP plans and food safety
7. how work plans, targets and operational requirements should be communicated to staff
8. the actions that should be followed to monitor the operation
9. how staff should be developed and supported to ensure that they meet operational objectives
10. the importance of adapting plans and work activities to meet changing priorities and targets
11. the importance and impact of continuous improvement
12. how changes to plans and activities should be communicated and documented
13. what the customer complaints process is
14. what your own role is in investigating and responding to customer complaints and non-compliance with organisational standards
15. the limits of your own authority and why it is important to work within them
16. how improvements to the fish or shellfish operation can be proposed and acted upon
17. how the development needs of staff can be identified
18. how to communicate with managers and other relevant personnel

Manage fish and shellfish operations

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