

## Overview

This standard is about the skills and knowledge you need to monitor the handling, processing or retail sale of fish and shellfish or fish and shellfish products. This includes the implementation of various procedures and processes, and actions needed to ensure that the quality of products is maintained according to organisational and customer requirements.

This standard is for you if you work in fish and shellfish operations, including processing, manufacture, retail and fish frying operations.

## Performance criteria

*You must be able to:*

1. contribute to the planning of fish or shellfish operations
2. prepare the work area for the fish or shellfish operations
3. allocate tasks to staff with the relevant skills and experience
4. check that fish or shellfish and other materials are available
5. check that tools and equipment are available to staff
6. identify non-compliance or shortfalls in resources or plans
7. report non-compliance or shortfalls to the relevant people
8. contribute to the development and monitoring of risk assessments
9. implement checks to ensure that resources, services and staff are being used in accordance with operational plans
10. identify problems or areas of non-compliance with quality standards
11. identify problems or areas of non-compliance of health and safety standards
12. check that operations are completed or handed over according to organisational requirements
13. communicate operations information to relevant staff
14. assist in the investigation of complaints and reports of non-compliance during operations
15. complete relevant documentation and make available as necessary
16. contribute to the development of the skills and knowledge of staff

## Monitor fish or shellfish operations

## Knowledge and understanding

*You need to know and understand:*

1. how you can contribute to the planning of the fish or shellfish operation
2. the importance of organising resources to deliver planned activities
3. how to determine the number of staff and the skills they need to carry out planned operation
4. how to determine the volume of fish or shellfish and other materials needed for the planned operation
5. how to determine the tools, equipment and workplace services needed for the planned operation
6. how to evaluate and report any non-compliance or shortfalls in resources or plans
7. the limits of your own authority in the development of risk assessment processes
8. the importance of monitoring the use of resources, services and staff to the organisation
9. how to identify and solve non-compliance problems
10. identify problems or areas of non-compliance with quality and health and safety standards
11. what the documentation requirements are and why it is important to meet them
12. what the customer complaints process is
13. what your own role is in investigating and responding to customer complaints and non-compliance with organisational standards
14. the limits of your own authority and why it is important to work within them
15. how improvements to the fish or shellfish operation can be proposed and acted upon
16. how the development needs of staff can be identified
17. how to communicate with managers and other relevant personnel

## Monitor fish or shellfish operations

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