

Overview

This standard is about the skills and knowledge you need to manage operations in fish or 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.

This standard 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. You must also know how to address problems and adhere to regulatory standards and standard operating procedures and be able to apply your skills and knowledge within food safety and health and safety regulations and any relevant international industry codes. You should also have an understanding of how the green circular economy supports repeated use of resources and products within your organisation.

This standard is for you if you work in fish or 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 according to 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. Control Of Substances Hazardous to Health (COSHH) and risk assessment requirements and precautions to be taken when implementing fish or shellfish operations
6. the importance of Hazard Analysis and Critical Control Points (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. what recording, reporting and communication is needed, how to carry this out and the reasons why it is important to do so
17. how improvements to the fish or shellfish operation can be proposed and acted upon
18. how the development needs of staff can be identified
19. how to communicate with managers and other relevant personnel

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Manage fish or shellfish operations



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