

Training Package	Retail Services (SIR07)/Seafood Industry (SFI04)		HSC Requirements and Advice
Unit title	Retail fresh, frozen and live seafood		
Unit code	Competency field (in SIR07)	Functional area (in SFI04)	HSC Indicative Hours
SFIDIST202B	Merchandising	Seafood sales and distribution	20

Descriptor	This unit of competency deals with setting up, serving from and packing up a retail display of fresh, frozen and live seafood. 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.
Interdependent assessment of units	This unit may be assessed with/after: <ul style="list-style-type: none"> no recommendations.
Employability Skills	–

Evidence Guide

Each unit of competency has an evidence guide that relates directly to the performance criteria and the range of variables. Its purpose is to guide assessment of the unit in the workplace and/or training program. The following components provide information to assist this purpose.

Critical aspects of competence	Context of assessment	Methods of assessment	Resources required for assessment
<p>Assessment <u>must</u> confirm the ability to:</p> <ul style="list-style-type: none"> identify suitable product and set up, maintain, pack up and serve from retail display courteously and knowledgeably, so that customer's needs are met as well as complying with enterprise procedures and food regulations. <p>Assessment <u>must</u> confirm knowledge of:</p> <ul style="list-style-type: none"> degree of freshness and spoilage for a particular species/product eg sashimi common fish defects, diseases and parasites species identification food regulations for the preparation and display of product species harvest or fishing area, seasonality and cooking methods. 	<p>Assessment is to be conducted at the workplace or in a simulated work environment.</p>	<p>The following assessment methods are suggested:</p> <ul style="list-style-type: none"> set up and maintain a retail display that has at least one sample of each of the following seafood: fresh fish, raw and cooked crustaceans, opened oysters demonstrate product knowledge for at least 4 common fish species, 2 common crustaceans and 2 common molluscs demonstrate correct use of electronic scales and wrap seafood. 	<p>Resources may include:</p> <ul style="list-style-type: none"> visits to different retail outlets seafood products refrigerated storage rooms seafood cleaning and filleting facility temperature measuring devices plastic bags and wrapping paper.

Evidence Guide cont/d		HSC Requirements and Advice
Practical skills	Underpinning knowledge	Key Terms and Concepts
<p>The essential skills a person needs to perform work to the required standards <u>include</u>:</p> <ul style="list-style-type: none"> • assessing seafood freshness and suitability for retail display • cleaning the workplace and using cleaning chemicals safely • handling, wrapping and packaging of seafood. <p>Literacy skills used for:</p> <ul style="list-style-type: none"> • reading enterprise procedures • writing customers' orders when taken face-to-face or by telephone • completing stocktake forms • reading and writing price tickets • identifying and tracing product. <p>Numeracy skills used for:</p> <ul style="list-style-type: none"> • accurately reading a thermometer • reading and interpreting electronic and mechanical scales • calculating extensions of weight and price to give the correct price of the product • calculating total of invoice • counting product for stocktake purposes. 	<p>The essential knowledge and understanding a person needs to perform work to the required standards <u>include</u>:</p> <ul style="list-style-type: none"> • product knowledge • enterprise procedures • suitability of different cooking methods such as grilling, baking, barbeque, and steaming for species sold • hygienic handling of cooked and raw seafood. 	<ul style="list-style-type: none"> • accurately weigh and price seafood products • appropriate personnel • correct manual handling techniques • corrective action • cross-contamination • deterioration • display materials and props • display seafood products • food handling implements • food safety program • fresh, frozen and live seafood • freshness • handle, package and store seafood products • housekeeping • information on labels and tickets • labels and tickets • legislative requirements • load line • operation, use and maintenance of labelling and ticketing equipment • optimum stock levels • packaging materials • placement of merchandise and displays • potable • prepare, arrange and present seafood products • prepare, place, arrange and display labels and tickets • pricing structure • principles of display • product characteristics • product knowledge • product labels • promotional themes • quality assurance • recommended temperatures for storage of seafood products • recording and reporting • recycling and waste disposal

		<p>Key Terms and Concepts cont/d</p> <ul style="list-style-type: none"> • retail design • safe work practices and procedures • scaling and trimming • schedule for building and rotating displays • seafood preparation tools and equipment • seafood product range • setting up and maintaining displays • shelf life • signs of damaged, deteriorated, spoiled or out-of-date stock • standard work activities/tasks • stock replenishment and rotation • storage of labelling and ticketing equipment and materials • storage and display units • use, maintain, clean and store seafood preparation tools and equipment • use, selection, maintenance and storage of personal protective equipment (PPE) • weight limits • workplace/company/store policy and procedures.
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Element	Performance Criteria	Range of Variables	HSC Requirements and Advice
1 Set up display	<p>1.1 Appropriate <i>personal protective clothing</i> is worn, according to enterprise procedures and <i>occupational health and safety requirements</i>.</p>	<p>The range of variables places the competency in context and allows for differences between enterprises and workplaces, including practices, knowledge and requirements. The range of variables also provides a focus for assessment and relates to the unit as a whole. The following variables may be present:</p> <p>[Words in <i>italics</i> appear in the performance criteria.]</p> <p><i>Personal protective clothing:</i></p> <ul style="list-style-type: none"> • aprons • gloves • hair covering • protective footwear • protective eye wear. <p><i>Occupational health and safety requirements</i> may include:</p> <ul style="list-style-type: none"> • codes of practice, regulations and/or guidance notes which may apply in a jurisdiction • enterprise-specific Occupational Health and Safety procedures, policies or standards. 	<p>Learning experiences for the HSC must address:</p> <p>Planning and preparation for display of seafood in a workplace/company/store.</p> <p>Knowledge of appropriate time frames for the completion of standard work activities/tasks.</p> <p>Knowledge of workplace/company/store seafood product range.</p> <p>Use and maintenance of food preparation tools and equipment.</p> <p>Workplace/company/store policy and procedures in regard to:</p> <ul style="list-style-type: none"> • food safety program • preparation of seafood • handling seafood • sale of seafood. <p>A basic awareness of current legislative requirements including:</p> <ul style="list-style-type: none"> • <i>Trade Practices Act 1974</i> (Cth) (as amended) • <i>Fair Trading Act 1987</i> (NSW) (as amended). <p>A basic awareness of hygiene and food safety legislation regarding correct storage, handling and preparation of food including:</p> <ul style="list-style-type: none"> • <i>Food Act 2003</i> (NSW) (as amended) • <i>Food Regulation 2004</i> (NSW) • Food Standards Australia New Zealand (FSANZ) • Hazard Analysis Critical Control Point (HACCP). <p>Safe work practices in accordance with occupational health and safety (OHS) regulations, legislation and statutory requirements.</p> <p>An awareness of safe work practices and procedures including:</p> <ul style="list-style-type: none"> • OHS induction training

Element	Performance Criteria	Range of Variables	HSC Requirements and Advice
			<ul style="list-style-type: none"> • selection, use and maintenance of personal protective equipment (PPE) • selection of appropriate tools for the task • correct use, maintenance and storage of tools and equipment • correct handling, application, labelling and storage of hazardous and non-hazardous materials • safe posture (sitting, standing, bending and lifting) • correct manual handling (lifting and transferring) • location and use of safety alarms and emergency exits • correct use of fire fighting equipment: <ul style="list-style-type: none"> - fire blanket - fire extinguishers • hazard identification and risk control • basic first aid training and access to first aid kits • procedures to follow in the event of an emergency • effective communication and teamwork • adherence to work instructions, workplace/company/store policies and procedures • housekeeping/clean-up procedures, including waste disposal, with proper consideration of OHS and the environment. <p>Use and application of a range of personal protective equipment (PPE) including:</p> <ul style="list-style-type: none"> • footwear • head protection • gloves • protective clothing • eye protection. <p>Selection of PPE:</p> <ul style="list-style-type: none"> • correct for the task • manufacturer's specifications for use • correct fitting • serviceability. <p>Importance of correctly fitting PPE.</p> <p>Maintenance of PPE according to manufacturer's instructions and workplace/organisation/store policy and procedures:</p>

Element	Performance Criteria	Range of Variables	HSC Requirements and Advice
			<ul style="list-style-type: none"> • cleaning and decontamination • correct storage • regular checks for damage • repair/replacement of worn, malfunctioning or damaged equipment/parts • disposal of single-use equipment.
	<p>1.2 Seafood is taken from chiller, assessed for freshness and suitability, and prepared for retail display according to enterprise procedures and occupational health and safety requirements.</p>		<p>Learning experiences for the HSC must address:</p> <p>A knowledge of correct manual handling techniques for protection of self, others and merchandise when:</p> <ul style="list-style-type: none"> • moving stock • lifting/carrying • loading/unloading • working at heights • bending and twisting • using mechanical aids • undertaking repetitious tasks. <p>An awareness of legal requirements for weight limits.</p> <p>Awareness of:</p> <ul style="list-style-type: none"> • degree of freshness and spoilage for a particular species/product • common fish defects, diseases and parasites. <p>A basic understanding of:</p> <ul style="list-style-type: none"> • principles of display • retail design <ul style="list-style-type: none"> - elements and principles - trends. <p>Availability and use of a range of display materials and props.</p> <p>Set-up and maintenance of seafood displays.</p> <p>Handling and display techniques according to:</p> <ul style="list-style-type: none"> • stock characteristics • workplace/company/store policy and procedures • legislation • government regulations • industry codes of practice.

Element	Performance Criteria	Range of Variables	HSC Requirements and Advice
			<p>Workplace/company/store scheduling for building displays.</p> <p>Placement, presentation and storage of seafood in appropriate location according to:</p> <ul style="list-style-type: none"> • workplace/company/store policy and procedures manual • supervisor/team leader instructions. <p>Storage/display of stock with consideration for:</p> <ul style="list-style-type: none"> • climatic effects • food safety plan/program • stability • OHS • security • optimum presentation • ease of access • time frame for storage.
	<p>1.3 <i>Product</i> identified as unsuitable is set aside and dealt with according to enterprise procedures.</p>	<p><i>Product:</i></p> <ul style="list-style-type: none"> • fish species • crustacean species • molluscan species • fish gilled, gutted and butterfly-cut • fish fillets • fish cutlets • headed prawns • headed, peeled and de-veined prawns • squid/octopus cleaned • cleaned crabs • split lobsters • slice sashimi. 	<p>Learning experiences for the HSC must address:</p> <p>An awareness of the signs of damaged, deteriorated, spoiled or out-of-date stock.</p> <p>Knowledge of when to take corrective action including:</p> <ul style="list-style-type: none"> • return to supplier • disposal • report to supervisor/manager. <p>Awareness of the role of employees in quality assurance relating to the provision of goods and services within the workplace/company/store.</p>
	<p>1.4 Temperature of product in retail display is checked to ensure conformity with enterprise procedures and food <i>regulations</i>.</p>	<p><i>Regulations</i> and requirements:</p> <ul style="list-style-type: none"> • State and Territories' food regulations • enterprise procedures • enterprise food safety program • enterprise quality assurance system. 	<p>Learning experiences for the HSC must address:</p> <p>Records including:</p> <ul style="list-style-type: none"> • formal/informal • written/verbal. <p>Appropriate personnel including:</p> <ul style="list-style-type: none"> • colleague • supervisor/team leader

Element	Performance Criteria	Range of Variables	HSC Requirements and Advice
			<ul style="list-style-type: none"> • manager • supplier/wholesaler/manufacture.
	1.5 Display is checked to ensure that no cross-contamination occurs between raw and cooked product, according to food regulations.		<p>Learning experiences for the HSC must address:</p> <p>A definition of:</p> <ul style="list-style-type: none"> • cross-contamination.
	1.6 Price tickets are prepared to show the correct name and price and are clean before being placed on the display, according to enterprise procedures and food regulations.		<p>Learning experiences for the HSC must address:</p> <p>Knowledge of a range of labels and tickets and their use including:</p> <ul style="list-style-type: none"> • shelf ticket • shelf talker • written label • swing ticket • bar code • price board • header board. <p>Information on labels and tickets including:</p> <ul style="list-style-type: none"> • price • product detail(s) • special condition(s) • bonus/other offer(s). <p>Operation, use and maintenance of labelling and ticketing equipment:</p> <ul style="list-style-type: none"> • manual • electronic. <p>Preparation and placement of labels and tickets:</p> <ul style="list-style-type: none"> - manual - electronic. <p>Storage of labelling and ticketing equipment and materials with consideration for:</p> <ul style="list-style-type: none"> • climatic effects • OHS • stability • security • ease of access.

Element	Performance Criteria	Range of Variables	HSC Requirements and Advice
	<p>1.7 Live product is placed in tanks, according to enterprise procedures.</p>		<p>Workplace/company/store pricing structure including:</p> <ul style="list-style-type: none"> • pricing procedures <ul style="list-style-type: none"> - inclusion/exclusion of Goods and Services Tax (GST) - price lists • sales reductions • discounted items/markdowns. <p>Correct placement of pricing and information on merchandise according to:</p> <ul style="list-style-type: none"> • workplace/company/store policy and procedures • industry codes of practice • government regulations. <p>Knowledge of a range of store promotional themes including:</p> <ul style="list-style-type: none"> • advertising • catalogues • special offers.
2 Maintain display	<p>2.1 Product temperature is monitored according to enterprise procedures to ensure that it is within the required range, and according to food regulations.</p> <p>2.2 Fresh product is kept moist and attractive, according to enterprise procedures.</p> <p>2.3 Ice and water used on fresh product is potable, according to food regulations.</p> <p>2.4 Display is checked and adjusted if necessary, according to enterprise procedures.</p>		<p>Learning experiences for the HSC must address:</p> <p>Knowledge of optimum storage temperatures for fresh, frozen, live and cooked seafood.</p> <p>Learning experiences for the HSC must address:</p> <p>A definition of:</p> <ul style="list-style-type: none"> • potable.

Element	Performance Criteria	Range of Variables	HSC Requirements and Advice
	2.5 Display of frozen product is checked to ensure that all product is within its use-by-date and is placed below the freezer unit's load line, according to the manufacturer's instructions.		
	2.6 Live product display tanks are checked to ensure all dead and dying fish are removed, and <i>equipment</i> is in full working order, according to enterprise procedures.	<i>Equipment:</i> <ul style="list-style-type: none"> • refrigerated display units • ice machines • fish tubs • fish boxes • display trays, tongs • live fish tanks • scales electronic and mechanical • knives and sharpening stone/steel • cleaning equipment • cleaning chemicals • price tickets • thermometers or other temperature measuring devices. 	<p>Learning experiences for the HSC must address:</p> <p>Safe work practices for using tools and equipment including:</p> <ul style="list-style-type: none"> • following standard operating procedures (SOP) and manufacturer's specifications before, during and after use • risk management (identifying hazards and implementing control measures) • correct manual handling • appropriate use of PPE • regular servicing and maintenance • selection of appropriate tool for use • working with electricity in a safe manner • adequate ventilation • attaching appropriate safety guards where required. <p>Issues relating to the storage of tools and equipment including:</p> <ul style="list-style-type: none"> • security • climatic effects • OHS considerations • stability • ease of access.
	2.7 Faults in refrigeration, tank and other equipment, are reported to the appropriate person, according to enterprise procedures.		
3 Serve customers	3.1 <i>Product knowledge</i> is demonstrated in all communications with customer, in regard to shelf life and suggested cooking methods, according to enterprise procedures.	<i>Product knowledge:</i> <ul style="list-style-type: none"> • state and territories' food regulations • correct marketing name • harvest or fishing area • legal length • prohibited species 	<p>Learning experiences for the HSC must address:</p> <p>An awareness of the type of seafood product knowledge employees should be familiar with including:</p> <ul style="list-style-type: none"> • types, species and varieties • correct marketing name

Element	Performance Criteria	Range of Variables	HSC Requirements and Advice
		<ul style="list-style-type: none"> • seasonality • potential food safety hazards • assessment of spoilage, defects and parasites • shelf life of fresh or frozen product • presentation of product • handling, wrapping and packaging • cooking methods, such as grilling, barbecue, baking. 	<ul style="list-style-type: none"> • harvest/fishing area • legal length • prohibited species • features and benefits • use/application • shelf life/use-by dates • handling requirements • storage requirements • ingredients contained in product (including food additives) • product/ingredient origins • preparation requirements • cookery methods and their effect • basic dietary and nutritional aspects • price • seasonal availability • potential food safety hazards.
	3.2 Product is trimmed or scaled to order by the appropriate person, according to enterprise procedures.		
	3.3 Product is handled, weighed, wrapped and packaged, according to enterprise procedures and food regulations.		<p>Learning experiences for the HSC must address:</p> <p>Skills in weighing, estimating and calculating costs relevant to the pricing of goods and services.</p> <p>An awareness of details that may appear on a product label including:</p> <ul style="list-style-type: none"> • Australian Product Number (APN) • name and address of vendor • description of product • ingredients • nominal weight • use-by date/best before/shelf life • recommended storage procedures • recommended intended use • nutritional information.

Element	Performance Criteria	Range of Variables	HSC Requirements and Advice
			<p>An awareness of a range of packaging materials including:</p> <ul style="list-style-type: none"> • boxes • crates • bags <ul style="list-style-type: none"> - paper - waxed paper • plastic wrap • butcher paper • soaker pads • trays <ul style="list-style-type: none"> - cardboard - foil - polystyrene • fastening items <ul style="list-style-type: none"> - adhesive tape - decorative ribbon - string. <p>The selection and use of packaging/wrapping materials according to product characteristics for:</p> <ul style="list-style-type: none"> • protection of merchandise <ul style="list-style-type: none"> - fragile/delicate items - perishable items - bulk items • security of merchandise • transport/distribution • point of sale marketing/promotion • company/store/brand promotion • gift/special wrapping.
4 Pack up and clean up	<p>4.1 Product is removed from retail display and freshness and suitability for sale is assessed, according to enterprise procedures and food regulations.</p> <p>4.2 Unsuitable product is disposed of according to enterprise procedures.</p>		<p>Learning experiences for the HSC must address:</p> <p>Environmental considerations for dealing with waste including:</p> <ul style="list-style-type: none"> • recycling <ul style="list-style-type: none"> - paper-based products - plastic

Element	Performance Criteria	Range of Variables	HSC Requirements and Advice
			<ul style="list-style-type: none"> • approved disposal of <ul style="list-style-type: none"> - hazardous material - non-hazardous material. <p>Knowledge of workplace/company/store policy and procedures for waste disposal.</p>
	4.3 Price tags are removed and cleaned, according to enterprise procedures.		
	4.4 The empty retail display and fresh product preparation areas are cleaned according to enterprise procedures to ensure food regulations are met.		<p>Learning experiences for the HSC must address:</p> <p>Housekeeping practices with proper consideration of the environment and OHS.</p> <p>An awareness of housekeeping practices including:</p> <ul style="list-style-type: none"> • cleaning • tidying • hygiene/sanitation • containment of loose stock. <p>An understanding of OHS guidelines and regulations relating to cleaning agents, chemicals/hazardous substances and cleaning equipment.</p>
	4.5 Stocktake of fresh, live and frozen product is undertaken according to enterprise procedures.		<p>Learning experiences for the HSC must address:</p> <p>Stock rotation including:</p> <ul style="list-style-type: none"> • FIFO (first in first out). <p>Monitoring for slow-moving items.</p> <p>Workplace/company/store scheduling for rotating displays.</p> <p>Workplace/company/store policy and procedures for maintaining/replenishing stock levels.</p>
	4.6 Use-by-dates on packaged fresh and frozen product are checked and out-of-date product disposed of according to enterprise procedures and food regulations.		

Element	Performance Criteria	Range of Variables	HSC Requirements and Advice
	4.7 Product is placed in chiller and freezer storage rooms in appropriate areas according to enterprise procedures and food regulations.		<p>Learning experiences for the HSC must address:</p> <p>Awareness of appropriate temperatures for storage of seafood products with consideration for:</p> <ul style="list-style-type: none"> • HACCP • ingredients/high risk products • optimum taste • length of storage.
	4.8 Product held overnight in chillers is re-iced as necessary according to enterprise procedures and food regulations.		
	4.9 Identification and traceability of unpackaged fresh and live product is maintained according to enterprise procedures and food regulations.		
	4.10 Refrigerated storage rooms are cleaned according to enterprise procedures and food regulations.		

KEY COMPETENCIES

Three levels of performance denote level of competency required to perform a task.

1. Perform 2. Administer 3. Design

Key competency

Performance level

How can information be collected, analysed and organised?	2
How are ideas and information communicated within this competency?	1
How are activities planned and organised?	1
How are problem solving skills applied?	1
How are mathematical ideas and techniques used?	1
How is use of technology applied?	1
How is team work used within this competency?	1