

**Modification history**

Release	Comments
Release 1	This version released with SFI Seafood Industry Training Package Version 1.0.

SFISAD301	Wholesale product
<b>Application</b>	<p>This unit of competency describes the skills and knowledge required to prepare and deliver wholesale seafood products. It includes the ability to communicate with the customer, select, prepare and weigh product, and if necessary, consolidate other items to complete order, prepare invoices and deliver product.</p> <p>The unit applies to individuals who work under board direction to prepare and deliver orders at any wholesale outlet that sells seafood products.</p> <p>All work must be carried out to comply with workplace procedures, according to state/territory health and safety, food safety and environmental regulations, legislation and standards that apply to the workplace. Licences may be required for driving delivery vehicles and operating load-shifting equipment such as forklifts.</p> <p>No occupational licensing, legislative or certification requirements apply to this unit at the time of publication.</p>
<b>Prerequisite Unit</b>	Nil
<b>Unit Sector</b>	Seafood Industry Sales and Distribution (SAD)

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Communicate with customers	1.1 Inform customers of current seafood product and market knowledge 1.2 Record customer orders accurately and negotiate prices 1.3 Handle complaints sensitively, courteously and with discretion
2. Prepare order	2.1 Select and fit personal protective equipment and ensure workplace and equipment are clean before preparing order 2.2 Inspect required products for signs of spoilage, defects and parasites, set aside and dispose of defective product after consultation with supervisor 2.3 Prepare product according to customer specifications and chill thoroughly to ensure temperature requirements are met 2.4 Ensure materials used in preparing the order for transport are hygienically stored according to the workplace food safety plan. 2.5 Weigh product and record weight on appropriate form or invoice according to workplace procedures 2.6 Package and label weighed items to ensure product remains at appropriate temperature and undamaged during transport 2.7 Maintain identification and traceability of product on both packaged and unpackaged goods
3. Consolidate order	3.1 Check off each order item against a picking slip or order list and consolidate into one order 3.2 Complete documentation, including invoice, for the consolidated order according to workplace procedures

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
4. Transfer and deliver product	4.1 Ensure product assigned to the customer at the workplace is signed and paid for by the customer 4.2 Check delivery vehicle for cleanliness and serviceability 4.3 Place consolidated order into the vehicle and check product to ensure temperature is maintained until delivery 4.4 Operate and park delivery vehicle according to road and traffic legislation 4.5 Deliver product safely to customer using the most appropriate route 4.6 Check and keep documentation signed by customer accepting product
5. Return to workplace	5.1 Forward documentation for seafood delivery to the appropriate personnel at the workplace 5.2 Empty and clean delivery vehicle using cleaning chemicals and equipment safely and according to manufacturer instructions 5.3 Use and maintain vehicle according to road and traffic legislation 5.4 Complete log book or other documentation according to workplace procedures on return

Foundation Skills	
<i>This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.</i>	
Skill	Description
Numeracy	<ul style="list-style-type: none"> <li>Calculate extensions of weight and price to give an accurate cost of product</li> <li>Calculate total of invoice using a calculator</li> <li>Read a thermometer accurately</li> </ul>
Reading	<ul style="list-style-type: none"> <li>Interpret order forms and product labels</li> </ul>
Writing	<ul style="list-style-type: none"> <li>Record customer orders</li> <li>Prepare invoices and/or statements using calculator</li> </ul>
Navigate the world of work	<ul style="list-style-type: none"> <li>Take responsibility for decisions about when and how to complete tasks and coordinate with others</li> </ul>
Interact with others	<ul style="list-style-type: none"> <li>Select and use appropriate product and process terminology when communicating with other personnel and customer</li> </ul>
Get the work done	<ul style="list-style-type: none"> <li>Communicate using a telephone and online technology</li> <li>Plan a range of routine, and some non-routine, tasks, making slight adjustments if necessary, and addressing some unexpected issues</li> </ul>

Unit Mapping Information			
Code and title current version	Code and title previous version	Comments	Equivalence status
SFISAD301 Wholesale product	SFIDIST301C Wholesale product	Updated to meet Standards for Training Packages	Equivalent unit

Links
Companion Volumes, including Implementation Guides, are available at VETNet: <a href="https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=e31d8c6b-1608-4d77-9f71-9ee749456273">https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=e31d8c6b-1608-4d77-9f71-9ee749456273</a>

TITLE	Assessment requirements for SFISAD301 Wholesale product
<b>Performance Evidence</b>	
<p>An individual demonstrating competency must satisfy all the elements and performance criteria of this unit. There must be evidence that the individual has prepared and delivered wholesale product on at least one occasion including:</p> <ul style="list-style-type: none"> <li>• communicating with customers on product, market knowledge and orders</li> <li>• preparing customer orders to specification</li> <li>• assessing product for suitability and removing and disposing of unsuitable product</li> <li>• maintaining correct temperature of product</li> <li>• weighing the order accurately and complete the weight or price extensions</li> <li>• consolidating the order</li> <li>• undertaking all product handling according to workplace procedures, workplace health and safety and food regulations</li> <li>• loading all product on to a delivery vehicle</li> <li>• delivering chilled or frozen product safely and according to road regulations</li> <li>• ensuring cleanliness of workplace and delivery vehicle</li> <li>• completing and maintaining all documentation prior and post-delivery.</li> </ul>	
<b>Knowledge Evidence</b>	
<p>An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:</p> <ul style="list-style-type: none"> <li>• local, national and global seafood product and market knowledge</li> <li>• workplace procedures for taking customer orders and handling complaints</li> <li>• food safety procedures and regulations for preparing and delivering wholesale seafood products including: <ul style="list-style-type: none"> <li>• hygienic handling and preparation of seafood</li> <li>• storage requirements for seafood product</li> <li>• personal, workplace and product hygiene</li> </ul> </li> <li>• product knowledge of wholesale seafood product including: <ul style="list-style-type: none"> <li>• common fish defects, diseases and parasites</li> <li>• species identification in accordance with Australian Fish Names Standard AS 5300-2015</li> <li>• species harvest or fishing area, seasonality and cooking methods</li> <li>• degree of freshness and spoilage for a particular species and product</li> </ul> </li> <li>• use of chemicals and cleaning equipment for workplace and delivery vehicle</li> <li>• documentation requirements for preparing and delivering wholesale seafood products</li> <li>• local area road and traffic regulations.</li> </ul>	

<b>Assessment Conditions</b>	
<p>Assessment of this unit of competency must take place under the following conditions:</p> <ul style="list-style-type: none"><li>• physical conditions:<ul style="list-style-type: none"><li>• skills must be demonstrated in a seafood wholesale outlet setting or an environment that accurately represents workplace conditions</li></ul></li><li>• resources, equipment and materials:<ul style="list-style-type: none"><li>• personal protective equipment</li><li>• calculator</li><li>• ice and cartons</li><li>• invoice documents</li><li>• scales</li><li>• seafood product, including species of fish, crustaceans and molluscs</li><li>• thermometer or temperature recording devices</li></ul></li><li>• specifications:<ul style="list-style-type: none"><li>• Australian Seafood Handbook: An Identification Guide to Domestic Species, CSIRO</li><li>• workplace procedures for preparing and delivering wholesale seafood orders that includes advice on food safety, workplace health and safety and environmental requirements</li><li>• manufacturer instructions for vehicle operations and cleaning</li><li>• safety data sheets for cleaning chemicals</li></ul></li><li>• relationships:<ul style="list-style-type: none"><li>• interactions with customers and supervisor.</li></ul></li></ul> <p>Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.</p>	

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