

Title	Manage fish/shellfish operations				
Ofqual unit ref	F/504/5846				
Level	3	Credit value	3	GLH	22
Learning Outcomes			Assessment Criteria		
The learner will:			The learner can:		
<p>1 Plan resources to meet customer demand for fish or shellfish</p> <p>2 Manage fish/shellfish activities</p> <p>3 Recommend improvements to fish/shellfish operations</p>			<p>1.1 Develop resourcing plans to meet customer demand for fish/shellfish operations</p> <p>1.2 Check that plans comply with operational, company and legal requirements</p> <p>1.3 Allocate staff to activities taking account of their competences and experience</p> <p>1.4 Contribute to developing and maintaining operational contingency plans</p> <p>1.5 Ensure that risk assessment are carried out</p> <p>1.6 Communicate plans, targets, and requirements to relevant staff</p> <p>2.1 Support staff to resolve operational difficulties and ensure plans and standards are met</p> <p>2.2 Adapt plans and work activities to meet changing priorities and targets</p> <p>2.3 Communicate changes to plans and factors affecting operations to relevant staff</p> <p>3.1 Investigate complaints, and reports of non compliance with plans and standards and reasons for this</p> <p>3.2 Deal with any problems within own limits of authority</p> <p>3.3 Make recommendations for improving operations to relevant staff</p> <p>3.4 Support the development of skills and knowledge of colleagues and staff</p> <p>3.5 Complete documentation to record recommendations according to organisational requirements.</p>		

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Unit purpose and aim(s)	<p>This unit is designed to assess the skills of learners in the workplace, monitoring effectiveness of food service operations. It needs to be assessed on the job. The learner must be able to demonstrate their competent performance consistently over a period of time, to meet all of the assessment criteria. This will be achieved by at least two observations of performance in the workplace, and may be supported by witness testimony and other workplace evidence. Observations must ensure that the learner's working practice is at commercial speed and in compliance with standard operating procedures.&nbsp;The Improve Assessment Strategy for Proficiency Qualifications in Food and Drink sets out the overarching assessment requirements.</p>	