

# Competency profile: Assistant stockperson

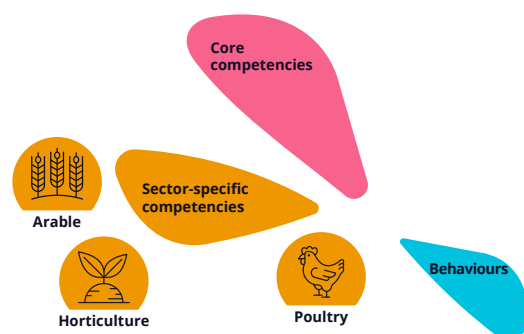
This document lists the knowledge and skills needed from the TIAH Capability Framework to successfully work in the role of Assistant stockperson.

You can use this document in different ways.

As an individual, this profile can be used to help you plan your continuing professional development, to find out what knowledge or skills you may want or need to develop in.

As an employer, these competencies outline what you need your employees to know and the skills they need to be capable in the role. If this role is part of a wider position, then additional knowledge and skills may be needed.

Click on any section in the graphic to see the competencies relevant to that area of the framework.



## Assistant stockperson

### Health and Safety

**Competency:** Successfully uses knowledge and skills ensuring Health and Safety is adhered to and good physical and emotional wellbeing is maintained throughout the business.



**Knows and understands:** The risks of alcohol intake, poor diet, and drug use on a business.

The business's responsibilities for health, safety and wellbeing in relation to land, people, and animals.

Health, safety and wellbeing requirements around chemical use on a business.

The importance of looking after team wellbeing, and can recognise if others are unwell.

They have a duty of care to others to meet health and safety requirements in the workplace.

The importance of personal hygiene, and the impact of zoonotic disease.

Their own rights to a physically safe workplace.

The importance of monitoring and recording near misses.

To follows health and safety guidelines in the workplace.

The reasons for safe manual handling in the workplace.

The legislative requirements and codes of practice relating to the safe use of pesticides, fertiliser and other chemicals.

Own rights to an emotionally secure workplace, for example one that is free from bullying, and knows how to identify bullying.

The importance of hydration, nutrition, and sleep in relation to personal wellbeing.

**Skills:** Takes responsibility for their own health and wellbeing, manages their alcohol intake, is drug-free and follows health and safety guidelines in the workplace.

Observes stressed behaviours in themselves and in their workmates, and reacts appropriately to these.

Maintains good personal health and avoids injury through the use of Personal Protective Equipment (PPE).

Assists with managing surplus mixes of agrichemicals, decontaminating, cleaning and storing equipment, and completing documentation, as directed.

Identifies hazards, understands safety procedures, and demonstrates safe work practices, able and trained to do a risk assessment on site to ensure each job is safe to carry out.

Able to identify when First aid is needed and where to go for help.

Maintains a high level of alertness of surroundings at all times, for example, is not under the influence of drugs or over tired.

Follows the business health and safety plan.

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## Environment



**Competency:** Supports a successful productive and sustainable business through knowledge and skills which promote good environmental practice.

**Knows and understands:** The impact of key pollutants on the environment, animal and human health, and local communities.

The legislation with regard to odour and the impact on neighbours.

The impact of Greenhouse Gas Emissions (GHGs) on climate change and the government agenda (Net Zero).

The legislation with regard to predators and vermin control.

The rules and regulations concerning gun safety, and if appropriate, has a gun licence.

The implications of the duty of care for EC Waste Framework Directive, Hazardous Waste regulations.

That slurries and manures are not deemed as waste, if spread for agricultural benefit.

The principles of the waste hierarchy as related to the business and is able to adhere to the waste management plan.

**Skills:** Ensures that all legislation is complied with as instructed.

Ensures the optimal use of valuable by-products and separate clean and dirty water to minimise pollution risks.

Recycles waste where possible and dispose of non-recyclable waste in accordance with best practice.

Assists with the monitoring of energy use and cost.

Applies precision business techniques to optimise nitrogen fertiliser inputs to reduce whole business energy usage.

Follows plans and adheres to targets to reduce emissions and energy use.

Complies with Duty of Care and other waste regulations.

Complies with requirements and consent conditions relating to pollution control.

- Complies with the regulations around plastic waste (Reduce, Reuse, Recycle).
- Demonstrates an awareness of, and complies with, the regulations governing the control of pollution from relevant facilities and materials on the business.
- Demonstrates an understanding of, and willingness to apply, environmental management and Integrated Pest Management (IPM) principles.
- Works safely and effectively to reduce environmental impacts.
- Assists with the identification of key habitats and audit biodiversity on the business.
- Assists with the creation of a plan to encourage greater biodiversity and conserve habitats, and involve staff and contractors in conservation planning and implementation.
- Undertakes hedge cutting and ditch clearing to minimise the impact on flora and fauna.
- Fosters good relations with the local community to communicate the benefits of Integrated Farm Management (IFM).
- Ensures waste is minimised and resources are used efficiently.

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**Competency:** Supports a successful business by ensuring the efficient use of water that enhances the quality of production, the health of humans and animals and environmental benefits

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**Knows and understands:** How the business's waste water and effluent system works and ensures good practice on-business.

- That pollution risk areas are a threat to water quality.
- That soil erosion can be reduced through soil management techniques.
- Key points of legislation regarding water usage.

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- Skills:**
- Recognises areas prone to flooding and drought.
  - Assists with identification of areas where water could be saved.
  - Complies with any legal requirements for water use.
  - Follows an irrigation schedule to enhance crop growth and yield.
  - Identifies the pollution risks that may impair water quality.
  - Identifies the main activities that may create a risk to water quality.
  - Follows plans for accurate applications of all inputs to ensure that water pollution is avoided.
  - Follows relevant management practices to ensure soil erosion does not occur.
  - Complies with the legislative requirements for water use.
  - Identifies areas where water is lying on the surface, poaching problems are evident and erosion has occurred.
  - Implements mechanisms and techniques for collecting clean water.
  - Identifies and reports leaks and implements emergency procedures to avoid wasting water.

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**Competency:** Supports successful technical operations with knowledge and skills which ensures sustainable land use that enhances business and the environment.

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**Knows and understands:** The importance of good management practice around land cultivation, and how their actions impact on the environment.

The role nutrients play in farm systems, and the importance of good nutrient management.

The key points about the farm environment plan and how they contribute to it.

How to dispose of and tidy up farm waste.

That no stock are allowed in or around waterways, and reports any stock in areas they should not be to senior staff.

Legal requirements around water use, and reports any issues to senior staff.

The need for efficient use of water.

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**Skills:** Assists with water-related tasks.

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**Competency:** Supports the management of production through knowledge and skills that ensure the effective management of waste, in line with legal requirements

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**Knows and understands:** The legal requirements of handling and storing both solid and liquid farm manures and effluent, and how effluent can the impact the environment.

Environmental protection practices of the system used for handling and storing both solid and liquid farm manures and effluents.

How liquid farm manure and effluent systems operate, and knows their responsibilities and what happens if problems occur.

Farm procedure in relation to disposal of used disinfectants.

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**Skills:** Undertakes activities with both solid and liquid farm manures and effluents in line with legislation and business policies and procedures as directed.

Complies with the regulations governing the control of pollution from relevant facilities and materials.

Prevents contamination of soil by disposing of waste products in line with legislation (waste regulations).

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## Livestock

**Competency:** Supports successful livestock production through knowledge and skills that ensure successful breeding and birthing of livestock.

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**Knows and understands:** Key points of rearing requirements of young animals.

The basic principles of livestock selection and breeding for increased productivity.

How to safely handle adult animals to reduce the risk of injury.

The signs of heat.

The importance of adequate intake of colostrum within six hours of birth.

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**Skills:** Follows farm protocol around health, welfare and hygiene requirements of new-born animals.

Implements good personal and animal safety regarding animal behaviour immediately after birth/hatching.

Observes signs of birth and reports these to senior staff.

Assists with mating and mating management activities as directed, including observing and reporting on the behaviour/signals of animals.

Identifies different breeds and classes of livestock.

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**Competency:** Supports successful production of cattle through knowledge and skills that support and enhance the business.

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**Knows and understands:** The methods for disbudding and that anaesthetic must be used, and that chemical cauterisation can be undertaken in the first week of life only.

That castration without anaesthetic can be carried out with rubber ring within the first week of life only.

The requirements for tagging and why it is important.

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**Skills:** Assists with calf disbudding.

Assists with bull calf castration.

Carries out tagging following procedures.

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**Competency:** Supports successful dairy production through knowledge and skills that ensure high milk quality.

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**Knows and understands:** Correct procedures if something goes wrong during milking such as if chemical accidents occur when cleaning milking machinery.

The impact of cattle health on milk production and understands the requirement to identify cows undergoing treatment and how to prevent milk that is unfit for human consumption from entering the milk storage tank.

The significance and causes and effects of somatic cell count (SCC), and mastitis in dairy cows.

The importance of clean PPE and good hygiene practices and knows the factors that affect milk quality, milk testing, milk cooling, and dairy company milk tanker tickets.

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**Skills:** Undertakes operational tasks as instructed, in line with business policy and procedures to maintain milk quality.

Maintains hygiene in the milking parlour, milking plant, tanks and yards.

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**Competency:** Supports successful production of dairy production through knowledge and skills that ensure efficient milking which enhances business.

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**Knows and understands:** How to bring cows to the parlour for milking, including the proper use of backing gate if applicable.

How a milking parlour operates, and is able to carry out simple milking tasks. Knows safe practices during milking such as stretching to reduce injury and RSI, self protection from animals.

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The farms system for marking cows, reasons for those markings, and knows how to manage herds correctly during milking.

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- Skills:**
- Assists with making sure cows are milked and exit the parlour in the most time-effective way, as directed.
  - Assists with the cleaning and maintenance of the milking parlour, any automatic milking systems, milk pipeline, milk cooling and storage equipment.
  - Milks cows correctly and evenly, and trains heifers for milking correctly.
  - Assists with in-parlour feeding where applicable.
  - Ensures that calves have colostrum quickly and that it doesn't go into the milk tank.
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**Competency:** Supports successful livestock production through knowledge and skills that ensure successful livestock husbandry.

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**Knows and understands:** The Five Freedoms. In particular, the moving of livestock and handling of livestock is done safely and with the minimum of stress and risk of injury to the animal and staff.

The biosecurity risks presented by visitors, other animals and equipment shared with other farms, knows where visitors should park and disinfection practices.

The importance that husbandry activities such as foot bathing, foot trimming, vaccination and routine worming play in maintaining animal health and welfare and preventing disease.

The importance of compliance with veterinary medicines storage requirements, accurate estimation of bodyweight, accurate measurement of dose, withholding periods, use by dates and use by after first opening dates and farm animal health plan/policy.

The basic signs of health and basic signs of disease and typical normal and abnormal behaviours.

Procedures for segregation within the group and the procedure for isolation away from the group if infectious condition suspected.

The procedures of humane slaughter including timeliness and correct methods of euthanasia for relevant livestock classes.

The signs of female animals about to give birth and understands basic animal anatomy and the principles of how animals function.

The importance of record keeping and recording everything as per animal health plan in the medicine book.

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- Skills:**
- Demonstrates an attitude that is caring towards animals and assists with moving and handling livestock in a way that shows empathy and care for the animal.
  - Complies with farm animal health plan/ policy, in particular biosecurity.
  - Assists with implementing or administering animal health treatments as directed.
  - Recognises normal livestock health and identifies key health issues and abnormal behaviour, and reports these to senior staff.
  - Recognises sickness or injuries to animals that require attention and promptly refers these to senior staff and/or administers treatment if appropriately trained and as per agreed farm animal health plan.

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Recognises when stock do not respond to treatment or where sickness or injuries require emergency euthanasia and promptly refers these to senior staff and/or carries out euthanasia if appropriately trained and confident, as per agreed farm animal health plan.

Assists senior staff with calving/lambing/farrowing, as directed.

Keeps records of animal treatments in line with farm protocols and procedures.

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**Competency:** Supports successful livestock production through knowledge and skills that ensure animals receive high quality feed regimes which sustainably enhance production.

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**Knows and understands:** The main points of body condition measuring and can relate general condition of the stock to their age and stage of production.

How the feed requirements of an animal changes with their stage of production, and in the case of youngstock, by age and weight.

The type and amount of feed that should be on offer to the different ages classes of livestock and knows what good quality feed, and feed damage, looks like.

Common poisonous weeds and the importance of correctly controlling with either agrochemicals or using hand held or mechanical equipment.

The importance of not letting stock graze following spraying until safe to do.

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**Skills:** Helps to ensure that animals receive adequate feed quantity and quality, including access to a daily supply of clean drinking water.

Assists with maintaining optimum grazing conditions, including weed control under direct and personal supervision and where appropriately licensed to do so.

Assists with feeding livestock, as directed.

Assist with the moving of fencing in the grazing system.

Assists with loading feed equipment, as directed.

Observes in-shed feeding systems and reports issues to senior staff.

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**Competency:** Supports successful livestock production through knowledge and skills that ensure the effective management of animal waste, in line with legal requirements.

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**Knows and understands:** Farm procedure in relation to disposal of used disinfectants, used sheep dips and storage of out of date medicines.

The legal requirements for correct storage and disposal of animal carcasses.

How liquid farm manure and effluent systems operate, and knows their responsibilities and what happens if problems occur.

Farm procedure in relation to disposal of used disinfectants, used sheep dips and storage of out of date medicines.

The legal requirements for correct storage and disposal of animal carcasses.

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**Skills:** Correctly stores animal carcasses awaiting disposal and prevents access from other animals.



## Technical Operations



**Competency:** Supports successful technical operations through knowledge and skills of technology, machinery, vehicles and structures that enhances production and business viability.

**Knows and understands:** The business security process.

How to select correct fuel when operating vehicles and machinery.

Which driving licences are needed and when the renewal period is due, relevant to the job.

How to operate machinery safely.

Basic vehicle maintenance and operation, including setting up and calibration to achieve required results.

The importance technology plays within the industry and the opportunities available to them to use technology.

How electronic systems work on-farm and what their role is.

The value of collecting good quality data and how it can be used to make decisions.

The business policy around use of mobile and smart phones for business and personal use at work.

How to use technology-based systems to collect data to improve efficiency of operations.

How to adapt their driving giving due care, respect and attention to conditions (slope, wet, etc), risks (overhead power cables, low buildings etc) and when towing loads.

How to safely operate a light utility vehicle (LUV), with trailed equipment or a mounted load, on flat or hilly terrain.

**Skills:** Ensures familiarity with farm layout.

Identifies problems, faults and inconsistencies requiring action.

Demonstrates familiarity with range of other technologies and aids on the farm.

Applies the value of collecting good quality data and how it can be used to make decisions.

Holds a current and relevant driver's licence.

Demonstrates appropriate instruction, training and certificates for driving vehicles used on farm.

Wears a suitable helmet when using an ATV.

Checks and drives a basic wheeled tractor with an attached implement on flat or hilly terrain.

Develops strategies to manage personal and external factors that may contribute to injury at work.

Ensures responsible driving giving due care, respect and attention to others on site and on roads.

Holds certificates or undertakes training with other farm machinery applicable to role.

Ensures familiarity with key locations.

Holds certificates where needed and has undergone appropriate training to operate storage, warehouse and packhouse machinery used on farm.



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Follows effective building management practices as per business policy and procedures.

Uses and looks after fencing tools effectively.

Assists with erecting, maintaining and repairing electric and non-electric fences, walls and other boundaries and field separation features, as directed.

Demonstrates experience using computers, smartphones, and apps.

Uses technology-based systems to collect data to improve the quality of the workplace where applicable.

Demonstrates confidence linking technology with implements, computers, smartphones and apps, etc and collect data to improve efficiency and accuracy of operations.

Applies the value of collecting good quality data and how it can be used to make decisions.

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## Business



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**Competency:** Supports and enhances a successful business through the use of knowledge and skills following strategic and operational plans.

**Knows and understands:** How their role and actions contribute to the efficiency of how the business operates.

How to access business policies and procedures, and can effectively follow these as directed.

Appropriate record keeping requirements as per business policy.

The value of accurate record keeping and effectively maintains records for which they have responsibility.

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**Skills:** Identifies and acts on opportunities for operational improvement.

Assists in improving the performance of the production system through good communication and operational best practice.

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**Competency:** Supports a successful business through knowledge and skills which ensure financial sustainability.

**Knows and understands:** The costs associated with jobs on-business.

Benchmarking and key pieces of data for the business.

In general terms, business income and expenses.

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**Skills:** Develops and monitors own personal budgets and finances to achieve financial targets.

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**Competency:** Supports a successful business through application of knowledge and skills to control the quality of business production.

**Knows and understands:** The procedures and controls to ensure all products meet the standards as stipulated in the Quality Assurance Manual and Food Safety Field Operations Manual.

Customer requirements and their impacts on farm produce production.

The importance of traceability.

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**Skills:** Ensures all products meet the standards as stipulated in the Quality Assurance Manual and are delivered in a timely manner.

## Leadership



**Competency:** Supports a successful business by applying knowledge and skills and engages as a successful member of a high performing team.

**Knows and understands:** The way they communicate and how it affects others.

Their mistakes may result in consequences to their employer as well as themselves.

On-business leadership, for example, how to consider different team members and communicate to a group.

That a good business team has open and honest communication, and regular constructive feedback.

**Skills:** Shows empathy and respect for people, animals and the environment, and shows care for other peoples' property.

Assists in increasing workforce through inspiring others to work for the business.

Assists with problem solving.

Thinks about consequences before they act, understands and reflects on their words, actions and behaviours, and the effect these may have.

Maintain the highest levels of honesty and integrity in dealing with others and carrying out work.

Speaks, listens and shares ideas appropriately, and asks questions when unsure or unclear.

Attends and contributes to team meetings as required.

Contributes towards a workplace where open and honest communication is encouraged, and proactively manages interpersonal conflict, demonstrating respect to all team members.

Follows directions of supervisors and managers, and works well with a diverse team to complete assigned tasks and meet goals.

Supports the business owner's values to achieve the business goals.

Identifies and communicates any issues on-business to superiors.

Understands public perceptions of the industry.

Inspires others in the team to have a good work ethic that increases productivity.

**Competency:** Supports a successful business by applying knowledge and skills to work independently as a high achieving business operative.

**Knows and understands:** The importance of taking care of business equipment.

That accuracy is important for record keeping purposes and sustainable business models.

The importance of sustainable practices.

What a good work ethic is and why this is important to enhance a business.

**Skills:** Participates positively and proactively in staff training and appraisals.

Arrives at work on time with appropriate clothing and equipment to complete a work day, completes jobs, and takes appropriate breaks (uses company clothing/equipment if provided).

Is self-managing and responsible, is learning to manage time well to increase efficiency.

Recognises problems and when they need to seek advice or support, and uses initiative to find or ask for solutions.

Works in a lean and effective manner to increase financial sustainability.

Contributes to the team culture to support the business's values and goals.

Recognises mistakes made, accepts advice and learns from feedback.

Develops pride in how they contribute to their business's performance.

Identifies and assesses options before making a decision to ensure a positive outcome.

Demonstrates adaptability and flexibility in new and changing situations.

Takes into account available information to make reasoned decisions.

Uses basic literacy and numeracy skills to good effect, and if skills are lacking, puts in place practices to counter this.

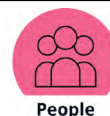
Demonstrates curiosity about the job, business and industry, and is motivated to work towards goals by learning new tasks, skills and information.

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## People

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**Competency:** Supports the business through use of knowledge and skills to fulfil employment obligations and plan career development.



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**Knows and understands:** Their own training requirements for ongoing self-development, and to achieve their goals.

Own rights around employment agreements, minimum wage requirements, and formal accommodation agreements (where applicable), and knows how to communicate any issues to superiors.

The true hourly rate they are being paid, and that remuneration is linked to their skills and responsibilities.

All employment obligations including specific responsibilities, accommodation agreements, minimum wage requirements, records of holidays and leave, hours worked and wages paid.

Own rights around work time and workload, and to a reasonable work/life balance.

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**Skills:** Focuses on their career development goals, and has a clear plan to achieve this.

Ensures accurate records are kept for leave, hours worked, and wages paid.

Abides by all employment obligations including specific responsibilities, accommodation agreements, minimum wage requirements, records of holidays and leave, hours worked and wages paid.