

TF Operator Training


Biosecurity New Zealand

 Ministry for Primary Industries
 Manatū Ahu Matua

Transitional Facility Operator Assignment Name: _____ Date: _____

Introduction

This assignment guides you through information using various resources that are relevant for a TF operator. You are required to make an honest attempt at completing this assignment for your training course. You will need to refer to your TF manual, and the documentation and links that accompany this assignment. Show your facilitator you have completed your assignment upon arrival.

In this assignment, you'll complete either six A or six B activities that will be further discussed in your training.

A Activities to be completed by participants at a **NEW** facility with **NO** TF operating manual (p 1 – 7).

B Activities to be completed by participants at a **CURRENT** facility with a TF operating manual (p 9 – 15).

Time: Allow 3 – 4 hours dependent on prior knowledge.

Resources required:

1. TF Operator Assignment Documentation
2. See, Contain, Report newsletters
3. Import Health Standards, relevant for your TF
4. TFGEN Standard (9 December 2024)
5. TFGEN Guidance Document (17 March 2023)
6. Your Transitional Facility Operating Manual

Activity Completion	(A) Activities Completed (Yes or No)	(B) Activities Completed (Yes or No)
1: Approved TF operator		
2: Receipt and management of uncleared risk goods		
3: Hygiene management		
4: Pests, unwanted organisms and weed control		
5: Internal audit		
6: Staff training		

Introductory Questions	Use these questions as a guide to introduce yourself on the training day
What is your current role at your TF, related to biosecurity?	
How long have you been in your role? Are you an AP?	
What is the name of your company?	
What goods does your company import?	
How are these goods transported to New Zealand?	
How many containers does your company import each year?	
What countries are your goods imported from?	

Activity 1A: Approved TF operator (new facility)

Purpose: As the TF operator, you are required to have a complete and updated TF manual. This should document your TF location, purpose and procedures for TF compliance and management.

To get started you will need to download and print or save the latest version of the TFGEN - TF General Uncleared Risk Goods Standards.



Open and read: [Responsibilities of an approved facility operator](#)

TFGEN: [Transitional Facilities for General Uncleared Risk Goods - Facility Standard](#)

TFGEN-GD: [Guidance Document to the Standard for Transitional Facilities for General Uncleared Risk Goods](#)

What do you think is the purpose of the TFGEN and TFGEN Guidance document?

If you have a NEW facility and NO TF operating manual exists



Open and read: [Apply to get facility operator approval](#)

Download and print: [TF manual template](#).

Customise this template to add your specific information and processes for your TF. The template will provide links to further information you may need to consider for your TF manual. Complete as much of the template as possible (at least pages 1 – 12) and bring to your class session to further discuss and ask questions. Refer to the 007 Bond Enterprises TF manual in the TFO assignment documentation for further guidance.

Write any further questions and/or reflections you may have here for your class session.

All TFs must have an approved TF operator and TF manual.

What are some requirements for a TF manual? Refer to TFGEN 3.2.

Refer to the 007 Bond Enterprises TF manual as an example located in the assignment document.

This will provide further context on what a TF manual could contain.



Activity 2A: Receipt and Management of Uncleared Risk Goods

Purpose: An effective system for receipt and management of uncleared risk goods is important so you have control and traceability of all goods received and sent from your TF.

The flowchart below shows a series of instructions to be followed. It is an example of the procedures required for checking paperwork, inspecting and devanning a container for uncleared risk goods.

Fill in the gaps in the flow chart from the words listed below:

TF operator

BACC

container

MPI

Accredited Person

equipment

1

• Agent emails Customer Service Team (CST) with proposed shipment information.

2

• CST enters the information into the system and assigns container pads.

3

• Operations Manager receives _____ from MPI and uploads to the system.

4

• _____ holds a daily meeting to discuss work and expected containers.

5

• _____ collects paperwork.

6

• AP ensures container pad is clean and biosecurity _____ is ready.

7

• AP checks the BACC paperwork matches the _____ number.

8

• AP does a 4-point check, opens and devans container. Risk goods are now 'cleared'.

9

• If there are contaminants, AP checks contamination charts and reports to _____ if needed.

10

• AP completes Container Checks Portal entry and other paperwork required for TF procedures.

What are some key roles and responsibilities of a TF operator?

Refer to skills summary in the supporting documentation and TFGEN-GD 5.2 for further guidance



Reflective question for class session

- What makes a good procedure?

Activity 3A: Hygiene Management (new facility)

Purpose: Effective hygiene management for biosecurity, aims to prevent the accumulation and spread of contaminated material and unwanted pests and diseases.



Image source: AI image generated in CoPilot (25.08.25)

What does hygiene management mean to you? Circle on the image above and/or list areas which should be improved to ensure best practice of hygiene management. Refer to TFGEN



3.7 Hygiene Management

- (1) The TF Operator must ensure that there are hygiene management procedures in place that ensures that the TF is kept clean at all reasonable times. The TF Manual must specify hygiene management procedures that will be used in the TF to achieve this. Hygiene management procedures must take into account prevention of accumulation of debris, dunnage, packaging, soil, or other waste that might pose a biosecurity risk, prevention of possible refuge areas for pests, sweepings and the disposal of such material.

Image source: TFGEN 3.7

Reflective questions for class session

- What are some hygiene management procedures you could consider for your TF operating manual?
- What does the TFGEN 3.7 and/or TFGEN-GD 5.9 state about hygiene management?
- What animal is running? Is it hygiene management or pest management that would require bait stations?

Activity 4A: Pests, unwanted organisms and weed control (new facility)

Purpose: Pest control aims to prevent and manage the presence of pests and weeds at a TF. It is crucial for maintaining an effective hygiene management programme.

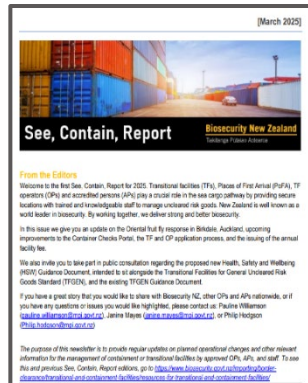
List current biosecurity pests and/or diseases that could pose a risk to New Zealand.

Refer to the latest [See, Contain, Report newsletter](#) to read the latest biosecurity risks.

If you do not receive this newsletter, go ahead and subscribe using this [link](#).



What is a pest? What is a weed? Can a plant be both a pest and weed?



Go to the [Brown Marmorated Stink Bug](#) (BMSB) webpage and read about the BMSB. Why are BMSB considered a biosecurity problem?



How could BMSB get into New Zealand?



A brown marmorated stink bug (*Halyomorpha halys*).

Click on [pests and diseases](#) and read 'Unwanted pests and diseases can damage New Zealand economy, environment and way of life'. Provide two examples how unwanted pests and diseases can cause damage for each of the sections below:



Economy: _____

Environment: _____

Lifestyle: _____

Reflective questions for class session

- What is the purpose of the biosecurity system in NZ? What is the legal framework for biosecurity?
- What are the main areas Biosecurity New Zealand will lead? (Refer to [Organisational structure](#)).
- What provider does your TF use to manage weeds and gardens?

Activity 5A: TF Internal Audit (new facility)

Purpose: Internal audits help TFs succeed by assessing compliance to regulations and the TF manual, by identifying areas for improvement, and ensuring processes are working as intended.

What sections do you think you would include in an internal audit for your TF?

Refer to the Transitional Facility Internal Audit in the TFO assignment documentation.



Note: If possible, bring along an example of an internal audit template you have customised for your TF.

Why do you think completing an internal audit is an important?

Review the internal audit requirements for both TFGEN 3.9 and TFGEN-GD 5.11 (shown below).



5.11 Internal audits of TFs

- (1) Regular internal audits of TF management and TF processes conducted by the TF Operator or Deputy TF Operator (or the TF Manager)

- a) Hygiene
- b) Relevant
- c) Records
- d) The TF
- e) The TF
- f) Training

3.9 Internal audits of TF activities

- (1) The TF Operator must carry out regular internal audits of the TF activities and physical assessment of the premises to verify that activities continue to meet the specifications of this standard and the processes specified in the TF Manual, and create an internal audit report.
- (2) Internal audits must occur at least once a year although an Inspector/auditor may request more frequent internal audits are conducted.
- (3) The TF Operator must review the TF Manual at least annually to ensure its continuing suitability and effectiveness to meet the requirements of this standard and make any necessary changes required.
- (4) Any significant changes to the TF Manual such as how the TF is operated or the type of imported risk goods must be notified to an Inspector. Such changes may require a new TF approval.

Image source: TFGEN and TFGEN-GD

Reflective questions for class session

- Reminder: bring along an internal audit template for your TF as you will be discussing further in class.
- Do you think your internal audit is fit for purpose and site specific?

Activity 6A: Record Staff Training (new facility)


Purpose: Staff training helps employees develop the necessary knowledge and skills to perform in their roles effectively, efficiently, and confidently. In addition, biosecurity knowledge is essential for all staff at a TF.

Create and/or update Formal Staff Training Records

- For your TF manual, you will need to ensure staff training records are filed in a labelled section.
- Create/complete the required records for staff training and formal training certificates.
- Use the templates in the TFO assignment documentation if you require further guidance.


Create and/or update General Biosecurity Training

- Set out a plan for staff who complete biosecurity awareness training. Your staff can make a start with this online module: [Biosecurity Awareness for Transitional Facility](#)
Track completion and update training records, including certificates for all staff (as shown below).

General Biosecurity Staff Training Plan and Tracker						
Training Event					Attendance	
Topic	How	When	Audience	Presenter	Absent	Attended
Hygiene Management	Hygiene mgmt. discussion using TFGEN & TFGEN-GD	16/01/2015	All	TFO, Will Smith	N/A	Record names
Biosecurity Awareness	Online module	10/02/2025	All	MPI	N/A	Record names
Contamination containment and	Quiz at team meeting	20/02/2025	APs and TFOs	Deputy TFO, Sam Green	Andy Andrews	Record names

Create and/or update Individual Training

- Set out a plan to conduct annual company training for all new and existing staff (as shown below).
- Specify what training topics will be discussed and how you will conduct the training.
- Track completion and provide training attendance registers.

Individual Staff Training Record				
First Name	Last Name	Role / Position	Date Joined	
John	Doe	Administrator	06/01/2025	
Internal Training Topic	Training Date	Employee Signature	Training Notes	
Biosecurity Awareness (online)	15 June 2025	(Confirm attendance)		

Reflective questions for class session

- What training records do you need to create and/or update?
- How many staff do you need to consider for different training? APs, drivers, administrative staff etc.

This page intentionally
left blank

TF Operator Training



Biosecurity New Zealand
Ministry for Primary Industries
Manatū Ahu Matua

Transitional Facility Operator Assignment Name: _____ Date: _____

Introduction

This assignment guides you through information using various resources that are relevant for a TF operator. You are required to make an honest attempt at completing this assignment for your training course. You will need to refer to your TF manual, and the documentation and links that accompany this assignment. Your assignment will be further discussed during your training. Show your facilitator you have completed your assignment upon arrival.

B Activities to be completed by participants at a **CURRENT** facility with a TF operating manual (p 9 – 15).

Time: Allow 3 – 4 hours dependent on prior knowledge.

Resources required:

1. TF Operator Assignment Documentation
2. See, Contain, Report newsletters
3. Import Health standards, relevant to your TF
4. TFGEN Standard (9 December 2024)
5. TFGEN Guidance Document (17 March 2023)
6. Your Transitional Facility Operating Manual

Activity Completion	(A) Activities Completed (Yes or No)	(B) Activities Completed (Yes or No)
1: Approved TF operator		
2: Receipt and management of uncleared risk goods		
3: Hygiene management		
4: Pests, unwanted organisms and weed control		
5: Internal audit		
6: Staff training		

Introductory Questions	Use these questions as a guide to introduce yourself on the training day
What is your current role at your TF, related to biosecurity?	
How long have you been in your role? Are you an AP?	
What is the name of your company?	
What goods does your company import?	
How are these goods transported to New Zealand?	
How many containers does your company import each year?	
What countries are your goods imported from?	

Activity 1B: Approved TF operator (current facility)

Purpose: As the TF operator, you are required to have a complete and updated TF manual. This should document your TF location, purpose and procedures for TF compliance and management.

To get started you will need to download and print / save the latest version of the TFGEN - TF General Uncleared Risk Goods Standards.



Download and read: [Responsibilities of an approved facility operator](#)

TFGEN: [Transitional Facilities for General Uncleared Risk Goods - Facility Standard](#)

TFGEN-GD: [Guidance Document to the Standard for Transitional Facilities for General Uncleared Risk Goods](#)

What is the purpose of TFGEN and TFGEN Guidance Document?

If you have a CURRENT TF facility and a TF operating manual.



Open and read: [Transitional and containment facilities for border clearance | NZ Government](#)
Become familiar with this webpage and the relevant information for your TF.

All TFs must have an approved TF operator and TF manual.

What are some requirements for a TF manual. Refer to TFGEN 3.2.

Read the 007 Bond Enterprises manual in the TFO assignment documentation.

Identify any similarities and differences between the 007 manual and your TF operating manual

Similarities to your TF operating manual	Differences to your TF operating manual



Reflective questions for class session

- How often do you update the TF operating manual?
- Note when the last update was made to your TF operating manual (and the version number).

Activity 2B: Receipt and Management of Uncleared Risk Goods

Purpose: An effective system for receipt and management of uncleared risk goods is important so you have control and traceability of all goods received and sent from your TF.

Read the scenario below. You will also need to refer to the BACC in the assignment documentation.

Jo is an Accredited Person at a Transitional Facility located at Freight Pathways, on Port Hills Road, Christchurch. Jo is expecting a container to arrive at 10.00am and prints out the BACC paperwork (refer to the BACC in the assignment documentation for further details). The driver arrives one hour early at 9am. Jo is rushing to make sure a container pad is ready. Jo directs the driver to an area of the TF that has space, and the container is placed there.

At 10.00am Jo returns to the container and starts the external visual AP checks. Jo has the biosecurity equipment close to the container and completes the external check with his torch and insecticide spray ready. There is no contamination found, and Jo continues to open and devan the container. Upon completion Jo returns to the office and completes the CCP entry. Jo checks the BACC again and notices that the container was supposed to be delivered (directed) to a different TF.

Explain what went wrong. What should Jo do now?

What are the responsibilities of the TF operator? The AP?

Refer to BACC paperwork in the assignment documentation and TFGEN 3.3 to guide your answer.



Identify any additional commodities your TF is approved for (woodware products / machine

Are they recorded in your TF manual? Note any specific procedures for these commodities.

Refer to TFGEN guidance document, section 6.



Reflective questions for class session

- What makes a good procedure? Identify a procedure in your manual for this topic.
- Are there any [Import Health Standards](#) relevant to your TF? e.g., grain, wood, bamboo, cane etc.
- How do you ensure data is accurately recorded in the Container Checks Portal (CCP)?

Activity 3B: Hygiene Management (current facility)

Purpose: Effective hygiene management for biosecurity, aims to prevent the accumulation and spread of contaminated material and unwanted pests and diseases.



Image source: AI images generated in CoPilot (25.08.25)

What does hygiene management mean to you? Circle on the images above and/or list areas which should be improved to ensure best practice of hygiene management. Refer TFGEN 3.7.



Look at your TF operating manual for hygiene management and/or TFGEN 3.7. What are some maintenance requirements in place for sweeping, biosecurity equipment etc?



Reflective questions for class session

- What else could you do to improve the hygiene management at your TF?
- Do you think hygiene management processes are sufficiently monitored and documented at your TF?
- How proactive are you and your team to review hygiene management when TF processes change?
- How often is the biosecurity waste collected. Where does it go?

Activity 4B: Pests, unwanted organisms and weed control (current facility)

Purpose: Pest control aims to prevent and manage the presence of pests and weeds at a TF. It is crucial for maintaining an effective hygiene management programme.

List current biosecurity pests / diseases that could pose a risk to New Zealand.

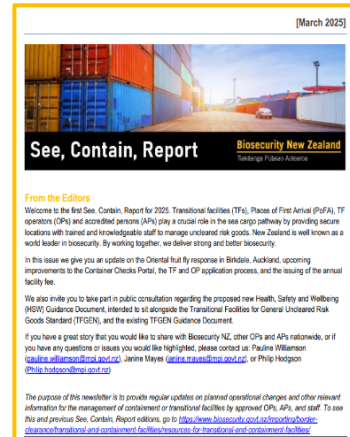
Refer to the latest [See, Contain, Report newsletter](#) to read the latest biosecurity risks.

If you do not receive this newsletter, go ahead and subscribe using this [link](#).

You can also refer to [Pest and disease threats to NZ | NZ Government](#) and [Risk species BMSB](#).



What is a pest? What is a weed? Can a plant be both a pest and weed?



List preventative measures applied at your TF.

E.g. spraying, fumigation, monitoring, baiting

What records do you have in your TF manual to demonstrate effective measures?

E.g. how often? weekly, monthly, seasonal



What is the current pest control process at your TF? Can it be improved?



Reflective questions for class session

- How often do you communicate the latest biosecurity newsletter updates to your staff?
- What strategies do you use to communicate biosecurity awareness amongst your team e.g., quiz, pest of the month, noticeboard, meetings.

Activity 5B: TF Internal Audit (current facility)

Purpose: Internal audits help TFs succeed by assessing compliance to regulations and the TF manual, by identifying areas for improvement, and ensuring processes are working as intended.

Refer to the Transitional Facility Internal Audit in the TFO assignment documentation.
What would you change / customise on the internal audit for your TF? Why?



Transitional Facility Internal Audit

The internal audit is conducted annually to ensure the TF is following the documented processes and take appropriate actions when things go wrong. The audit includes a physical assessment of the premise as well as a review and update of the TF manual with your site and commodity specific processes.

During the year, the TF operator should have procedures in place to ensure that they manage their biosecurity systems effectively. Should the TF operator find any compliance related issues that would need to be corrected during the year these should be recorded on a compliance register which should be in the TF operating manual.

The TF operator must have **objective evidence** readily available to verify that activities continue to meet TFGEN requirements, and the processes specified in the TF manual.

Objective evidence is information and documents based on facts that can be proved by means of records, documents or receipts.

This template is a guide only and should be updated based on requirements for your facility. The TF GEN and TF GEN Guidance Document provides information on how your facility can maintain an acceptable audit.

Audit details	
Date of audit	
Auditor	
TF audited	
TF Operations	Version:
Manual update	Date:

Section 1: Transitional Facility Details			
Facility name		ATF Code	
Address			
Suburb	City	Post Code	
TF Operator			
Phone			
Email			

What objective evidence have you used previously in an audit? Why?

Review the internal audit requirements in TFGEN 3.9.



Records Verifications:

Physical Site Requirements:

Biosecurity Labelled Equipment:

Interviews / Observations:

Reflective questions for class session

- How does your TF audit template align with your operating manual and site procedures?
- An internal audit highlights processes that are not being followed as per the TF manual. How could you discuss and educate staff about these specific processes?

Activity 6B: Record Staff Training (current facility)

Purpose: Staff training helps employees develop the necessary knowledge and skills to perform their roles effectively, efficiently, and confidently. In addition, biosecurity knowledge is essential for all staff at a TF.

Conduct an internal audit of your staff training and training records

For this activity, you will need to provide evidence of staff training records and certifications to ensure compliance with TFGEN 3.12. You can also refer to TFGEN-GD 5.16 for more details.

- Refer to the TFO assignment documentation for the Internal Audit template.
- Complete any corrective actions and document further actions required as an outcome of the audit.

Section 2: Personnel and Training			
1 Transitional Facility (TFO) and deputies are MPI approved and training is current			
Transitional Facility Operator (TFO) name	Approval number	Expiry Date	
Deputy TFO name		Expiry Date	
Deputy TFO name		Expiry Date	
Training records are readily accessible			
2 Nominated Delegate and deputies are MPI approved and training is current			
Nominated Delegate (ND) name		Expiry Date	
Deputy ND name		Expiry Date	
Deputy ND name		Expiry Date	
Training records are readily accessible			
3 Accredited Persons (AP) – MPI appointment and training is current for all APs			
Accredited Persons (AP) name		Expiry Date	
Accredited Persons (AP) name		Expiry Date	
Accredited Persons (AP) name		Expiry Date	
Training records are readily accessible			
4 Staff member			
	Biosecurity awareness training on record	Other annual training on record	
	Date:		
	Date:		
	Date:		
	Date:		
	Date:		
	Date:		
	Date:		
	Date:		

Note reflections after completing training audit:



Update Staff Training Records

- After completing the audit, you may identify staff training records you need to update.
- Refer to the training templates included in the TFO assignment documentation for further guidance.

First name	Last name	Date Joined	Training Provider	Training Date	Certificate Attached	MPI Approved	Refresher Due
John	Doe	15 June 2025	Top Biosecurity	10 July 2025	Yes	TF Number	10 July 2027

CHECKLIST: actions to update for staff training

Completed



Set out a plan for all staff to conduct annual company training (use templates).

Specify training topics (for teams or individuals). Include a schedule on how and when the training will be conducted.

Track completion and provide attendance registers.

Update training records (include certificates).

Reflective questions for class session

- What do you cover in your biosecurity awareness training? As a starting point, your staff can complete this online module: [Biosecurity Awareness for Transitional Facility](#)
- How many staff do you need to consider for different training? APs, drivers, administrative staff etc.
- What are some methods to ensure your staff records are being regularly updated?
- If possible, bring an example/copy of your staff training audit/records to discuss further in class.