



Australian Government

HLTFSE002 Provide ward or unit based food preparation and distribution services

Release: 1

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Modification History

Release	Comments
Release 1	<p>This version was released in <i>HLT Health Training Package release 3.0</i> and meets the requirements of the 2012 Standards for Training Packages.</p> <p>MERGED HLTF204D/HLTF201D. Significant changes to the elements and performance criteria. New evidence requirements for assessment, including volume and frequency requirements. Significant change to knowledge evidence. Removed prerequisite.</p> <p>Supersedes HLTF204C</p>

Application

This unit describes the skills and knowledge required to distribute and collect menus, prepare minor meals and refreshments, plate meals, distribute meals and provide general housekeeping functions.

This unit applies to workers who may have multi-functional or multi-skilled roles with duties which include food service work combined with a range of other duties (e.g. cleaning, portering, wardsperson, personal care, linen distribution and client transport).

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

Elements and Performance Criteria

ELEMENT

Elements define the essential outcomes.

1. Distribute and collect menus from clients according to established routines and procedures

PERFORMANCE CRITERIA

Performance criteria specify the level of performance needed to demonstrate achievement of the element.

1.1 Distribute menus to clients receiving diet therapy or nutritional support
1.2 Provide assistance to clients with appropriate menu

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes.

Performance criteria specify the level of performance needed to demonstrate achievement of the element.

2. Plate, heat and distribute meals and beverages

selections, including clients with special needs

1.3 Collect menus from clients receiving diet therapy or nutritional support

1.4 Communicate client feedback and concerns in relation to menus or food choices in accordance with organisation policy

2.1 Comply with safe food handling and hygiene practices and infection control procedures

2.2 Plate meals from bulk food to organisation standards and requirements

2.3 Implement portion control to minimise waste

2.4 Rethermalise and/or reheat meals according to food standards and regulations

2.5 Assemble meal trays and check for accuracy against documentation prior to delivery

2.6 Prepare beverage utensils for use

2.7 Leave trolley or tray in an appropriate location for meal delivery

2.8 Deliver and leave meals and/or beverages in the appropriate place for clients and within the designated timeframe

2.9 Replace missing or incorrect meals and/or beverages appropriately

2.10 Replace or refill water jugs according to specific client requirements and established policy and procedure

2.11 Check room numbers, bed numbers and client name against appropriate documentation

2.12 Identify if the client needs assistance to sit up and report or provide required assistance in accordance with role and organisation policy and procedure

3. Prepare minor meals, refreshments and snacks

3.1 Prepare minor meals, refreshments and snacks in an attractive manner

3.2 Deliver minor meals according to schedule

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes.

Performance criteria specify the level of performance needed to demonstrate achievement of the element.

4. Collect and maintain clean stock of utensils and meal trays

4.1 Seek client feedback on meals and beverages and report to appropriate person/s in accordance with organisation procedure

4.2 Collect meal trays and all utensils after client has finished eating and return for cleaning

4.3 Check tray for foreign objects or client belongings

4.4 Maintain a stock of clean drinking utensils

4.5 Report insufficient food or fluid intake to the appropriate person/s in accordance with organisation procedure

5. Maintain good housekeeping

5.1 Clean and maintain ward or unit food service area and equipment according to organisation standards and procedures

5.2 Replenish food stocks, crockery and utensils

Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705>