



**Australian Government**

# **Assessment Requirements for CHCAGE012 Provide food service**

**Release: 1**

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## Modification History

Not applicable.

## Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- carry out work responsibilities to meet the requirements of the food safety program on at least three different occasions, one in a simulated environment and two in the workplace
- provide food service to six different diners including:
  - assembling food and beverage to meet the diner's requirements
  - delivering within required timeframes
  - replacing incorrect items
  - assisting the diner as required by the individualised plan within the scope of own job role
  - collecting trays and utensils and returning for cleaning
  - observing dining behaviour, documenting and reporting issues and concerns including insufficient food or fluid intake, according to organisational policies and procedures.

## Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- basic aspects of commonwealth, state or territory food safety laws, standards and codes:
  - meaning of contaminant, contamination and potentially hazardous foods as defined by the Australia New Zealand Food Standards Code
  - employee and employer responsibility to participate in hygienic practices
  - role of local government regulators
  - ramifications of failure to observe food safety law and organisational policies and procedures
- contents of organisational food safety program, including procedures and associated requirements
- health issues likely to cause a hygiene risk relevant to food safety:
  - airborne diseases
  - foodborne illnesses
  - infectious diseases
- hygiene actions that must be undertaken to avoid foodborne illnesses
- hand washing procedures
- safe storage of food:

- storing heavier loads between knee and waist height to minimise manual task risk
- minimising double handling
- cleaning, sanitising and maintenance requirements relevant to food preparation and storage:
  - cleaning:
    - dirt
    - food waste
    - grease
    - pest waste removal
  - sanitising:
    - eating and drinking utensils
    - food contact surfaces
  - maintenance:
    - minor faults
- use and storage of cleaning equipment required to carry out own work responsibilities
- personal health and hygiene practices
- procedures for reporting hygiene risks and unsafe work practices, including personal health issues
- clothing and footwear requirements for working in and moving between food handling areas:
  - personal clothing maintenance
  - laundering
  - storage requirements
  - possible consequences of not following these procedures
- suitable standards for materials, equipment and utensils used in the food handling area
- organisational policies and procedures for:
  - recognising and reporting hygiene and food safety hazards
  - maintaining a hygienic workplace
  - meal tray assembly and preparation of utensils, including use of modified utensils
  - providing assistance to diners
  - seeking and reporting on diner feedback
  - reporting instances of insufficient food or fluid intake.

## Assessment Conditions

Skills must be demonstrated in the workplace, with the addition of simulations and scenarios where the full range of contexts and situations have not been provided in the workplace.

The following aspects of the performance evidence must have been demonstrated using simulation prior to being demonstrated in the workplace:

- carried out work responsibilities to meet the requirements of a food safety program.

Assessment must ensure access to:

- facilities, equipment and resources that reflect real working conditions and model industry operating conditions and contingencies
- organisational policies and procedures
- organisational food safety program
- individualised plans
- food trays and beverage utensils
- food preparation and reheating facilities and equipment
- food delivery equipment
- food storage equipment and facilities
- clothing and personal protective equipment for food handling
- cleaning equipment
- hand washing facilities.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>