



Australian Government

CHCAGE012 Provide food service

Release: 1

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Modification History

Not applicable.

Application

This unit describes the skills and knowledge required to apply basic food safety practices including personal hygiene and conduct and to prepare and distribute meals and beverages to diners.

This unit applies to workers providing service of food in residential, community care or home-care environments. Work may be carried out under direct, indirect or remote supervision.

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

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Unit Sector

Aged Care

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Distribute meals and refreshment.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Check each meal against order documentation prior to delivery.
- 1.2. Check the diner's name and other details against documentation.
- 1.3. Assemble food for delivery in a manner that minimises handling.
- 1.4. Complete meal component assembly and check for accuracy according to organisational policies and procedures.
- 1.5. Refill beverage receptacles and prepare required utensils according to organisational policies and procedures and the

- needs and preferences of the diner.
- 1.6. Reheat meals in accordance with food safety regulations.
 - 1.7. Deliver meals and beverages within the designated timeframe and as agreed with the diner, in a manner that reflects the importance of the dining experience.
 - 1.8. Replace missing and incorrect meals and beverages according to the needs of the diner.
 - 1.9. Provide the diner with assistance as outlined in individualised plan, in accordance with scope of own job role and organisational policies and procedures.
 - 1.10. Observe, document and report concerns and changes in dining behaviour according to organisational policies and procedures.
2. Collect utensils and meal trays.
 - 2.1. Collect serving-ware and utensils after the diner has finished eating.
 - 2.2. Maintain an environment and atmosphere conducive to enjoyment of the mealtime for all diners.
 - 2.3. Check trays for foreign objects and report according to organisational policies and procedures.
 - 2.4. Remove items safely and return dirty serving-ware, utensils, beverage utensils and receptacles for cleaning.
 - 2.5. Maintain stock of clean beverage utensils.
 - 2.6. Seek and report on diner feedback regarding satisfaction with meals according to organisational policies and procedures.
 - 2.7. Report insufficient food or fluid intake to supervisor or health professional according to organisational policies and procedures and within scope of own job role.
3. Comply with the food safety program.
 - 3.1. Read and follow the organisation's food safety program.
 - 3.2. Maintain clean clothing and personal protective equipment and ensure personal hygiene and infection control requirements are met.
 - 3.3. Report personal health conditions that impact on food preparation and take action according to organisational policies and procedures.
 - 3.4. Recognise and report hygiene and food hazards that may negatively affect health and safety of self or others, according to organisational policies and procedures.
 - 3.5. Maintain the workplace in a hygienic condition and report cleaning, sanitising and maintenance requirements according to organisational policies and procedures.
 - 3.6. Maintain hygienic storage and select environmental conditions that avoid contamination of food.
 - 3.7. Handle food hygienically and in accordance with

organisational manual handling procedures.

Foundation Skills

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

Unit Mapping Information

Supersedes and is not equivalent to CHCAGE006 Provide food services.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4fle53>