



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **TLIX5045A Manage and monitor catering on deployed operations**

**Release: 1**

## **TLIX5045A Manage and monitor catering on deployed operations**

### **Modification History**

Not Applicable

### **Unit Descriptor**

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This unit involves the skills and knowledge required to organise logistics catering operations in a field deployment context in support of organisational operations. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

### **Application of the Unit**

#### **Application of the Unit**

This unit of competency is applicable to logistic personnel who have a responsibility to organise and manage the delivery of catering support in a field deployment context.

This person may not be a cook or qualified chef, but will bring management skills and leadership to perform the scope of this unit of competency. Catering elements may be comprised of a range of catering capabilities from different disciplines which when brought together form a centralised catering facility. All activities are carried out in accordance with relevant organisational policy and procedures.

### **Licensing/Regulatory Information**

Refer to Unit Descriptor

### **Pre-Requisites**

Not Applicable

## **Employability Skills Information**

**Employability Skills**            This unit contains employability skills.

## **Elements and Performance Criteria Pre-Content**

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

## Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<b>1 Prepare for catering operations</b>	1.1 Information is sourced and analysed to identify the catering factors to be considered in supporting operations 1.2 Logistic information management systems and planning tools are utilised in the scheduling and coordination of catering 1.3 The maintenance of catering equipment is scheduled within the constraints of delivering catering support to operations 1.4 The establishment of catering facilities is monitored to promote a functional and technically efficient catering operation 1.5 Instructions are prepared and delivered to implement and coordinate catering operations 1.6 Technical advice is provided to management and stakeholders 1.7 Occupational health and safety (OH&S) requirements and recognised safety precautions are applied throughout the operation in accordance with standard procedures
<b>2 Ensure compliance with food safety</b>	2.1 Resources required to meet food safety requirements are accessed and made available 2.2 The observance of food safety programs is monitored 2.3 Corrective action in response to food safety non-compliance is taken in close consultation with the senior caterer 2.4 Food recall or quarantine notices are acted on to ensure food safety
<b>3 Manage food service</b>	3.1 The catering team is supervised to ensure that linkages between receipt and storage of food, food preparation and food service are actively maintained to meet food standards and catering support requirements 3.2 Menu planning and preparation is monitored to ensure the menu complements the operational plan and provide sound nutritional balance to personnel 3.3 Staff rostering is monitored to ensure that it accurately reflects the catering support requirements and utilises staff efficiently and sustainably 3.4 Organisational policies and procedures relating to food service are implemented and monitored in the delivery of catering support 3.5 Consistent quality in service and food product is supervised to meet food standards and catering support requirements 3.6 Inventory management relating to the provisioning, procurement, supply, receipt and storage of food and food service material is supervised to meet food standards and catering support requirements 3.7 External stakeholders are consulted with in the ongoing monitoring

ELEMENT	PERFORMANCE CRITERIA
<b>4 Minimise waste and manage disposal of food and waste</b>	<p data-bbox="635 277 1086 313">of the catering support requirement</p> <p data-bbox="587 322 1422 394">3.8 Processes and procedures relating to food usage and resource accounting are monitored</p> <p data-bbox="587 412 1461 483">4.1 Opportunities to reduce waste are identified and acted on within the catering facility</p> <p data-bbox="587 492 1406 600">4.2 Cost control procedures are implemented to minimise waste within the catering facility and to use catering resources efficiently</p> <p data-bbox="587 609 1441 716">4.3 The development and implementation of waste management arrangements are monitored to ensure waste management supports good field hygiene and protection of the environment</p> <p data-bbox="587 725 1445 833">4.4 Waste management processes and procedures are monitored to ensure compliance with field hygiene and environmental standards</p> <p data-bbox="587 842 1402 956">4.5 Agencies responsible for the removal of waste and the monitoring of field hygiene are liaised with to ensure compliance with field hygiene and environmental standards</p>

## Required Skills and Knowledge

### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

#### Required knowledge:

- Layout and design principles of a field catering facility
- Principles of a HACCP-based approach to managing food safety
- Organisational programs and systems in place to manage and support quality and food safety
- Legal obligations for food safety and quality
- Awareness of common microbiological, physical and chemical hazards related to foods handled
- Suitable standard for materials, measuring devices, equipment and utensils used in the work area
- The relationship between diet and nutrition with individual performance and operational capability
- The five food groups and how these are integrated into a menu
- Different menu systems (such as cyclic menus) used to support operations
- Factors that influence menu development
- Food storage, processing and handling requirements

## REQUIRED KNOWLEDGE AND SKILLS

- Procedures for identifying unsafe and/or non-conforming practices or food product
- Options for responding to non-compliance in food safety
- Food waste minimisation methods
- Waste collection, recycling, handling and disposal
- Food recall procedures within own level of responsibility
- Catering documentation and accounting procedures
- Catering cost control strategies
- Relevant OH&S and environmental procedures and guidelines

### Required skills:

- Lead a team
- Provide catering support in a field environment
- Liaise and negotiate with stakeholders
- Utilise information technology systems related to catering
- Display resilience by continuing to move forward despite the difficulty of the operation
- Identify the relationship between organisational goals and recognise how own efforts contribute to the achievement of those goals
- Use appropriate information technology and software

## Evidence Guide

### EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

#### **Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit

#### **Context of and specific resources for assessment**

- Competency should be demonstrated on at least one occasion covering the scope of the unit of competence
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or

## EVIDENCE GUIDE

- access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
- Method of assessment**
- Assessment of this unit must be undertaken by a registered training organisation
  - As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
  - Practical assessment must occur:
    - through activities in an appropriately simulated environment, and/or
    - in an appropriate range of situations in the workplace

## Range Statement

### RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- |                                              |                                                                                                                                                                                                                                                                                                                                     |
|----------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Catering support requirements may include:   | <ul style="list-style-type: none"> <li>• provision of field catering facilities</li> <li>• semi-permanent kitchens</li> <li>• temporary kitchens</li> <li>• satellite kitchens</li> <li>• preparation of fresh rations</li> <li>• direct to dinner meals</li> <li>• individually packed meals</li> <li>• condiment boxes</li> </ul> |
| Catering support planning tools may include: | <ul style="list-style-type: none"> <li>• ration plan</li> <li>• feeding matrix</li> <li>• staff roster</li> </ul>                                                                                                                                                                                                                   |
| Catering support equipment may include:      | <ul style="list-style-type: none"> <li>• kitchen washing-up facilities</li> <li>• pots, pans and cooking utensils</li> <li>• storage racks</li> <li>• eating utensils</li> </ul>                                                                                                                                                    |

## RANGE STATEMENT

- refrigerators
  - water heating units
  - food storage racking
  - garbage bins
  - POL drums and containers
  - gas cylinders
  - fire fighting equipment
  - mobile kitchen
  - water storage drums and containers
  - power generators
  - tentage and flooring
  - lifting devices
- Catering facilities may include:
- semi-permanent kitchens
  - temporary kitchens
  - satellite kitchens
  - components of field kitchens may include:
    - kitchen area
    - messing area
    - kitchen washing-up facilities and pots, pans and utensil storage racks
    - eating utensil wash-up area
    - refrigeration
    - hot water facilities
    - food storage area with racking
    - garbage area
    - POL storage area
    - gas storage area
    - chemical storage area
    - fire fighting equipment area
    - preparation area
    - hand-washing area
    - water storage for kitchen and messing area
    - identified drop-off and pick-up area
    - generators and field power distribution system
    - sullage disposal system
- Resources required to meet food safety requirements may include:
- food safety program for the work area which identifies critical control points, control measures and corrective action
  - quality policy, system and procedures



## RANGE STATEMENT

- work area or system in which quality and food safety practices and procedures are to be monitored
  - personal protective clothing and equipment as required
  - review/audit arrangements
  - reporting and monitoring systems
- Food safety programs may include:
- a written document that specifies how a business will control all food safety hazards that may be reasonably expected to occur in all food handling operations of the food business
  - related procedures must comply with legal requirements of the Food Safety Standards and must be communicated to all food handlers
  - food safety requirements may be specified in general operating procedures
- Corrective action may include:
- immediate actions to correct or control the non-conformance by the employment of risk management strategies for food
  - preventative actions to stop the non-conformance from occurring again, for example:
    - checking and repairing equipment
    - amending standard operating procedures/work instructions
    - retraining staff
- Catering team may include:
- catering supervisors
  - cooks
  - stewards
  - food service assistants
- Organisational policies and procedures may include:
- standard operating procedures
  - doctrine
  - codes of practice
  - orders
  - instructions
  - operating manuals
  - relevant Australian Standards
  - relevant Commonwealth Acts
- Opportunities to reduce waste may include:
- rotating and documenting stock accurately
  - storing food correctly and securely
  - using reusable by-products of food preparation
  - use recyclable products
- Cost control procedures may
- portion control
  - following recipes accurately

**RANGE STATEMENT**

- include:
- ordering suitable quantities of stock
- Storage of food may include:
- dry goods storage
  - refrigeration
  - utensil storage
- Waste may include:
- wet waste
  - dry waste
  - grey water waste

**Unit Sector(s)**

Not Applicable

**Competency Field**

**Competency Field**            X - Logistics