



Australian Government

CHCAGE006 Provide food services

Release: 1

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Modification History

Release	Comments
Release 1	This version was released in <i>CHC Community Services Training Package release 2.0</i> and meets the requirements of the 2012 Standards for Training Packages. Significant change to the elements and performance criteria. New evidence requirements for assessment including volume and frequency requirements. Significant changes to knowledge evidence.

Application

This unit describes the skills and knowledge required to apply basic food safety practices including personal hygiene and conduct.

This unit applies to workers in a food services environment.

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

PERFORMANCE CRITERIA

Elements define the essential outcomes

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

1. Comply with the food safety program

- 1.1 Read and interpret the food safety program
- 1.2 Ensure personal hygiene requirements are met and follow hygiene procedures
- 1.3 Report health conditions and/or illness as required
- 1.4 Wear clothing and footwear appropriate for food handling tasks
- 1.5 Identify and report processes or practices which are not consistent with the program, taking corrective action within the level of responsibility
- 1.6 Maintain the workplace in a clean and tidy order to meet workplace standards

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes

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

1.7 Identify opportunities to address waste minimisation, environmental responsibility and sustainable practice issues

2. Receive and store food deliveries

2.1 Receive and check food deliveries against organisation records

2.2 Handle food hygienically and in accordance with manual handling principles

2.3 Ensure selected food storage environments are appropriate to specific food type

2.4 Maintain appropriate environmental conditions for specific food types

2.5 Ensure storage area is kept free from contaminants

3. Prepare foods as required

3.1 Identify a range of foods to meet the nutritional needs of the client groups

3.2 Accurately follow standard recipes to ensure product consistency, nutritional integrity and to minimise wastage

3.3 Prepare appropriate meals for specific client groups in an appetising and attractive manner

3.4 Modify food texture to meet the needs of client groups and to meet enterprise standards

3.5 Serve and plate meals appropriate to the setting, using appropriate portion control equipment as required

3.6 Evaluate meals against organisation standards

4. Distribute meals and refreshment to clients

4.1 Check each meal against appropriate documentation prior to delivery

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

4.3 Consider the position of the food trolley to minimise handling, complete meal tray assembly and check for accuracy according to established routines and procedures

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes

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

4.4 Refill water jugs to address specific client requirements according to established policy and procedure

4.5 Prepare beverage utensils for use

4.6 Reheat meals, if required, according to food regulations

4.7 Replace missing or incorrect meals and/or beverages with appropriate meals and/or beverages

4.8 Deliver meals and/or beverages and leave in the appropriate place for client within the designated timeframe

4.9 Assist client to sit up if required, in accordance with role, organisation policy and under the direction of an appropriate health professional

5. Collect utensils and meal trays

5.1 Collect trays and all utensils after client has finished eating

5.2 Check tray for foreign objects, report appropriately and stack tray safely on trolley

5.3 Return dirty beverage utensils and empty water jugs for cleaning

5.4 Maintain stock of clean beverage utensils

5.5 Seek client feedback on general acceptance/satisfaction with meals and forward feedback to appropriate personnel according to enterprise procedures

5.6 Report insufficient food or fluid intake to the appropriate personnel according to enterprise procedures and within scope of work role

Foundation Skills

The Foundation Skills describe those required skills (such as 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=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>

Assessment Requirements for CHCAGE006 Provide food services

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Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be evidence that the candidate has:

- carried out work responsibilities to meet the requirements of the food safety program on at least 3 separate occasions, 1 in a simulated environment and 2 in the workplace
- distributed meals and collected trays and utensils on at least 6 separate occasions

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role. This includes knowledge of:

- current food safety legislation relevant to jurisdiction and food service
- food safety and food handling policies and procedures of organisation
- safe storage of food including storing to minimise manual task risks, including:
 - storing heavier loads between knee and waist height
 - minimising double handling
- nutritional values, food groups, the *Australian dietary guidelines*, and the *Australian standards for texture modified foods and fluids*
- specific dietary requirements, including:
 - coeliac
 - diabetes
 - food allergies
 - food intolerances

- cultural requirements
- swallowing problems and importance of food texture modification
- clothing and footwear requirements for working in and/or moving between food handling areas:
 - personal clothing maintenance
 - laundering
 - storage requirements
 - possible consequences of not following these procedures
- personal hygiene practices and their relationship to infection control, and the reporting of illness as required by the food safety program
- responsibilities for maintaining the work area in a clean and tidy state
- suitable standards for materials, equipment and utensils used in the food handling area.
- use and storage of cleaning equipment as required to carry out own work responsibility
- waste collection, recycling and handling procedures relevant to own work responsibilities

Assessment Conditions

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

The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources, including:
 - food safety program policies and procedures
 - menus and recipes and associated ingredients
 - beverages and drinking equipment
 - food preparation and reheating facilities and equipment
 - food storage equipment and facilities
 - appropriate clothing and footwear for food handling
 - cleaning equipment
 - hand washing facilities

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.

Links

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