



Australian Government

HLTAHA020 Support food services in menu and meal order processing

Release: 1

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Modification History

Release	Comments
Release 1	This version was released in <i>HLT Health Training Package release 2.0</i> and meets the requirements of the 2012 Standards for Training Packages. Merged HLTNA305D/HLTNA301D. Significant changes to elements and performance criteria. New evidence requirements for assessment including volume and frequency requirements. Minimum work hours added. Significant change to knowledge evidence.

Application

This unit describes the skills and knowledge required to implement meal order systems, distribute and process general and therapeutic menus and meal orders, distribute food and monitor client satisfaction.

This unit applies to allied health assistants and should be performed under the direction and supervision (direct, indirect or remote) of a dietitian. Individuals will take responsibility for their own outputs and may participate in work teams. A range of well developed skills and some discretion and judgement is required of workers.

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

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

1. Distribute and collect general menus and/or meal orders for clients

1.1 Distribute menus to clients, or use meal order systems, according to established routines and procedures

1.2 Provide guidance to client, to ensure that meal choices are consistent with the individualised plan

1.3 Provide assistance to client with specific cultural and/or religious requirements in accordance with organisation guidelines and report any problems meeting

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these needs to supervisor immediately

1.4 Collect menus and/or meal orders and assist clients with placing orders and marking menus as appropriate in line with role

1.5 Distribute and collect menus for clients receiving diet or nutrition care according to established routines and procedures

1.6 Record and provide feedback regarding food preferences and consistently poor menu and/or meal choices to the appropriate person

2. Implement nutrition support services

2.1 Collate menus and meal orders, including orders for clients receiving diet therapy or nutrition support

2.2 Provide information to support the delivery of menu items chosen by the client, according to established routines and procedures

2.3 Check meal orders for accuracy against the individualised plan developed by a dietitian, or other health professional

2.4 Tally, collate and report menu items

3. Prepare and deliver nutrition supplements

3.1 Prepare, supply and deliver nutrition supplements according to organisation procedures and dietitian's instructions

3.2 Discard out of date nutrition support items and information

3.3 Report any significant wastage to the appropriate personnel in accordance with role and organisation requirements

3.4 Maintain the workplace in a clean and tidy order to meet workplace standards

4. Comply with personal hygiene standards and food

4.1 Prepare nutrition supplements and provide support services according to the food safety program

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes

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

safety program

4.2 Identify and report processes and practices that are not consistent with the food safety program

4.3 Take corrective action according to the food safety program and within level of responsibility

4.4 Comply with personal hygiene requirements of the food safety program

4.5 Report health conditions and/or illness according to the food safety program

4.6 Wear clothing and footwear appropriate for food handling tasks and according to the food safety plan

5. Communicate changes in meal order, including meals for clients receiving diet therapy or nutrition support

5.1 Maintain knowledge of client admissions, transfers and discharges

5.2 Process meal orders for food services

5.3 Provide information to support the delivery of chosen menu items to the food service within the required time frame

6. Monitor client satisfaction with food services

6.1 Collect client satisfaction, using standard and validated tools

6.2 Regularly monitor overall levels and changes in client satisfaction

6.3 Provide feedback regarding overall levels and changes in levels of satisfaction to the appropriate person

6.4 Use relevant feedback from clients to revise menus

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=ced1390f-48d9-4ab0-bd50-b015e5485705>

Assessment Requirements for HLTAHA020 Support food services in menu and meal order processing

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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 demonstrated evidence that the candidate has (under the direction of a dietitian):

- distributed menus or used other systems with clients to collect meal orders, processed therapeutic meal orders and delivered food orders to at least 3 clients, 1 in a simulated environment and 2 in the workplace
- prepared different nutritional supplements for at least 3 clients, 1 in a simulated environment and 2 in the workplace
- performed the activities outlined in the performance criteria of this unit during a period of at least 120 hours of work

Knowledge Evidence

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

- Australian dietary guidelines*
- organisation policy and procedures in relation to:
 - infection control as it relates to the allied health assistant's role in assisting with food services and menu and meal planning
 - food, nutrition and special food guidelines
 - other specific organisation policies or procedures, including supervisory and reporting protocols

- safe food handling

inter-relationships between food services and nutrition services, dietary departments concerning menu and meal order processing procedures, food production and delivery schedules

- range of menus, and menu items and different types of menu management systems
- various cultural requirements in relation to food, relevant to the profile of the community served by the organisation
- feedback processes or systems used within the organisation
- legal and ethical considerations relevant to allied health:
 - privacy, confidentiality and disclosure
 - work health and safety:
 - manual handling including identification and control of manual task risk factors

Assessment Conditions

All aspects of the performance evidence must have been demonstrated using simulation prior to being demonstrated in the workplace under direction and supervision (direct, indirect, remote) as determined by the dietitian.

The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources, including:
 - food safety and standards and procedures
 - manufacturers' manuals and recommendations for equipment
 - relevant clothing and footwear
 - individualised plans and any relevant equipment outlined in the plan

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

Links

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