



Australian Government

HLTAHA041 Support food services and dietetics in menu and meal order processing

Release: 1

HLTAHA041 Support food services and dietetics in menu and meal order processing

Modification History

Not applicable.

Application

This unit describes the skills and knowledge required to provide assistance to a Dietitian. Work includes supporting Food Service and Dietetics and are required to assist in the implementing of meal order systems, collection of menu choices for general and therapeutic menus and monitor person's satisfaction.

This unit applies to Allied Health Assistants and should be performed under the direct, indirect or remote supervision and delegation of an Accredited Practising Dietitian (APD).

The skills in this unit must be applied in accordance with Allied Health Assistant Framework, Commonwealth and State or 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

Competency Field

Allied Health

Unit Sector

Health

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Receive delegation and gather information.

PERFORMANCE CRITERIA

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

- 1.1. Obtain written or verbal delegation for an allied health activity from the Dietitian.
- 1.2. Obtain information from relevant sources and delegating Dietitian, according to organisational policy and procedures.
- 1.3. Discuss and confirm with delegating Dietitian therapy,

- treatment plans programs and work health and safety (WHS) requirements.
2. Process the person's menus or meal orders according to organisational procedures.
 - 2.1. Complete admissions records, transfers and discharges.
 - 2.2. Distribute menus to the person, or use electronic meal ordering systems, including supplements .
 - 2.3. Provide guidance to the person, to ensure that meal choices are consistent with the individualised plan.
 - 2.4. Provide assistance to the person with specific cultural or religious requirements and report issues beyond the scope of role to supervisor.
 - 2.5. Assist the person to complete menus or meal orders ensuring they comply with individual and general meal guidelines within scope of role.
 - 2.6. Record and provide feedback regarding food preferences and poor menu or meal choices to delegating Dietitian or nurse.
 3. Assist food services and dietetics with meal checking and menu processing and Implement nutrition support services.
 - 3.1. Collate menus and meal orders and report menu items to designated areas for preparation.
 - 3.2. Provide information to support the delivery of menu items chosen by the person, according to organisational procedures.
 - 3.3. Confirm meal orders against the person's individualised plan as delegated by a Dietitian, or other Allied Health Professional.
 4. Prepare and deliver nutrition supplements.
 - 4.1. Prepare, supply and deliver nutrition supplements according to organisational procedures and delegating Dietitian's instructions.
 - 4.2. Discard out of date nutrition support items and information.
 - 4.3. Report any significant wastage in accordance with scope of role and organisational requirements.
 - 4.4. Maintain the workplace in a clean and tidy order to meet workplace standards.
 5. Comply with personal hygiene standards and food safety program.
 - 5.1. Prepare nutrition supplements and provide support services according to the food safety program.
 - 5.2. Identify and report processes and practices that are not consistent with the food safety program.
 - 5.3. Take corrective action according to the food safety program and within scope of role.
 - 5.4. Comply with personal hygiene requirements of the food safety program.
 - 5.5. Report health conditions or illness according to the food safety program.
 - 5.6. Wear clothing and footwear for food handling tasks in

accordance with the food safety program.

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| 6. Communicate changes in meal order. | 6.1. Document changes to the person's admissions, transfers or discharge. |
| | 6.2. Document changes to the person's meal order including meals for a person receiving diet therapy or nutrition support. |
| | 6.3. Process meal orders for food services. |
| | 6.4. Provide information to support the delivery of chosen menu items to the food service. |
| 7. Contribute to broad food service and menu evaluation. | 7.1. Collect the personal satisfaction feedback, using standard and validated tools. |
| | 7.2. Regularly monitor overall levels and changes in the person's satisfaction. |
| | 7.3. Provide feedback regarding overall levels and changes in levels of satisfaction in accordance with organisational procedures. |
| | 7.4. Use feedback from the person to contribute to revision of menus in accordance with organisational 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 HLTAHA020 Support food services in menu and meal order processing.

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 HLTAHA041 Support food services and dietetics in menu and meal order processing

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:

- distribute electronically or written menus to collect meal orders, check and process therapeutic diet meal orders for at least four people, two in simulation and two in the workplace
- process and deliver different nutritional supplements requirements for at least three people, one in simulation and two in the workplace.
- perform the activities outlined in the performance criteria of this unit during a period of at least 120 hours of allied health assistance work. At least 60% of this work must be carried out in an allied health workplace. The remaining 40% may be carried out in a simulated environment, if an allied health workplace is unavailable.

Knowledge Evidence

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

- Australian dietary guidelines
- standardised therapeutic diet specifications such as ACI Diet Specifications
- organisational policies and procedures in relation to:
 - confidentiality:
 - privacy
 - disclosure
 - duty of care
 - documentation:
 - reporting
 - recording data
 - written communication to Allied Health Professional
 - professional behaviour and presentation
 - infection control practices
 - work health and safety (WHS)
 - manual handling
- scope of role of the Allied Health Assistant and Dietitian
- supervision and delegation

- safe food handling
- inter-relationships:
 - food and nutrition services
 - dietetic 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
- processes for preparing other forms of nutritional support:
 - fortified breast milk
 - formula
- feedback channels processes or systems used within the organisation
- principles of empowering the older person
- principles of empowering people living with disability or serious mental illness
- changes related to ageing
- concepts of holistic health and wellbeing
- social determinants of health
- concepts of the medical model, the biopsychosocial models and the human rights-based approach of allied health interventions
- principles of choice and control
- concept of reablement
- allied health settings:
 - hospital
 - community health
 - mental health
 - disability sector
 - aged care sectors.

Assessment Conditions

Skills may be demonstrated in the workplace, or in a simulated environment, as per the conditions outlined in the performance evidence.

Assessment must ensure:

- access to suitable facilities, equipment and resources that reflect real working conditions and model industry operating conditions and contingencies
- access to individualised plans and any relevant equipment outlined in the plan
- access to organisational policies and procedures
- opportunities for engagement with real people accessing allied health services
- access to food safety and standards and procedures
- access to safety clothing and footwear.

Assessors must satisfy the Standards for Registered Training Organisations requirements for assessors, and:

- be a Certificate IV qualified Allied Health Assistant with a minimum of three years of professional experience in allied health services; or
- an Accredited Practising Dietitian (APD).

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