



Australian Government

HLTFSE002 Provide ward or unit based food preparation and distribution services

Release: 1

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Modification History

Release	Comments
Release 1	This version was released in <i>HLT Health Training Package release 3.0</i> and meets the requirements of the 2012 Standards for Training Packages. MERGED HLTF204D/HLTF201D. Significant changes to the elements and performance criteria. New evidence requirements for assessment, including volume and frequency requirements. Significant change to knowledge evidence. Removed prerequisite. Supersedes HLTF204C

Application

This unit describes the skills and knowledge required to distribute and collect menus, prepare minor meals and refreshments, plate meals, distribute meals and provide general housekeeping functions.

This unit applies to workers who may have multi-functional or multi-skilled roles with duties which include food service work combined with a range of other duties (e.g. cleaning, portering, wardsperson, personal care, linen distribution and client transport).

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 specify the level of performance needed to demonstrate achievement of the element.

1. Distribute and collect menus from clients according to established routines and procedures

1.1 Distribute menus to clients receiving diet therapy or nutritional support

1.2 Provide assistance to clients with appropriate menu

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes.

Performance criteria specify the level of performance needed to demonstrate achievement of the element.

selections, including clients with special needs

1.3 Collect menus from clients receiving diet therapy or nutritional support

1.4 Communicate client feedback and concerns in relation to menus or food choices in accordance with organisation policy

2. Plate, heat and distribute meals and beverages

2.1 Comply with safe food handling and hygiene practices and infection control procedures

2.2 Plate meals from bulk food to organisation standards and requirements

2.3 Implement portion control to minimise waste

2.4 Rethermalise and/or reheat meals according to food standards and regulations

2.5 Assemble meal trays and check for accuracy against documentation prior to delivery

2.6 Prepare beverage utensils for use

2.7 Leave trolley or tray in an appropriate location for meal delivery

2.8 Deliver and leave meals and/or beverages in the appropriate place for clients and within the designated timeframe

2.9 Replace missing or incorrect meals and/or beverages appropriately

2.10 Replace or refill water jugs according to specific client requirements and established policy and procedure

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

2.12 Identify if the client needs assistance to sit up and report or provide required assistance in accordance with role and organisation policy and procedure

3. Prepare minor meals, refreshments and snacks

3.1 Prepare minor meals, refreshments and snacks in an attractive manner

3.2 Deliver minor meals according to schedule

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes.

Performance criteria specify the level of performance needed to demonstrate achievement of the element.

4. Collect and maintain clean stock of utensils and meal trays

4.1 Seek client feedback on meals and beverages and report to appropriate person/s in accordance with organisation procedure

4.2 Collect meal trays and all utensils after client has finished eating and return for cleaning

4.3 Check tray for foreign objects or client belongings

4.4 Maintain a stock of clean drinking utensils

4.5 Report insufficient food or fluid intake to the appropriate person/s in accordance with organisation procedure

5. Maintain good housekeeping

5.1 Clean and maintain ward or unit food service area and equipment according to organisation standards and procedures

5.2 Replenish food stocks, crockery and utensils

Foundation Skills

The Foundation Skills describe those required skills (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 HLTFS002 Provide ward or unit based food preparation and distribution services

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Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in the 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:

- followed established food safety, manual handling and other food services procedures when preparing food and distributing it to clients receiving diet therapy or nutritional support, including:
 - distributing and collecting menus from at least 2 clients
 - soliciting feedback from 2 clients and forwarded to appropriate person
 - plating, rethermalising or heating and distributing at least 3 main meals and beverages to clients
 - following appropriate procedures for at least 2 clients requiring assistance to sit
 - reporting the sufficiency or insufficiency of food intake of 2 clients to appropriate person and using organisational documentation and reporting technologies.

Knowledge Evidence

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

- food safety principles
- hazard analysis and critical control points (HACCP) principles
- legislative requirements of food service role
- causes of food contamination and cross-contamination
- factors that place client at nutritional risk
- customer service principles and techniques for encouraging meal choice and consumption
- microbiological basis for food deterioration and food poisoning
- role and need for special diets and nutritional support, including common types of special diets and nutritional supplements
- client special needs, including:
 - disabilities
 - eating difficulties
 - intellectual difficulties
 - frail and aged
 - confusion and dementia
 - nutrition risk factors
 - metabolic disorders
 - different cultural requirements
 - require diet supplements
- organisational procedures relating to food services, including:
 - food safety program
 - menu ordering and processing system
 - meals distribution equipment and operational procedures
 - manual handling and infection control
 - procedures for delivery of meals to potentially infectious clients
 - rethermalise and reheating procedures
 - reporting and documentation requirements, including client satisfaction and consumption
- ordering, documentation and reporting technologies.

Assessment Conditions

Skills must have been demonstrated in a workplace or a simulated environment that reflects workplace conditions. The following conditions must be met for this unit:

- use of suitable facilities equipment and resources, including:
 - food service and food safety program policies and procedures
 - food service facilities, equipment and utensils for handling, preparing, storing, heating, transporting and disposing of food and beverages
 - ordering, documentation and reporting technologies
 - menus, recipes and associated ingredients
 - appropriate clothing and footwear

- personal protective clothing and wound dressings
- food and beverages
- cleaning equipment
- hand washing facilities and equipment
- modelling of industry operating conditions.

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

Links

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