



Australian Government

Department of Education, Employment and Workplace Relations

HLTFS201C Distribute meals and refreshments to clients

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit of competency describes the skills and knowledge required to receive, transport and store food in a safe and hygienic manner according to enterprise and statutory requirements

This unit is based on the commercial catering competency standards (199X) unit of competency transport and store food in a safe and hygienic manner (BCAT3)

Application of the Unit

Application

The application of knowledge and skills described in this competency unit relates to the receipt and distribution of food and refreshments to clients, as well as collection of trays, utensils and other equipment

The application and knowledge described in this competency unit could take place in a range of health settings, including hospitals and specialist sterilisation facilities

The application of knowledge and skills takes place with reference to safe food handling requirements

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Pre-requisite unit

This unit must be assessed after successful achievement of pre-requisite:

- HLTFS207C Follow basic food safety practices

Employability Skills Information

Employability Skills

This unit contains Employability Skills

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in *italics* are elaborated in the Range Statement.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1. Receive and check *food* deliveries

- 1.1 Receive and check food deliveries against order and delivery forms for quality and quantity
- 1.2 Check the temperature of delivered goods to ensure that it is within specified food regulations
- 1.3 Report defects to designated person(s)

2. *Transport* food safely and hygienically

- 2.1 Package, load, restrain and unload food appropriately
- 2.2 Observe hygienic work practices, manual handling and OHS practices and regulations
- 2.3 Maintain appropriate records of food transportation, including time and temperature

ELEMENT**PERFORMANCE CRITERIA****3. Apply safe food hygiene practices**

- 3.1 Select *food storage environments* that are appropriate to specific food type
- 3.2 Maintain appropriate environmental conditions for specific food types
- 3.3 Keep food storage area free from contaminants
- 3.4 Use appropriate food practices, OHS guidelines and requirements
- 3.5 Optimise nutritional quality

4. Deliver meals and/or beverages

- 4.1 Check each meal against *appropriate documentation* prior to meal delivery
- 4.2 Reheat meals, if required, according to food regulations
- 4.3 Complete and check meal tray assembly for accuracy according to established routines and procedures
- 4.4 Prepare *beverage utensils* for use
- 4.5 Leave trolley or tray in a convenient and appropriate location for meal delivery
- 4.6 Deliver meals and/or beverages to client and leave in an appropriate place within the designated timeframe
- 4.7 Replace missing or incorrect meals and/or beverages with appropriate meals and beverages
- 4.8 Refill water jugs according to specific client requirements and established policy and procedure
- 4.9 Check room numbers, bed numbers and client name against appropriate documentation
- 4.10 Assist client to sit up if required, under direction, and when this is in keeping with organisation policy and procedures

ELEMENT**PERFORMANCE CRITERIA****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* and stack on trolley safely
- 5.3 Return dirty beverage utensils for cleaning
- 5.4 Maintain a stock of clean drinking utensils
- 5.5 Collect empty water jugs
- 5.6 Report insufficient food or fluid intake to the appropriate person(s) according to enterprise procedures, when this is within the scope of the work role
- 5.7 Seek client feedback on general acceptance/satisfaction with meals and report to appropriate person(s) according to enterprise procedures

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Essential knowledge:

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 identified work role

This includes knowledge of:

- Causes of food contamination, cross contamination
- Common kitchen pests and principles of their control
- Conditions leading to bacterial growth and to common causes of bacterial food poisoning
- Food poisoning organisms
- Hazard analysis and critical control point (HACCP) principles and stock control
- Hygiene requirements when handling food
- Microbiological basis for food deterioration and food poisoning
- Need to correctly follow menus
- OHS work practices relevant to the specific workplace and in accordance with relevant

REQUIRED SKILLS AND KNOWLEDGE

state/territory/national legislation

- Procedures for delivery of meals to potentially infectious clients
- Range of menus
- Safe food handling principles
- Storage requirements of specified foods
- Transfer of infectious diseases and infection control policy and procedures

Essential skills:

It is critical that the candidate demonstrate the ability to

- Apply basic principles of nutrition
- Consistently use safe food handling practices and principles of food handling hygiene
- Communicate with clients and other staff to ensure best service and client safety

In addition, the candidate must be able 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 identified work role

This includes the ability to:

- Apply cleaning, sterilisation, sanitation and infection control techniques for equipment and work areas
- Apply problem solving skills - the ability to use available resources and prioritise workload
- Communicate with appropriate person(s) about client safety
- Communicate with clients to ensure correct delivery
- Communicate with relevant person(s) about factors that compromise food safety
- Demonstrate safe manual handling of food containers, food trays and trolleys
- Use literacy, numeracy and oral communication skills required to fulfil the position in a safe manner as specified by the health care facility

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

EVIDENCE GUIDE

Critical aspects for assessment and evidence required to demonstrate this competency unit:

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- Consistency of performance should be demonstrated over the required range of workplace situations

Context of and specific resources for assessment:

- Assessment should replicate workplace conditions as far as possible
- Simulations may be used to represent workplace conditions as closely as possible. Acceptable simulation requires:
 - Communication with clients
 - Receiving food, preparing for delivery and delivery to clients
- Resources essential for assessment include:
 - Equipment normally used in the work context of this unit
 - OHS, cultural diversity, food safety and other relevant legislation
 - Work plans
 - Enterprise policies, mission statements, procedures and performance management systems

Method of assessment

- Observation in the work place (if possible)
- Written assignments/projects, eg food safety principles
- Case study and scenario as a basis for discussion of issues and strategies to contribute to best practice
- Questioning
- Role play simulation

EVIDENCE GUIDE

- Access and equity considerations:*
- All workers in the health industry should be aware of access and equity issues in relation to their own area of work
 - All workers should develop their ability to work in a culturally diverse environment
 - In recognition of particular health issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on health of Aboriginal and Torres Strait Islander people
 - Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on health of Aboriginal and/or Torres Strait Islander clients and communities

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. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

- Foods include:*
- Chilled
 - Frozen
 - Fresh - planted, packaged or in bulk

RANGE STATEMENT

Food types include::

- Dairy
- Fruit and vegetables
- Dried goods and canned food
- Meat
- Fish
- Soups

Transporting and storing may include:

- Using hot boxes to deliver meals to clients
- Rethermalisation trolley
- Client/staff take away food packs
- Chilled and frozen food
- Excursion/recreation activities
- Staff shopping for food
- Transporting food in private motor vehicle
- Refrigerated vehicle

Food transport records include:

- Time
- Temperature

Environmental food conditions relate to:

- Temperature
- Humidity

Delivery of food may involve:

- Use of a specific delivery system
- Completion of tray assembly

The food environment includes:

- Food preparation areas
- Food preparation tools and equipment
- Walls
- Floors
- Work surfaces
- Food storage area including cold storage
- Kitchen
- Chemical storage areas
- Food service and dining areas

RANGE STATEMENT

- Foreign objects may include:*
- Medical supplies
 - Syringes
 - Personal items of the client
- Beverage utensils may include:*
- Water jugs and glasses
 - Utensils for prescribed fluids
- Appropriate documentation may include:*
- Menu
 - Meal ticket
 - Nourishment chart
 - Ward diet records
 - Care plan
- Meal trays and beverages may include special diet menus and beverages and may include:*
- Specific diet therapies
 - Vegetarian
 - Cultural requirements
 - Religious beliefs
 - Individual preferences

Unit Sector(s)

Not Applicable