



Australian Government

Department of Education, Employment and Workplace Relations

HLTFS204C Provide ward or unit based food preparation and distribution services

Release: 1

HLTFS204C Provide ward or unit based food preparation and distribution services

Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit of competency describes the skills and knowledge required to provide food services to clients in their accommodation setting, which may be physically separate from a production kitchen

Application of the Unit

Application

This competency unit refers to an understanding of enterprise food service delivery, menu distribution and collection, preparation of minor means and refreshments, plating of meals, distribution of meals and general housekeeping functions

This competency unit is provided as a "composite unit" for workers who may have multi-functional or multi-skilled roles with duties which include food service work combined with a range of other duties (eg. cleaning, portering, wardsperson, personal care, linen distribution, client transport)

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. Distribute and collect menus from clients

- 1.1 Distribute menus to clients receiving diet therapy or nutritional support according to established routines and procedures
- 1.2 Collect menus from clients receiving diet therapy or nutritional support according to established routines and procedures

ELEMENT**PERFORMANCE CRITERIA****2. Plate, heat and distribute meals and beverages**

- 2.1 Plate meals from bulk food to a standard determined by the enterprise
- 2.2 Implement portion control to minimise waste
- 2.3 Rethermalise meals (applicable to cook-chill systems) or reheat if required, according to food standards and regulations
- 2.4 Check each meal against documentation, prior to meal delivery
- 2.5 Complete meals tray assembly and check for accuracy according to established routines and procedures
- 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, within the designated timeframe
- 2.9 Replace missing or incorrect meals and/or beverages with appropriate meals and/or beverages
- 2.10 Replace or refill water jugs according to specific client requirements according to established policy and procedure
- 2.11 Check room numbers, bed numbers and client name against appropriate documentation
- 2.12 Report the need of a client for assistance to sit up, or assist the client to sit up, according to organisation policies and procedures

3. Prepare *minor meals*, refreshments and snacks

- 3.1 Prepare minor meals, refreshments and snacks in an attractive manner
- 3.2 Prepare and deliver mid meals according to schedule

ELEMENT**PERFORMANCE CRITERIA****4. Collect utensils and meal trays**

- 4.1 Collect trays and all utensils after the client has finished eating
- 4.2 Check tray for foreign objects
- 4.3 Stack trays on trolley in a safe manner
- 4.4 Collect empty water jugs at designated times
- 4.5 Return dirty beverage utensils for cleaning
- 4.6 Maintain a stock of clean beverage utensils
- 4.7 Report insufficient food or fluid intake to the appropriate person(s) according to enterprise procedures
- 4.8 Seek client feedback on general satisfaction and report to appropriate person(s) according to enterprise procedures

ELEMENT**PERFORMANCE CRITERIA**

- | | |
|-------------------------------|---|
| 5. Maintain good housekeeping | 5.1 Clean ward or unit food service area and equipment according to enterprise routines and standards |
| | 5.2 Maintain food service area in a clean, tidy and hygienic condition |
| | 5.3 Replenish food stocks, crockery and utensils as required |

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
- Enterprise food service system and standard operating procedures
- Enterprise menu processing system
- Factors that place client at nutritional risk
- Food safety principles
- Hazard Analysis and Critical Control Points (HACCP) principles
- Meals distribution equipment and operational procedures
- Microbiological basis for food deterioration and food poisoning
- OHS work practices relevant to the specific state/territory/national legislation
- Procedures for delivery of meals to potentially infectious clients
- Role and need for special diets and nutritional support

Essential skills:

It is critical that the candidate demonstrate the ability to

- Identify reasons for different and special diets and nutritional support
- Apply principles of food handling hygiene
- Comply with safe food handling and hygiene practices and infection control procedures

REQUIRED SKILLS AND KNOWLEDGE

- Communicate constructively with client 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:

- Accurately deliver food according to delivery schedules
- Apply problem solving skills - the ability to use available resources and prioritise workload
- Demonstrate cleaning techniques for equipment and work areas
- Demonstrate food presentation
- Demonstrate good housekeeping
- Provide assistance to clients with appropriate menu selections, especially for clients with special physical and medical needs
- Take into account opportunities to address waste minimisation, environmental responsibility and sustainable practice issues
- 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.

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
- Observation of workplace performance is essential for assessment of this unit
- Consistency of performance should be demonstrated over the required range of workplace situations

EVIDENCE GUIDE

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
 - Job description and performance management tools
 - Work plans
 - Enterprise policies, mission statements, procedures and performance management systems

Method of assessment

- Observation in the work place (if possible)
- Written assignments/projects
- Case study and scenario as a basis for discussion of issues and strategies to contribute to best practice
- Questioning
- Role play simulation
- Supporting statement from supervisor(s)
- Authenticated evidence of relevant work experience and formal learning

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.

Special needs of clients may include:

- Disabilities
- Eating difficulties
- Intellectual difficulties
- Frail and aged
- Confusion and dementia
- Nutrition risk factors
- Metabolic disorders
- Different cultural requirements
- Require diet supplements

RANGE STATEMENT

Food may include:

- Chilled
- Frozen
- Fresh
- Cooked
- Bulk
- Packaged

Food types include:

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

Minor meals, refreshments and snacks may include:

- Early or light breakfast
- Min-meals
- Beverages eg tea, coffee, soft drink, juice, water, cocoa
- Biscuits, cakes
- Special functions

Unit Sector(s)

Not Applicable