



Australian Government

Department of Education, Employment and Workplace Relations

HLTNA305C Support food services in menu and meal order processing

Release: 1

HLTNA305C Support food services in menu and meal order processing

Modification History

Not Applicable

Unit Descriptor

Descriptor

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

Application of the Unit

Application

Work performed requires a range of well developed skills where some discretion and judgement is required

Individuals will take responsibility for their own outputs and may participate in work teams

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

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. <i>Distribute</i> and collect general menus/ meal orders for clients | 1.1 Distribute <i>menus/meal order systems</i> for clients according to established routines and procedures |
| | 1.2 Collect menus/meal orders and assist clients with marking menus if required |
| | 1.3 Meal orders for clients receiving diet or nutrition care are distributed and collected according to established routines and procedures |
| | 1.4 Provide <i>feedback regarding food preferences and consistently poor menu/meal choices</i> to the appropriate person |
| 2. Collate menus and meal orders, including orders for clients receiving diet therapy or nutrition support | 2.1 Provide information to support the delivery of menu items chosen by the client, according to established routines and procedures |
| | 2.2 Check meal orders for accuracy against the nutrition plan developed by a dietitian, or other health professional |
| | 2.3 <i>Tally, collate and report menu items</i> |

ELEMENT**PERFORMANCE CRITERIA**

- | | |
|---|--|
| 3. Communicate changes in meal order, including meals for clients receiving diet therapy or nutrition support | 3.1 Maintain knowledge of client admissions, transfers and discharges |
| | 3.2 Process meal orders for food services |
| | 3.3 Provide written <i>information to support the delivery of chosen menu items</i> to the food service within the required time frame |
| 4. Monitor client satisfaction with food services | 4.1 Collect client satisfaction, using standard/validated tools |
| | 4.2 Regularly monitor overall levels and changes in client satisfaction |
| | 4.3 Provide <i>feedback regarding overall levels and changes in levels of satisfaction to the appropriate person</i> |
| | 4.4 Use relevant feedback from clients to revise menus |

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:

- Australian Dietary Guidelines
- Basic principles of nutrition
- Costing (portion size, mathematics)
- Different cultural requirements
- Food preparation and food service systems
- Infection control policy and procedures

REQUIRED SKILLS AND KNOWLEDGE

- Inter-relationships between food services and nutrition services/dietary departments concerning menu/meal order processing procedures, food production and delivery schedules
- OHS work practices relevant to the specific workplace and in accordance with relevant state/territory/national legislation
- Planning and evaluating meals and menus
- Range of menus and menu items
- Various cultural requirements in relation to food, relevant to the profile of the community served by the organisation

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Demonstrate effective distribution, collection and monitoring of meal orders
- Communicate constructively with clients and other staff to ensure best service
- Apply organisation food production and delivery schedules

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:

- Demonstrate information processing (computer and/or manual)
- Use numeracy skills ranging from the ability to complete basic arithmetic calculations to the collating and recording of numbers and costing of menus

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

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- Consistency of performance should be demonstrated

EVIDENCE GUIDE

unit: over the required range of workplace situations

Related units: This unit can be assessed independently, however it may be assessed in conjunction with:

- HLTNA301C Provide assistance to nutrition and dietetic services

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
- Resources essential for assessment include:
 - food safety and HACCP procedure manuals
 - manufacturers' manuals and recommendations for equipment
 - food packaging and storage requirements
 - OHS, cultural diversity and other relevant legislation
 - work plan
- Enterprise policy, mission statements

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

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.

- Menu system may include:*
- The collection of meal orders is not limited to the use of a paper menu system.
 - Other systems, including point of service collection of meal orders eg bistro style, buffet style and off trolley select style of service, are more commonly used in extended stay facilities ie nursing homes and psychiatric institutions and other supportive accommodation

RANGE STATEMENT

Distribution of menus may vary depending on the institution:

- Menus may be placed on a meal tray, handed to the client, placed on tables in a dining room setting. Collection of meal orders may be undertaken verbally and summary meal
- Where a client select menu system is in use, assistance with marking menus, or placing of a verbal meal order, may be required
This is particularly important when a client is not able to mark the menu due to physical, verbal, psychiatric or cognitive factors

Tallying and collating general menus/meal orders may include:

- Manual counting of menu items chosen
- Data entry of menu choices into a nutrition and food services computer system

Feedback regarding food preferences and poor menu/meal choices may include:

- Written or verbal methods of communication between client area or ward, nutrition service/department and food service department personnel

Information to support the delivery of menu items chosen may include:

- Ward diet
- Client location lists
- Meal tickets
- Meal tallies
- Labels

Feedback regarding client satisfaction with food services may include:

- Regular surveys of client satisfaction using a standard/validated tool
- Written communication between nutrition service/department, food service department and other important stakeholders regarding client satisfaction with food services

Unit Sector(s)

Not Applicable