

TRAINING & ASSESSMENT PLAN
CHCAC316B Provide food services



UNIT OF COMPETENCY

CHCAC316B

Provide food services

UNIT PURPOSE

This unit describes the knowledge and skills required by the worker to apply basic food safety practices including personal hygiene and conduct when working in a food service environment in a residential setting.

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Unit Descriptor

This unit describes the knowledge and skills required by the worker to apply basic food safety practices including personal hygiene and conduct when working in a food service environment in a residential setting

ELEMENTS	PERFORMANCE CRITERIA
1. Maintain food safety while carrying out food handling activities	1.1 Carry out food handling according to the food safety program 1.2 Identify and report processes or practices which are not consistent with the food safety program 1.3 Take corrective action within the level of responsibility, according to the food safety program 1.4 Maintain the workplace in a clean and tidy order to meet workplace standards
2. Comply with hygienic work practices and appropriate OHS guidelines.	2.1 Ensure personal hygiene meets the requirements of the food safety program 2.2 Report health conditions and/or illness as required by the food safety program 2.3 Wear clothing and footwear appropriate for food handling task and to meet requirements of the food safety program 2.4 Ensure storage area is kept free from contaminants
3. Distribute meals and refreshment to clients	3.1 Receive and check food deliveries against organisation records 3.2 Transport food safely and hygienically 3.3 Ensure selected food storage environments are appropriate to specific food type 3.4 Maintain appropriate environmental conditions for specific food types 3.5 Prior to meal delivery, check each meal against appropriate documentation 3.6 Reheat meals, if required, according to food regulations 3.7 Complete meal tray assembly and check for accuracy according to established routines and procedures 3.8 Prepare beverage utensils for use 3.9 Deliver meals and/or beverages and leave in the appropriate place for client within the designated timeframe 3.10 Replace missing or incorrect meals and/or beverages with appropriate meals and/or beverages 3.11 Refill water jugs to address specific client requirements according to established policy and procedure 3.12 Check room numbers, bed numbers and client name against appropriate documentation 3.13 Assist client to sit up if required, in accordance with organisation policy and under the direction of an appropriate health professional

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ELEMENTS	PERFORMANCE CRITERIA
4. Collect utensils and meal trays..	4.1 Collect trays and all utensils after client has finished eating
	4.2 Check tray for foreign objects and stack safely on trolley
	4.3 Return dirty beverage utensils for cleaning
	4.4 Maintain stock of clean beverage utensils
	4.5 Collect empty water jugs
	4.6 Depending upon the scope of the work role, report insufficient food or fluid intake to the appropriate personnel according to enterprise procedures
	4.7 Seek client feedback on general acceptance/ satisfaction with meals and report to appropriate personnel according to enterprise procedures
5. Prepare foods as required	5.1 Identify a range of foods to meet the nutritional needs of the client groups
	5.2 Accurately follow standard recipes to ensure product consistency, nutritional integrity and to minimise wastage
	5.3 Prepare appropriate meals for specific client groups in an appetising and attractive manner
	5.4 Modify food texture to meet the needs of client groups and to meet enterprise standards
	5.5 Serve/plate meals appropriate to the setting, using appropriate portion control equipment as required
	5.6 Evaluate meals against organisation standards

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Max & Min Participant Numbers: 1-20

Equipment / Resources Required

- Unit: **CHCAC316B Provide food services**
- Policy manual
- Training room
- Whiteboard, Markers etc
- Videos: as per exercises in the book
- Power point presentation
- Overhead

<u>Assessment Method</u>	
<ul style="list-style-type: none"> • Demonstration by observation of the candidate performing a range of tests 	<ul style="list-style-type: none"> • Submit participant notes and workbook, with all activities completed
<ul style="list-style-type: none"> • Questioning oral and/or written 	<ul style="list-style-type: none"> • Feedback from peers and supervisors
<ul style="list-style-type: none"> • Workplace project 	Have the Statement of Validation signed by supervisor
Complete the assessment task/s Assessment Task 1 Assessment Task 2	Additional assessment or RPL is offered Challenge Test is offered

<u>Presentation Methods</u>	<ul style="list-style-type: none"> • Workshop Activity
<ul style="list-style-type: none"> • Lecture 	<ul style="list-style-type: none"> • Case Study
<ul style="list-style-type: none"> • Group Discussion 	<ul style="list-style-type: none"> • Practical Demonstration

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Welcome & Housekeeping

Reminders re protocol, break times, what time today's course finishes

Give out handbooks & instruct class to have a quick look through, note the assessment located at rear of book.

Inform learners of the overall aims and objectives.

Explain assessment method, is competency based, how to achieve competency, complete mandatory tasks, sign evaluation form and statement of validation before handing in, advise of due date, why you should keep a copy of your assignments.

Introduce the subject (Unit) and the topics that will be covered by referring to the elements on the front page

Provide an overview addressing the performance criteria in each section.

Introduce the assessment requirements and expectations

- Highlight the assessment requirements that particular unit.
- Go through the final assessment and allow a framework of answers to be considered.
- Clarify any new words.
- Ensure you are familiar with the model answers.

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Section 1: Maintain food safety while carrying out food handling activities

A food safety program systematically identifies the food safety hazards that may be reasonably expected to occur in all food handling operations of the food business.

Explain Carry out food handling according to the food safety program

Do Activity 1 and debrief

Explain Identify and report processes or practices which are not consistent with the food safety program

Do Activity 2 and debrief

Explain Take corrective action within the level of responsibility, according to the food safety program

Do Activity 3 and debrief

Explain Maintain the workplace in a clean and tidy order to meet workplace standards

Do Activity 4 and debrief

Summarise and check for questions and queries

Section 2: Comply with hygienic work practices and appropriate OHS guidelines

Explain Ensure personal hygiene meets the requirements of the food safety program

Do Activity 5 and debrief

Explain Report health conditions and/or illness as required by the food safety program

Do Activity 6 and debrief

Explain Wear clothing and footwear appropriate for food handling task and to meet requirements of the food safety program

Do Activity 7 and debrief

Explain Ensure storage area is kept free from contaminants

Do Activity 8 and debrief

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Summarise and check for questions and queries

Section 3: Distribute meals and refreshment to clients

Explain Receive and check food deliveries against organisation records

Do Activity 9 and debrief

Explain Transport food safely and hygienically

Do Activity 10 and debrief

Explain Ensure selected food storage environments are appropriate to specific food type

Do Activity 11 and debrief

Explain Maintain appropriate environmental conditions for specific food types

Do Activity 12 and debrief

Explain Prior to meal delivery, check each meal against appropriate documentation

Do Activity 13 and debrief

Explain Reheat meals, if required, according to food regulations

Do Activity 14 and debrief

Explain Complete meal tray assembly and check for accuracy according to established routines and procedures

Do Activity 15 and debrief

Explain Prepare beverage utensils for use

Do Activity 16 and debrief

Explain Deliver meals and/or beverages and leave in the appropriate place for client within the designated timeframe

Do Activity 17 and debrief

Explain Replace missing or incorrect meals and/or beverages with appropriate meals and/or beverages

Do Activity 18 and debrief

Explain Refill water jugs to address specific client requirements according to established policy and procedure

Do Activity 19 and debrief

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

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Do Activity 20 and debrief

Explain Assist client to sit up if required, in accordance with organisation policy and under the direction of an appropriate health professional

Do Activity 21 and debrief

Summarise and check for questions and queries

Section 4: Collect utensils and meal trays

Explain Collect trays and all utensils after client has finished eating

Do Activity 22 and debrief

Explain Check tray for foreign objects and stack safely on trolley

Do Activity 23 and debrief

Explain Return dirty beverage utensils for cleaning

Do Activity 24 and debrief

Explain Maintain stock of clean beverage utensils

Do Activity 25 and debrief

Explain Collect empty water jugs

Do Activity 26 and debrief

Explain Depending upon the scope of the work role, report insufficient food or fluid intake to the appropriate personnel according to enterprise procedures

Do Activity 27 and debrief

Explain Seek client feedback on general acceptance/ satisfaction with meals and report to appropriate personnel according to enterprise procedures

Do Activity 28 and debrief

Section 1: Prepare foods as required

Explain Identify a range of foods to meet the nutritional needs of the client groups

Do Activity 29 and debrief

Explain Accurately follow standard recipes to ensure product consistency, nutritional integrity and to minimise wastage

Do Activity 30 and debrief

Explain Prepare appropriate meals for specific client groups in an appetising and attractive manner

Do Activity 31 and debrief

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Explain Modify food texture to meet the needs of client groups and to meet enterprise standards

Do Activity 32 and debrief

Explain Serve/plate meals appropriate to the setting, using appropriate portion control equipment as required

Do Activity 33 and debrief

Explain Evaluate meals against organisation standards

Do Activity 34 and debrief

Summarise and check for questions and queries

Conclude and summarise the Unit and its importance. Tie all the key areas together, ask participants if they have any more questions and respond accordingly.

Section Final : Assessment Tasks

Final Assessment

Explain the need to submit your Participant notes and workbook with all activities completed, which of the assessment tasks on the next page need to be completed, the importance of having your validation and evaluation form signed and why you should keep a copy of your assignments.

Evaluate the session

