UNIT CODE	**CHCAGE012**
UNIT TITLE	**Provide food services**
APPLICATION	This unit describes the skills and knowledge required to apply basic food safety practices including personal hygiene and conduct and to prepare and distribute meals and beverages to diners. This unit applies to workers in a food service environment. The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian standards and industry codes of practice. No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.
PREREQUISITE UNIT	Nil
COMPETENCY FIELD	Nil
UNIT SECTOR	Nil

ELEMENTS	**PERFORMANCE CRITERIA**
Elements describe the essential outcomes	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Comply with the food safety program.	1.1 Read and follow the organisation's food safety program. 1.2 Maintain clean clothing and personal protective equipment and ensure personal hygiene and infection control requirements are met. 1.3 Report personal health conditions that impact on food preparation and take action according to organisational policies and procedures. 1.4 Identify and report hygiene and food hazards that may negatively affect health and safety of self or others, according to organisational policies and procedures. 1.5 Maintain the workplace in a hygienic condition and report cleaning, sanitising and maintenance requirements according to organisational policies and procedures. 1.6 Maintain hygienic storage and select environmental conditions that avoid contamination of food. 1.7 Handle food hygienically and in accordance with organisational manual handling procedures.

2. Distribute meals and refreshment.	2.1 Check each meal against order documentation prior to delivery. 2.2 Check diner's name and other details against documentation. 2.3 Assemble food for delivery in a manner that minimises handling. 2.4 Complete meal tray assembly and check for accuracy according to organisational policies and procedures. 2.5 Refill water receptacles and prepare beverage utensils according to organisational policies and procedures and the needs and preferences of the diner. 2.6 Reheat meals in accordance with food safety regulations. 2.7 Deliver meals and beverages within the designated timeframe and as agreed with the diner. 2.8 Replace missing or incorrect meals and beverages according to the needs of the diner. 2.9 Provide diner with assistance as outlined in individualised plan, in accordance with scope of own role, organisational policies and procedures. 2.10 Observe, document and report concerns and changes in dining behaviour according to organisational policies and procedures.
3. Collect utensils and meal trays.	3.1 Collect trays and utensils after diner has finished eating. 3.2 Maintain an environment and atmosphere conducive to enjoyment of the mealtime for all diners. 3.3 Check trays for foreign objects and report according to organisational policies and procedures. 3.4 Remove items safely and return dirty trays, beverage utensils and receptacles for cleaning. 3.5 Maintain stock of clean beverage utensils. 3.6 Seek and report on diner feedback regarding satisfaction with meals according to organisational policies and procedures. 3.7 Report insufficient food or fluid intake to supervisor or health professional according to organisational policies and procedures and within scope of own work role.

FOUNDATION SKILLS	
Foundation skills essential to performance are explicit in the Performance Criteria of this unit of competency.	
UNIT MAPPING INFORMATION	CHCAGE006 Provide food services.
LINKS	Companion Volume Implementation Guide

TITLE	**Assessment Requirements for CHCAGE012 Provide food services**

PERFORMANCE EVIDENCE	Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and: ■ carried out work responsibilities to meet the requirements of the food safety program on at least three different occasions, one in a simulated environment and two in the workplace ■ provide food service to six different diners including: ◦ assembling food and beverage to meet the diner's requirements ◦ delivering within required timeframes ◦ replacing any incorrect items if necessary ◦ assisting the diner as required by the individualised plan within the scope of own job role ◦ collecting trays and utensils and returning for cleaning ◦ observing dining behaviour and reporting issues and concerns including insufficient food or fluid intake according to organisational policies and procedures.

KNOWLEDGE EVIDENCE	Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit: ■ basic aspects of commonwealth, state or territory food safety laws, standards and codes as follows: ◦ meaning of contaminant, contamination and potentially hazardous foods as defined by the Australia New Zealand Food Standards Code ◦ employee and employer responsibility to participate in hygienic practices ◦ role of local government regulators ◦ ramifications of failure to observe food safety law and organisational policies and procedures ■ contents of organisational food safety program, including procedures and associated requirements ■ health issues likely to cause a hygiene risk relevant to food safety: ◦ airborne diseases ◦ food-borne diseases ◦ infectious diseases ■ hygiene actions that must be adhered to in order to avoid food-borne illnesses ■ effective hand washing procedures ■ safe storage of food, including: ◦ storing heavier loads between knee and waist height to minimise manual task risk ◦ minimising double handling ■ cleaning, sanitising and maintenance requirements relevant to food preparation and storage: ◦ cleaning: • dirt • food waste • grease • pest waste removal ◦ sanitising: • eating and drinking utensils • food contact surfaces ◦ maintenance: • minor faults

	■ use and storage of cleaning equipment as required to carry out own work responsibility ■ effective personal health and hygiene practices ■ procedures for reporting hygiene risks and unsafe work practices, including personal health issues ■ clothing and footwear requirements for working in and/or moving between food handling areas: ◦ personal clothing maintenance ◦ laundering ◦ storage requirements ◦ possible consequences of not following these procedures ■ suitable standards for materials, equipment and utensils used in the food handling area ■ organisational policies and procedures for: ◦ identifying and reporting hygiene and food safety hazards ◦ maintaining a hygienic workplace ◦ meal tray assembly and preparation of utensils including use of modified utensils ◦ providing assistance to diners ◦ seeking and reporting on diner feedback ◦ reporting instances of insufficient food or fluid intake.

ASSESSMENT CONDITIONS	Skills must be demonstrated in the workplace, with the addition of simulations and scenarios where the full range of contexts and situations have not been provided in the workplace. The following aspects of the performance evidence must have been demonstrated using simulation prior to being demonstrated in the workplace: ■ carried out work responsibilities to meet the requirements of a food safety program. Assessment must ensure access to: ■ facilities, equipment and resources that reflect real working conditions and model industry operating conditions and contingencies ■ organisational policies and procedures ■ organisational food safety program ■ individual care plans ■ food trays and beverage utensils ■ food preparation and reheating facilities and equipment ■ food delivery equipment ■ food storage equipment and facilities ■ appropriate clothing and personal protective equipment for food handing ■ cleaning equipment ■ hand washing facilities. Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

LINKS	Companion Volume Implementation Guide