

<b>UNIT CODE</b>	<b>CHCAGE012</b>
<b>UNIT TITLE</b>	<b>Provide food services</b>
<b>APPLICATION</b>	<p>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.</p> <p>This unit applies to workers in a food service environment.</p> <p>The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian standards and industry codes of practice.</p> <p>No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.</p>
<b>PREREQUISITE UNIT</b>	Nil
<b>COMPETENCY FIELD</b>	Nil
<b>UNIT SECTOR</b>	Nil

<b>ELEMENTS</b>	<b>PERFORMANCE CRITERIA</b>
<i>Elements describe the essential outcomes</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>

1. Distribute meals and refreshment.	<p>1.1 Check each meal against order documentation prior to delivery.</p> <p>1.2 Check diner's name and other details against documentation.</p> <p>1.3 Assemble food for delivery in a manner that minimises handling.</p> <p>1.4 Complete meal component assembly and check for accuracy according to organisational policies and procedures.</p> <p>1.5 Refill water receptacles and prepare beverage utensils according to organisational policies and procedures and the needs and preferences of the diner.</p> <p>1.6 Reheat meals in accordance with food safety regulations.</p> <p>1.7 Deliver meals and beverages within the designated timeframe and as agreed with the diner, in a manner that reflects the importance of the dining experience.</p> <p>1.8 Replace missing or incorrect meals and beverages according to the needs of the diner.</p> <p>1.9 Provide diner with assistance as outlined in individualised plan, in accordance with scope of own role, organisational policies and procedures.</p> <p>1.10 Observe, document and report concerns and changes in dining behaviour according to organisational policies and procedures.</p>
2. Collect utensils and meal trays.	<p>2.1 Collect serving-ware and utensils after diner has finished eating.</p> <p>2.2 Maintain an environment and atmosphere conducive to enjoyment of the mealtime for all diners.</p> <p>2.3 Check trays for foreign objects and report according to organisational policies and procedures.</p> <p>2.4 Remove items safely and return dirty serving-ware, utensils, beverage utensils and receptacles for cleaning.</p> <p>2.5 Maintain stock of clean beverage utensils.</p> <p>2.6 Seek and report on diner feedback regarding satisfaction with meals according to organisational policies and procedures.</p> <p>2.7 Report insufficient food or fluid intake to supervisor or health professional according to organisational policies and procedures and within scope of own work role.</p>
3. Comply with the food safety program.	<p>3.1 Read and follow the organisation's food safety program.</p> <p>3.2 Maintain clean clothing and personal protective equipment and ensure personal hygiene and infection control requirements are met.</p> <p>3.3 Report personal health conditions that impact on food preparation and take action according to organisational policies and procedures.</p> <p>3.4 Identify and report hygiene and food hazards that may negatively affect health and safety of self or others, according to organisational policies and procedures.</p> <p>3.5 Maintain the workplace in a hygienic condition and report cleaning, sanitising and maintenance requirements according to organisational policies and procedures.</p> <p>3.6 Maintain hygienic storage and select environmental conditions that avoid contamination of food.</p> <p>3.7 Handle food hygienically and in accordance with organisational manual handling procedures.</p>

#### FOUNDATION SKILLS

*Foundation skills essential to performance are explicit in the Performance Criteria of this unit of competency.*

<b>UNIT MAPPING INFORMATION</b>	CHCAGE006 Provide food services.
<b>LINKS</b>	Companion Volume Implementation Guide

<b>TITLE</b>	<b>Assessment Requirements for CHCAGE012 Provide food services</b>
<b>PERFORMANCE EVIDENCE</b>	<p>Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:</p> <ul style="list-style-type: none"> <li>■ 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</li> <li>■ provide food service to six different diners including: <ul style="list-style-type: none"> <li>○ assembling food and beverage to meet the diner's requirements</li> <li>○ delivering within required timeframes</li> <li>○ replacing any incorrect items if necessary</li> <li>○ assisting the diner as required by the individualised plan within the scope of own job role</li> <li>○ collecting trays and utensils and returning for cleaning</li> <li>○ observing dining behaviour and reporting issues and concerns including insufficient food or fluid intake according to organisational policies and procedures.</li> </ul> </li> </ul>

<b>KNOWLEDGE EVIDENCE</b>	<p>Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:</p> <ul style="list-style-type: none"> <li>■ basic aspects of commonwealth, state or territory food safety laws, standards and codes as follows: <ul style="list-style-type: none"> <li>○ meaning of contaminant, contamination and potentially hazardous foods as defined by the Australia New Zealand Food Standards Code</li> <li>○ employee and employer responsibility to participate in hygienic practices</li> <li>○ role of local government regulators</li> <li>○ ramifications of failure to observe food safety law and organisational policies and procedures</li> </ul> </li> <li>■ contents of organisational food safety program, including procedures and associated requirements</li> <li>■ health issues likely to cause a hygiene risk relevant to food safety: <ul style="list-style-type: none"> <li>○ airborne diseases</li> <li>○ food-borne diseases</li> <li>○ infectious diseases</li> </ul> </li> <li>■ hygiene actions that must be adhered to in order to avoid food-borne illnesses</li> <li>■ effective hand washing procedures</li> <li>■ safe storage of food, including: <ul style="list-style-type: none"> <li>○ storing heavier loads between knee and waist height to minimise manual task risk</li> <li>○ minimising double handling</li> </ul> </li> <li>■ cleaning, sanitising and maintenance requirements relevant to food preparation and storage:</li> </ul>
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	<ul style="list-style-type: none"> <li>◦ cleaning: <ul style="list-style-type: none"> <li>• dirt</li> <li>• food waste</li> <li>• grease</li> <li>• pest waste removal</li> </ul> </li> <li>◦ sanitising: <ul style="list-style-type: none"> <li>• eating and drinking utensils</li> <li>• food contact surfaces</li> </ul> </li> <li>◦ maintenance: <ul style="list-style-type: none"> <li>• minor faults</li> </ul> </li> <li>■ use and storage of cleaning equipment as required to carry out own work responsibility</li> <li>■ effective personal health and hygiene practices</li> <li>■ procedures for reporting hygiene risks and unsafe work practices, including personal health issues</li> <li>■ clothing and footwear requirements for working in and/or moving between food handling areas: <ul style="list-style-type: none"> <li>◦ personal clothing maintenance</li> <li>◦ laundering</li> <li>◦ storage requirements</li> <li>◦ possible consequences of not following these procedures</li> </ul> </li> <li>■ suitable standards for materials, equipment and utensils used in the food handling area</li> <li>■ organisational policies and procedures for: <ul style="list-style-type: none"> <li>◦ identifying and reporting hygiene and food safety hazards</li> <li>◦ maintaining a hygienic workplace</li> <li>◦ meal tray assembly and preparation of utensils including use of modified utensils</li> <li>◦ providing assistance to diners</li> <li>◦ seeking and reporting on diner feedback</li> <li>◦ reporting instances of insufficient food or fluid intake.</li> </ul> </li> </ul>
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<b>ASSESSMENT CONDITIONS</b>	<p>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.</p> <p>The following aspects of the performance evidence must have been demonstrated using simulation prior to being demonstrated in the workplace:</p> <ul style="list-style-type: none"> <li>■ carried out work responsibilities to meet the requirements of a food safety program.</li> </ul> <p>Assessment must ensure access to:</p> <ul style="list-style-type: none"> <li>■ facilities, equipment and resources that reflect real working conditions and model industry operating conditions and contingencies</li> <li>■ organisational policies and procedures</li> <li>■ organisational food safety program</li> <li>■ individual care plans</li> <li>■ food trays and beverage utensils</li> <li>■ food preparation and reheating facilities and equipment</li> <li>■ food delivery equipment</li> <li>■ food storage equipment and facilities</li> <li>■ appropriate clothing and personal protective equipment for food handling</li> <li>■ cleaning equipment</li> <li>■ hand washing facilities.</li> </ul> <p>Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.</p>
<b>LINKS</b>	Companion Volume Implementation Guide