

Competency Standard

UNIT TITLE: PROVIDE CAMP SITE CATERING		NOMINAL HOURS: 90
UNIT NUMBER: D2.TTO.CL4.18		
UNIT DESCRIPTOR: This unit deals with skills and knowledge required to provide food and beverages to tour group members in a camp site setting		
ELEMENTS AND PERFORMANCE CRITERIA	UNIT VARIABLE AND ASSESSMENT GUIDE	
<p>Element 1: Determine camp site catering needs</p> <p>1.1 Identify <i>tour group requirements</i></p> <p>1.2 <i>Develop menus</i> for the tour itinerary</p> <p>1.3 Verify planned menus with management or tour group members</p> <p>1.4 Identify <i>equipment and resources</i> required to support menus</p> <p>1.5 <i>Stow equipment, resources and supplies</i> for transportation to camp site</p> <p>Element 2: Prepare the catering area</p> <p>2.1 <i>Establish the catering area</i></p> <p>2.2 <i>Store food and beverages</i></p> <p>2.3 <i>Establish safe water supply</i></p> <p>2.4 <i>Position catering and dining equipment</i></p> <p>2.5 <i>Position cooking and dining utensils and ancillary items</i></p>	<p>Unit Variables</p> <p>The Unit Variables provide advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment.</p> <p>This unit applies to organisations that provide camp site catering within the labour divisions of the hotel and travel industries and may include:</p> <p>1. Tour Operation</p> <p><i>Tour group requirements</i> may be related to:</p> <ul style="list-style-type: none"> • Destination, including multiple destinations during the one tour • Transport available to move equipment, resources and supplies • Facilities available at the camp site(s) • Equipment available for the safe storage of perishable food, including refrigerated and frozen storage • Staffing levels for the preparation and service of food • Duration of the tour or camp site stay • Number of tour group members and numbers of support staff who have to be fed 	

<p>Element 3: Produce food</p> <p>3.1 Apply <i>food preparation techniques</i></p> <p>3.2 Apply <i>food production techniques</i></p> <p>3.3 <i>Confirm requirements of itinerary, as advertised</i></p> <p>Element 4: Serve meals</p> <p>4.1 <i>Prepare the dining area</i> for service</p> <p>4.2 <i>Plate meals for service</i> according to standard food presentation requirements</p> <p>4.3 <i>Display food for self-service</i> as required</p> <p>4.4 <i>Serve beverages</i> to accompany meals</p> <p>4.5 <i>Replenish items</i> throughout service</p> <p>4.6 <i>Establish rapport</i> with tour group members</p> <p>Element 5: Clear food and beverage items</p> <p>5.1 <i>Clear tables being used by</i> tour group members</p> <p>5.2 <i>Clear communal food and beverage service points</i></p> <p>5.3 <i>Tidy food production and service areas</i> throughout service</p> <p>5.4 Maintain on-going interaction with tour group members</p> <p>5.5 <i>Dispose of unwanted items</i> and materials throughout service</p>	<ul style="list-style-type: none"> • Age and gender of tour group members • Previous history of the group, where applicable. <p><i>Develop menus</i> will include consideration of:</p> <ul style="list-style-type: none"> • Budget • Climate • Timing of meals, including matching meals to scheduled itinerary • Ensuring variety of food and beverages • Special dietary requirements, including vegetarian meals, catering for those with allergies and those with cultural dietary requirements and other dietetic requirements • Special requests, including requests from tour group members for special celebrations • Nutritional balance • Availability of supplies <i>en route</i>, or at the camp site destination • Beverage requirements while at the camp site, including alcoholic and non-alcoholic beverages • Number of meals to be prepared at the camp site for transport to other destinations, including the carriage of meals by vehicle and on foot as part of short and day tours from the camp site • Food storage capacity. <p><i>Equipment and resources</i> may be related to:</p> <ul style="list-style-type: none"> • Facilities and equipment available at the camp site • Calculating quantities of supplies required to support identified menus for known numbers of tour group members • Acquiring equipment and resources to enable the production of identified menus, including food storage, preparation and service items • Checking cleanliness and operational efficiency of all equipment and utensils
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<p>Element 6: Finalise service session</p> <p>6.1 <i>Dispose of unwanted items</i></p> <p>6.2 <i>Clean and sanitise equipment and utensils used in the storage, preparation, production and service of food and beverages</i></p> <p>6.3 <i>Clean and tidy the food production and dining area</i></p> <p>6.4 <i>Disassemble food related equipment for transport or later use</i></p> <p>6.5 <i>Stow equipment, resources and supplies for transport or later use</i></p>	<ul style="list-style-type: none"> • Food and beverage supplies including: <ul style="list-style-type: none"> ▪ Fresh ▪ Frozen ▪ Dehydrated ▪ Canned ▪ Convenience ▪ Vacuum packed ▪ Long-life. <p><i>Stow equipment, resources and supplies should include:</i></p> <ul style="list-style-type: none"> • Ensuring initial food safety of items prior to packing • Using checklists to ensure all items are packed • Protecting food integrity and safety during transportation • Separating foodstuffs from contaminants • Stowing items in accordance with projected usage while on tour • Labelling equipment and supplies to facilitate future location and use • Ensuring the physical security of equipment and supplies • Locating equipment and supplies in accordance with identified future service and usage needs • Identifying supplies and equipment that need to be obtained to replenish used and/or damaged stock. <p><i>Establish the catering area will relate to:</i></p> <ul style="list-style-type: none"> • Determining the layout for food storage, preparation and service equipment • Assembling equipment • Testing equipment
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- Connecting power sources
 - Stowing supplies on-site
 - Ensuring safe food handling conditions
 - Utilising existing on-site facilities
 - Cleaning and sanitising equipment and facilities
 - Identifying suitable food preparation and serving area within campsite.
- Store food and beverages may include:*
- Storing food into appropriate dry, refrigerated or frozen equipment
 - Verifying temperatures of food, where appropriate
 - Conducting visual inspection of food to ensure food safety
 - Locating food to facilitate its retrieval in accordance with set menu planning
 - Recording information as required to verify/monitor food safety.
- Establish safe water supply may include:*
- Verifying safety of water brought into the camp site as part of the food supplies
 - Testing local water sources
 - Treating water to ensure its safety and freedom from contamination
 - Communicating safety of water to tour group members.
- Position catering and dining equipment may include:*
- Enabling the smooth flow of food preparation, production and service
 - Allowing safe working spaces
 - Protecting food preparation and production areas from prevailing conditions
 - Establishing conditions to ensure food safety and freedom from contamination during preparation, production and service.

	<p><i>Cooking and dining utensils and ancillary items</i> may include:</p> <ul style="list-style-type: none">• Food handling and service utensils• Crockery, cutlery and glassware, including single serve items• Serviettes and drinking straws• Portion control packs for communal use• Communal use items presented or used in bulk form, including condiments, proprietary sauces, sugar, tea and coffee. <p><i>Food preparation techniques</i> may apply to all types of hot and cold food and beverages and may include:</p> <ul style="list-style-type: none">• Unpacking and unwrapping• Washing and peeling• Opening cans, bottles and other containers• Cutting, slicing and dicing• Mixing• Thawing• Re-constituting• Applying safe food handling practices• Maintaining food safety. <p><i>Food production techniques</i> may apply to all types of hot and cold food and beverages and may include:</p> <ul style="list-style-type: none">• Barbecuing• Roasting• Frying• Grilling
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- Boiling
 - Any other cooking or preparation technique required to produce the food and beverage items identified for the tour
 - Applying safe food handling practices
 - Maintaining food safety
 - Following standard recipes as designated by the host enterprise.
- Confirm requirements of itinerary* must include:
- Ensuring that advertised items and meals are provided when and in the quantities advertised
 - Ensuring that special event meals are served at the times and in the styles advertised.
- Prepare the dining area* may include:
- Ensuring the cleanliness and hygiene of the dining and service areas
 - Setting tables
 - Providing seating
 - Providing service items, including cutlery, crockery, glassware, single serve items and serviettes
 - Notifying tour group members that the meal is served.
- Plate meals for service* may include:
- Adhering to tour standards regarding the quantity of food supplied
 - Maintaining safe food handling conditions throughout the plating process
 - Positioning food on plates in an attractive and standardised manner
 - Wiping plates prior to service to enhance presentation
 - Modifying standard serve requirements on the basis of special requests

- Ensuring equality in serve sizes
 - Matching plating with demand to enhance food quality, presentation and maintenance of required temperatures.
- Display food for self-service* may include:
- Preparing *bain maries*, cold service and display equipment
 - Filling service and display equipment
 - Monitoring and maintaining safe food temperatures
 - Protecting food from contamination
 - Ensuring the integrity of food displayed for self-service
 - Providing sufficient and suitable food service implements to facilitate self-service of food.
- Serve beverages* may relate to alcoholic and non-alcoholic beverages and/or hot and cold beverages and may include:
- Setting up communal use beverages for group use/self-service
 - Preparing and presenting glassware and other requirements, including cups, spoons, milk, tea and coffee
 - Ensuring beverages are served at the appropriate temperature
 - Opening bottles and cans
 - Mixing drinks and decanting bulk beverages into jugs and/or glasses
 - Pouring beverages, including table service and service point service which may include service from bottles and jugs
 - Allocating nominated beverages by type and quantity to individual tables
 - Identifying contents of beverages to tour group members.

Replenish items relates to food, beverages and all other items required to support the service and consumption of meals and may include:

- Greeting tour group members and welcoming them to the meal
- Monitoring levels of food, beverage and other service requirements
- Adding supplies to service points as required in accordance with usage levels and estimated future usage
- Preparing additional food and beverage items in response to demand and in accordance with budget and food production targets for each meal
- Rotating stock to ensure food safety
- Implementing safe food handling practices.

Establish rapport may include:

- Explaining food and beverage items to tour group members
- Encouraging tour group members to try something new or different
- Advising tour group members
- Recommending beverages to accompany meals
- Sharing experiences of tour group members
- Seeking feedback on the food, beverages and service
- Reminding tour group members not to feed local fauna.

Clear tables may include:

- Removing unused and unwanted items from table settings
- Removing used and dirty crockery, cutlery and glassware from guests on completion of courses and/or meals
- Returning unused food to the service area or kitchen for disposal or storage
- Cleaning up spills

- Picking up dropped items, including food
- Wiping down and sanitising tables.

Clear communal food and beverage service points may include:

- Returning unused items, including food to the service area or kitchen for disposal or storage
- Cleaning up spills
- Picking up dropped items, including food
- Wiping down and sanitising service areas and equipment.

Tidy food production and service areas may include:

- Cleaning up in-service spills to facilitate later cleaning, enhance operational safety and limit pests
- Picking up dropped items, including food
- Wiping down and sanitising service areas and equipment
- Removing food debris and other rubbish to designated rubbish containers or areas
- Maintaining hygienic conditions in food production and service areas
- Maintaining an attractive and acceptable visual appearance of the kitchen and service areas
- Ensuring food production and service takes precedence over non-essential cleaning and tidying duties.

Dispose of unwanted items may include:

- Removing used, dirty or damaged items to waste area
- Disposing of all items in an environmentally-sensitive manner
- Conforming to local requirements and restrictions that apply to the disposal of food and non-food items
- Packing and stowing waste for later disposal at an approved waste disposal area, where no facilities exist on-site

- Protecting food from contamination by waste
 - Not feeding the local fauna.
- Clean and sanitise equipment and utensils may include:*
- Cleaning and sanitising food storage equipment
 - Cleaning and sanitising food preparation equipment and utensils
 - Cleaning and sanitising food production equipment and utensils, including large and small equipment
 - Cleaning and sanitising food service equipment and utensils
 - Cleaning and sanitising dining equipment, including crockery, cutlery and glassware
 - Adhering to cleaning and sanitising that will ensure the elimination of bacteria or their reduction to a safe level
 - Storing cleaned and sanitised equipment and utensils to protect them from re-contamination.
- Clean and tidy the food production and dining area may include:*
- Cleaning and sanitising tables
 - Cleaning chairs and other seating arrangements
 - Picking up litter
 - Cleaning up spills
 - Returning the areas to original or improved condition to the greatest extent possible
 - Disposing of rubbish and litter in an environmentally-sensitive manner
 - Conducting a final visual inspection
 - Confirming with site owners, where applicable, that the areas have been cleaned to their satisfaction.

Disassemble food related equipment may include:

- Ensuring component parts are cleaned and sanitised as part of the disassembling process
- Observing appropriate manual handling techniques
- Maintaining the hygiene of cleaned and sanitised items after their cleaning and disassembly.

Assessment Guide

The following skills and knowledge must be assessed as part of this unit:

- Enterprise policies and procedures in regard to the provision of camp site catering, safe food handling protocols and the implementation of a food safety program, where applicable
- Principles of nutrition and food energy
- Knowledge of the legislated safe food handling requirements of the host country
- Knowledge and ability to enable compliance with the safe food handling requirements of the host country
- Ability to use camp site food storage, preparation, production and service techniques
- Knowledge of problems and challenges commonly encountered when providing camp site catering services
- Ability to apply interpersonal skills with tour group members during service.

Linkages To Other Units

- Operate tours in remote areas
- Set up and operate a camp site
- Comply with workplace hygiene procedures
- Implement occupational health and safety procedures
- Plan and manage menu-based catering

- Prepare and store food in a safe and hygienic manner
- Design meals to meet specific dietary or cultural needs
- Manage responsible service of alcohol
- Identify and prepare various meats
- Apply basic techniques of commercial cookery
- Establish and maintain quality control in food production
- Organise and prepare food products and services
- Provide advice to patrons on food and beverage services
- Provide food and beverage services
- Serve a range of wine products.

Critical Aspects of Assessment

Evidence of the following is essential:

- Understanding of host enterprise policies and procedures in regard to the provision of camp site catering, safe food handling protocols and the implementation of a food safety program, where applicable
- Demonstrated ability to identify the equipment and supplies required to provide catering services to a nominated tour group, including the development of menus to cater for given tour group needs and the requirements of a designated itinerary
- Demonstrated ability to set up catering and dining areas and to provide catering services, including the service and clearing of food and beverages to a given tour group at a nominated camp site to comply with the stated requirements of tour group members and a supplied itinerary
- Demonstrated ability to finalise camp site catering services at a designated camp site, including the cleaning of equipment, utensils and facilities and the safe and secure stowing of equipment and supplies for transport from the site.

Context of Assessment

Assessment must ensure:

- Actual or simulated workplace application of on tour camp site catering which must include the outdoor provision of food storage, preparation, production and service.

Resource Implications

Training and assessment must include an outdoor camp site setting reflecting realistic tour conditions and using real food, real equipment and real people; and access to workplace standards, procedures, policies, guidelines, tools and equipment.

Assessment Methods

The following methods may be used to assess competency for this unit:

- Observation of practical candidate performance
- Analysis of menus
- Evaluation of equipment checklists
- Feedback from tour group members who received the camp site catering
- Taste testing of food and beverage items
- Oral and written questions
- Third party reports completed by a supervisor
- Project and assignment work
- Simulation.

Key Competencies in this Unit		
<i>Level 1 = competence to undertake tasks effectively</i>		
<i>Level 2 = competence to manage tasks</i>		
<i>Level 3 = competence to use concepts for evaluating</i>		
Key Competencies	Level	Examples
Collecting, organising and analysing information	1	Identify tour group catering requirements
Communicating ideas and information	1	Advise tour group members in relation to food and beverage items being presented
Planning and organising activities	3	Develop menus and recipes
Working with others and in teams	1	Assist with food preparation, production and service activities
Using mathematical ideas and techniques	1	Calculate quantities for recipes and portion control
Solving problems	2	Overcome supply shortages and make substitutions for planned menus
Using technology	1	Operate food equipment