

NUDI3300: Food and Nutrition Service Management

Callaghan

Semester 2 - 2023



THE UNIVERSITY OF
NEWCASTLE
AUSTRALIA

COURSE OUTLINE

OVERVIEW

Course Description This course introduces a systems approach to management concepts and explores issues associated with the management of foodservice operations. This includes menu planning, ordering, preparation methods for quantity food production, quality control, and human resource management within a quality management framework. You will have the opportunity to apply your theoretical knowledge and skills in professional food service practice undertaken in the 4th year of the program.

The concepts that are covered with respect to foodservice will be applied to nutrition services in a general sense. Entry level practitioners require management skills to contribute effectively to the delivery of nutrition services. In addition, many practitioners take on sole positions which usually include management roles or wish to enter business for themselves. You should therefore find this course, while different from your previous courses, directly relevant to any dietetic position.

Review of Progress Requirements This course is a compulsory program requirement for students in the following program(s):

- Bachelor of Nutrition and Dietetics (Honours)

In addition to meeting the University's overall requirements for academic progression, students enrolled in these program(s) must satisfactorily complete this course in order to progress in their program.

Requisites This course is only available to students enrolled in the B Nutrition & Dietetics (Honours) 12339 program. Students must have successfully completed NUDI2110, NUDI2220, HLSC4120.

Assumed Knowledge NUDI1000, NUDI2200, HLSC1220

Contact Hours Callaghan

Workshop
Face to Face On Campus
4 hour(s) per Week for Full Term

www.newcastle.edu.au

CRICOS Provider
00109J

There is an expectation that students attend all tutorials, laboratory sessions and workshops in the third year NUDI coded courses in the B Nutrition & Dietetics program. For NUDI3300, this will involve attendance at a minimum of >80% of workshop (i.e., 10 of the 12 workshops). A class role will be taken at all sessions. Any student not attending will be followed-up by the course coordinator.

Unit Weighting 10

Workload Students are required to spend on average 120-140 hours of effort (contact and non-contact) including assessments per 10 unit course.

CONTACTS

Course Coordinator **Callaghan**
A/Professor Lesley MacDonald-Wicks
Lesley.Wicks@newcastle.edu.au
(02) 492 16646
Consultation: I am available after the workshop or Monday – Thursday via email and appointments.

Teaching Staff Other teaching staff will be advised on the course Canvas site.

School Office **School of Health Sciences**
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SYLLABUS

Course Content These topics are covered within the workshops.

1. Management models of service delivery
2. Planning including menu planning
3. Production and distribution systems; materials management
4. Productivity, quality, and satisfaction of services
5. Leadership and decision making
6. Marketing and business
7. Financial and Human resource management
8. Clinical productivity and information management

Course Learning Outcomes **On successful completion of this course, students will be able to:**

1. Demonstrate knowledge of the theory and practice of food and nutrition service management.
2. Formulate plans relevant to food and nutrition service management.
3. Differentiate and contrast the role of foodservice personnel in a variety of foodservice settings.
4. Demonstrate an understanding of human resource management, financial management, and quality control.

5. Assess foodservices using a variety of evaluation tools, including total quality management, best practice/Evidence Based Practice, benchmarking and quality assurance processes.

Course Materials Provided on Canvas and in course readings

ASSESSMENTS

This course has 3 assessments. Each assessment is described in more detail in the sections below.

	Assessment Name	Due Date	Involvement	Weighting	Learning Outcomes
1	Assessment 1 - menu assessment	Friday week 5, August 18 by 5pm	Group (Pair)	40%	1, 2, 5
2	Assignment 2 – Quality Project - Accuracy	Friday week 10, September 22 by 5pm	Group	40%	1, 2, 4, 5
3	Professional Activities	Thursday week 13, October 26 th opening 10am, available for 24 hours	Individual	20%	1, 2, 3, 4, 5

Late Submissions The mark for an assessment item submitted after the designated time on the due date, without an approved extension of time, will be reduced by 10% of the possible maximum mark for that assessment item for each day or part day that the assessment item is late. Note: this applies equally to week and weekend days.

Assessment 1 - Assessment 1 - menu assessment

Assessment Type Written Assignment (pairs)

Description The purpose of this assignment is to demonstrate skill in menu design, assessment and interpretation against a standard to indicate the nutritional adequacy of the menu for the given population.

Weighting 40% of your final grade

Due Date Week 5: 5pm 18th August, 2023

Submission Method Canvas

Assessment Criteria Grades for the assessment items will be awarded as per university policy, they will be posted on the Canvas site. The rubric is available on Canvas.

Return Method Online

Feedback Provided Online – via the rubric in grades. General feedback provided in class.

Assessment 2 - Assignment 2 - Foodservice assessment

Assessment Type Written Assignment (groups of 6)

Description	The purpose of this assignment is to demonstrate skills in using the quality cycle to improve an aspect of a foodservice.
Weighting	40% of your final grade
Due Date	Week 10: 5pm 22 nd September, 2023
Submission Method	Canvas
Assessment Criteria	Grades for the assessment items will be awarded as per university policy, they will be posted on the Canvas site. The rubric is available on Canvas.
Return Method	Online
Feedback Provided	Online – via the rubric in grades. General feedback provided in class.

Assessment 3 - Professional Activities

Assessment Type	Online Quiz
Description	The purpose of this quiz is to demonstrate your understanding of all material provided in this course, including (but not limited to) financial, human resource, time and project management.
Weighting	20% of your final grade
Due Date	Week 13 – 10:00am, 26 th October 2023; opening 10am; available for 24 hours
Submission Method	Canvas
Assessment Criteria	Grades for the assessment items will be awarded as per university policy.
Return Method	Online
Feedback Provided	NA

ADDITIONAL INFORMATION

Grading Scheme

This course is graded as follows:

Range of Marks	Grade	Description
85-100	High Distinction (HD)	Outstanding standard indicating comprehensive knowledge and understanding of the relevant materials; demonstration of an outstanding level of academic achievement; mastery of skills*; and achievement of all assessment objectives.
75-84	Distinction (D)	Excellent standard indicating a very high level of knowledge and understanding of the relevant materials; demonstration of a very high level of academic ability; sound development of skills*; and achievement of all assessment objectives.
65-74	Credit (C)	Good standard indicating a high level of knowledge and understanding of the relevant materials; demonstration of a high level of academic achievement; reasonable development of skills*; and achievement of all learning outcomes.

50-64	Pass (P)	Satisfactory standard indicating an adequate knowledge and understanding of the relevant materials; demonstration of an adequate level of academic achievement; satisfactory development of skills*; and achievement of all learning outcomes.
0-49	Fail (FF)	Failure to satisfactorily achieve learning outcomes. If all compulsory course components are not completed the mark will be zero. A fail grade may also be awarded following disciplinary action.

*Skills are those identified for the purposes of assessment task(s).

Communication Methods

Communication methods used in this course include: email, Canvas

Course Evaluation

Each year feedback is sought from students and other stakeholders about the courses offered in the University for the purposes of identifying areas of excellence and potential improvement. Feedback from last year's delivery included ensuring clarity of the assignment criteria.

Oral Interviews (Vivas)

As part of the evaluation process of any assessment item in this course an oral examination (viva) may be conducted. The purpose of the oral examination is to verify the authorship of the material submitted in response to the assessment task. The oral examination will be conducted in accordance with the principles set out in the [Oral Examination \(viva\) Procedure](#). In cases where the oral examination reveals the assessment item may not be the student's own work the case will be dealt with under the [Student Conduct Rule](#).

Academic Misconduct

All students are required to meet the academic integrity standards of the University. These standards reinforce the importance of integrity and honesty in an academic environment. Academic Integrity policies apply to all students of the University in all modes of study and in all locations. For the Student Academic Integrity Policy, refer to <https://policies.newcastle.edu.au/document/view-current.php?id=35>.

Adverse Circumstances

The University acknowledges the right of students to seek consideration for the impact of allowable adverse circumstances that may affect their performance in assessment item(s).

Applications for special consideration due to adverse circumstances will be made using the online Adverse Circumstances system where:

1. the assessment item is a major assessment item; or
2. the assessment item is a minor assessment item and the Course Co-ordinator has specified in the Course Outline that students may apply the online Adverse Circumstances system;
3. you are requesting a change of placement; or
4. the course has a compulsory attendance requirement.

Before applying you must refer to the Adverse Circumstance Affecting Assessment Items Procedure available at:

<https://policies.newcastle.edu.au/document/view-current.php?id=236>

Important Policy Information

The Help button in the Canvas Navigation menu contains helpful information for using the Learning Management System. Students should familiarise themselves with the policies and procedures at <https://www.newcastle.edu.au/current-students/no-room-for/policies-and-procedures> that support a safe and respectful environment at the University.

This course outline was approved by the Head of School. No alteration of this course outline is permitted without Head of School approval. If a change is approved, students will be notified and an amended course outline will be provided in the same manner as the original.

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