

Dietary Manager Training Certificate

Program Learning Outcomes		Measurable Student Learning Outcomes (MSLOs)- PLO Alignment		
		NTR105	NTR223	NTR240
(Application Level) Section 1: NUTRITION - 18% (CSLO 1)				✓
A. Gather Nutrition Data				✓
B. Apply Nutrition Data				✓
C. Provide Nutrition Education				✓
Section 2: Foodservice - 20% (CSLO 2)			✓	
A. Manage Standardized Recipes (Analysis Level)			✓	
B. Specify Standards and Procedures for Preparing Food (Synthesis Level)			✓	
C. Supervise the Production and Distribution of Food (Evaluation Level)			✓	
D. Monitor Meal Service (Analysis Level)				
2. Assure compliance of meals served as posted				✓
E. Implement Continuous Quality Improvement Procedures for Foodservice Department (Evaluation Level)			✓	
G. Modify Standard Menus (Application Level)				✓
Section 3. PERSONNEL AND COMMUNICATIONS - 21% (CSLO 3)				
A. Define Personnel Needs and Job Functions (Analysis Level)				
B. Interview, Select, and Orient Employees (Evaluation Level)			✓	
C. Provide Ongoing Education (Application Level)				
D. Develop and Maintain Employee Time Schedules and Assignments (Synthesis Level)				
E. Manage Goals and Priorities for Department (Evaluation Level)			✓	
F. Manage Department Personnel (Analysis Level)				
G. Manage Professional Communications (Analysis Level)			✓	
H. Implement Changes in Foodservice Department (Application Level)				
(Analysis Level)Section 4. SANITATION AND SAFETY - 24% (CSLO 2)		✓		
A. Manage Personnel to Ensure Compliance with Safety and Sanitation Regulations		✓		
B. Manage Purchasing, Receiving, Storage, and Distribution of Food and Supplies Following Established Sanitation and Quality Standard		✓	✓	
C. Protect Food in all Phases of Preparation Using HACCP Guidelines		✓	✓	
D. Manage Physical Facilities to Ensure Compliance with Safety and Sanitation Guidelines		✓		

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Program Learning Outcomes		Measurable Student Learning Outcomes (MSLOs)- PLO Alignment	
(Analysis Level) Section 5. BUSINESS OPERATIONS - 17% (CSLO 2)		✓	✓
A. Manage a Budget		✓	
B. Prepare Specifications for Capital Purchases			
C. Plan and Budget for Improvements in the Department Design and Layout		✓	
D. Assist in the Purchasing Process		✓	
E. Manage Revenue Generating Services			
F. Implement Cost Effective Procedures			✓

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Program Learning Outcomes	Measurable Student Learning Outcomes (MSLOs)- PLO Alignment			
	NTR105	NTR196	NTR223	NTR240
1. PrN.1 Translate Nutrition Science into Food Intake	✓	✓		✓
2. PrN.2 Use the Building Blocks of Nutrition	✓	✓	✓	✓
3. PrN.3 Describe the Process of Digestion, Absorption, and the Utilization of Nutrients				✓
4. PrN.4 Manage Food Allergies, Complimentary Medicine, and Alternative Therapies in Nutrition	✓	✓	✓	
5. PrN.5 Review Body Systems and Medical Nutrition Therapy Interventions	✓			
6. PrN.6 Review Disease Processes and Medical Nutrition Therapy Interventions	✓	✓		
(Application Level) Section 1: NUTRITION - 18% (CSLO 1)	✓	✓	✓	✓
1. Gather Nutrition Data				
1. Document nutrition information in medical records	✓	✓	✓	✓
2. Interview for nutrition related information				
3. Obtain routine nutrition screening data				
4. Identify nutrition problems and client rights				
2. Apply Nutrition Data				
1. Modify diet plans	✓	✓	✓	✓
2. Implement physician's dietary orders				
3. Apply standard nutrition care				
4. Review effectiveness of nutrition care				
5. Manage special nourishments and supplemental feedings				
3. Provide Nutrition Education				
1. Assist clients with food selection	✓	✓	✓	✓
2. Use nutrition education materials				
3. Adapt teaching to clients educational needs: evaluate client readiness and ability to learn				
Section 2: Foodservice - 20% (CSLO 2)	✓	✓	✓	✓

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Program Learning Outcomes		Measurable Student Learning Outcomes (MSLOs)- PLO Alignment			
1. Manage Standardized Recipes (Analysis Level)		✓	✓	✓	✓
1. Identify elements of a standardized recipe					
2. Compute proper portions using appropriate food charts/references					
3. Develop proper cooking procedures, including HACCP guidelines					
4. Calculate cost and nutrition content of standardized recipes					
5. Evaluate client acceptance of new recipes					
2. Specify Standards and Procedures for Preparing Food (Synthesis Level)		✓	✓	✓	✓
1. Develop food quality control standards, (e.g., appearance, temperature, acceptance)					
2. Implement procedures to monitor food production					
3. Develop procedures for monitoring food waste control					
3. Supervise the Production and Distribution of Food (Evaluation Level)		✓	✓	✓	✓
1. Define procedures for type of food service					
2. Monitor adherence to delivery schedules and procedures					
3. Keep records for monitoring and accountability					
4. Calculate efficiency (time, cost) of foodservice system					
5. Define schedules for foodservice production					
6. Define production needs for special event food preparation					
7. Calculate menus, recipes, diet census, tally sheets, and cafeteria needs to develop requisitions					
4. Monitor Meal Service (Analysis Level)		✓	✓	✓	✓
1. Verify:		✓	✓	✓	✓
1. Diet accuracy					
2. Portion size (quantity)					
3. Temperature					
4. Texture					
5. Presentation (color, shape)					
6. Quality					
2. Assure compliance of meals served as posted		✓	✓	✓	✓

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Program Learning Outcomes		Measurable Student Learning Outcomes (MSLOs)- PLO Alignment			
5. Implement Continuous Quality Improvement Procedures for Foodservice Department (Evaluation Level)		✓	✓	✓	✓
1. Define objectives and standards for foodservice					
2. Monitor quality indicators					
3. Implement necessary procedural changes					
4. Interpret data for reports					
5. Implement auditing tool to determine the effectiveness of quality indicators (e.g., food acceptance survey)					
6. Analyze data to make recommendations					
6. Modify Standard Menus (Application Level)		✓	✓	✓	✓
1. Use nutrition resources (e.g., tables, charts, diet manuals)					
2. Use standard food weights, measures, and recipes correctly					
3. Honor legal responsibilities and regional factors regarding diet needs					
Section 3. PERSONNEL AND COMMUNICATIONS - 21% (CSLO 3)		✓	✓	✓	✓
1. Define Personnel Needs and Job Functions (Analysis Level)		✓	✓	✓	✓
1. Conduct personnel needs analysis					
2. Conduct task analysis					
3. Write job descriptions					
4. Write detailed job specifications					
5. Assist with development of advertising for positions					
6. Update departmental organizational chart					
2. Interview, Select, and Orient Employees (Evaluation Level)		✓	✓	✓	✓
1. Comply with fair employment laws and practices					
2. Develop interview procedures for department					
3. Describe department procedures and policies to applicants					
4. Decide on applicants and record data in file					
5. Document selection procedures and policies					

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Program Learning Outcomes		Measurable Student Learning Outcomes (MSLOs)- PLO Alignment			
6. Orient new employees to facility procedures					
3. Provide Ongoing Education (Application Level)		✓	✓	✓	✓
1. Provide initial training and orientation for new employees					
2. Provide follow up after orientation					
3. Provide in-service training for:					
1. HIPAA guidelines					
2. Personal hygiene					
3. Infection control					
4. Hospitality and customer service					
5. Physical safety					
6. Professional and ethical expectations					
7. Nutrition issues					
8. Crisis management					
9. Other contemporary issues					
4. Document completion of training and orientation		✓	✓	✓	✓
4. Develop and Maintain Employee Time Schedules and Assignments (Synthesis Level)		✓	✓	✓	✓
1. Identify overall staffing needs (e.g., calculate full time equivalents)					
2. Identify daily tasks					
3. Determine capabilities and preferences of employees available					
4. Prepare a time schedule					
5. Maintain time schedule chart/records					
6. Track absence/tardy records in personnel files					
7. Develop a work assignment chart					
8. Coordinate work assignments					
5. Manage Goals and Priorities for Department (Evaluation Level)		✓	✓	✓	✓
1. Develop short term and long term goals for the department					

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Program Learning Outcomes		Measurable Student Learning Outcomes (MSLOs)- PLO Alignment			
2. Participate in developing policies and procedures (e.g., hygiene standards for personnel according to the FDA Food Code)					
3. Identify expectations to establish priorities					
4. Compare department goals against resources available					
6. Manage Department Personnel (Analysis Level)		✓	✓	✓	✓
1. Maintain personnel records					
2. Identify personnel management laws and practices (including union contracts)					
3. Identify promotion criteria					
4. Identify termination criteria					
5. Compile documentation for promotion and termination					
6. Conduct performance evaluations					
7. Recommend salary and wage adjustments					
8. Follow disciplinary procedures to correct a problem (e.g., coaching, performance improvement plan)					
9. Ensure employees' compliance with procedures (e.g., safe food preparation practices)					
7. Manage Professional Communications (Analysis Level)		✓	✓	✓	✓
1. Participate in regulatory agency surveys		✓	✓	✓	✓
1. Identify regulatory standards					
2. Develop an appropriate plan of correction					
3. Demonstrate professional interaction with surveyors					
4. Use regulatory agencies as professional resources					
2. Participate in meetings outside the department		✓	✓	✓	✓
1. Communicate department goals and policies					
2. Identify methods of communicating with other departments					
3. Suggest cooperative ways to solve problems					
4. Participate in state/national professional meetings					
3. Communicate client information to other health professionals		✓	✓	✓	✓

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Program Learning Outcomes		Measurable Student Learning Outcomes (MSLOs)- PLO Alignment			
1. Identify what client information needs to be communicated	I	✓	✓	✓	✓
2. Identify the need for client referrals					
3. Implement consultant recommendations as appropriate					
4. Honor client rights and confidentiality					
4. Participate in client care conferences		✓	✓	✓	✓
1. Prepare for a client care conference					
2. Participate in a conference to identify client care concerns					
3. Work with the interdisciplinary team to develop solutions					
4. Implement goals and approaches with appropriate follow up					
5. Manage department meetings		✓	✓	✓	✓
1. Post meeting notices and agendas					
2. Plan meeting facilities					
3. Meet with key personnel to develop meeting plans					
4. Conduct meetings (e.g., resolving conflicts, keeping time)					
5. Plan follow up actions resulting from meeting (e.g., minutes)					
6. Conduct a staff complaint/grievance session					
8. Implement Changes in Foodservice Department (Application Level)		✓	✓	✓	✓
1. Identify existing problems and needs					
2. Prepare justification for changes					
3. Implement the plan of action					
(Analysis Level) Section 4. SANITATION AND SAFETY - 24% (CSLO 2)		✓	✓	✓	✓
1. Manage Personnel to Ensure Compliance with Safety and Sanitation Regulations		✓	✓	✓	✓
1. Identify federal safety laws/regulations					
2. Write cleaning procedures for utensils, equipment, and work areas					
3. Evaluate equipment in terms of maintenance needs and costs					
4. Inspect all areas of department for sanitary conditions					
5. Instruct employees in safety and sanitation					

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Program Learning Outcomes		Measurable Student Learning Outcomes (MSLOs)- PLO Alignment			
6. Interpret material safety data sheets					
7. Enforce employees' compliance with safety and sanitation regulations					
2. Manage Purchasing, Receiving, Storage, and Distribution of Food and Supplies Following Established Sanitation and Quality Standard		✓	✓	✓	✓
1. Identify appropriate grades and inspections for food					
2. Procure food and water from approved sources					
3. Verify the quality and quantity of food supplies and equipment received					
4. Check supplier invoices against facility purchase order					
5. Recognize the hazards associated with types of food packaging					
6. Recognize the signs of contamination upon receipt and in storage					
7. Process rejections for unacceptable products					
8. Label, date, and monitor food to ensure rotation (FIFO)					
9. Prevent environmental contamination of food					
10. Maintain security procedures					
3. Protect Food in all Phases of Preparation Using HACCP Guidelines		✓	✓	✓	✓
1. Identify potentially hazardous foods and foodborne pathogens and their control					
2. Recognize the causes, symptoms, and types of foodborne illnesses including biological, chemical, and physical types					
3. Monitor time and temperature to limit growth of or destroy microorganisms					
4. Prevent cross contamination of food					
5. Identify appropriate techniques for temperature retention					
6. Ensure the safe cooling of food					
7. Establish critical limits					
8. Establish the corrective action to be taken when critical limits are exceeded					
9. Establish procedures to identify and monitor critical control points (CCP)					
10. Establish effective recordkeeping systems that document HACCP					
11. Anticipate emergency preparedness procedures necessary to assure a safe food supply					

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Program Learning Outcomes		Measurable Student Learning Outcomes (MSLOs)- PLO Alignment			
12. Develop a crisis management plan to address an outbreak of foodborne illness					
4. Manage Physical Facilities to Ensure Compliance with Safety and Sanitation Guidelines		✓	✓	✓	✓
1. Identify federal safety laws/regulations		✓	✓	✓	✓
2. Conduct routine maintenance inspection of equipment		✓	✓	✓	✓
1. Identify equipment maintenance requirements from manufacturer's manuals					
2. Correct equipment malfunctions and potential problems					
3. Monitor preventive maintenance schedule and contracts					
3. Organize work flow and use of equipment		✓	✓	✓	✓
1. Analyze tasks to determine overlapping effort or equipment use					
2. Plan proper placement and use of equipment					
3. Simplify work procedures and steps					
4. Monitor work flow; identify and correct problems					
5. Assure adequate hand washing sinks, lavatory facilities, and supplies					
4. Identify appropriate environmental controls for water supply, waste disposal, and ventilation		✓	✓	✓	✓
5. Follow an integrated pest management (IPM) system		✓	✓	✓	✓
6. Prepare a safety inspection checklist		✓	✓	✓	✓
7. Write an inspection report on hazards		✓	✓	✓	✓
8. Assure cleaning and sanitation of equipment, utensils, chemicals, and space		✓	✓	✓	✓
(Analysis Level) Section 5. BUSINESS OPERATIONS - 17% (CSLO 2)		✓	✓	✓	✓
1. Manage a Budget		✓	✓	✓	✓
1. Determine facility needs					
2. Compute cost of menus (including supplements)					
3. Conduct a product price comparison study					
4. Calculate daily cost (e.g., food, labor, supplies, i.e., PPD)					
5. Calculate minutes per meal					
6. Calculate meals per labor hour					
7. Compare actual costs to budget costs					

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Program Learning Outcomes		Measurable Student Learning Outcomes (MSLOs)- PLO Alignment			
8. Monitor expenses					
9. Prepare an estimate of personnel costs for a foodservice department (e.g., salary scales and merit raises)					
2. Prepare Specifications for Capital Purchases		✓	✓	✓	✓
1. Review capital equipment needs and requirements					
2. Evaluate existing capital equipment condition and life expectancy					
3. Evaluate options for replacement of capital equipment					
4. Write budget justification for new capital equipment					
5. Recommend specifications for new capital equipment					
3. Plan and Budget for Improvements in the Department Design and Layout		✓	✓	✓	✓
1. Maintain records of suggestions and complaints received					
2. Conduct department improvement discussion session with staff					
3. Communicate improvement recommendations					
4. Evaluate work flow, essential equipment relative to new department designs or construction					
5. Research concepts/products related to department facility design					
6. Prepare proposals, specifications for new construction or renovation in layout/design changes					
4. Assist in the Purchasing Process		✓	✓	✓	✓
1. Identify purchasing policies and procedures of department					
2. Review vendor product/selection (including group purchasing organizations)					
3. Establish purchasing specifications					
4. Use the ordering and bidding process					
5. Evaluate facility needs, budget restrictions, and products available					
6. Evaluate product information					
7. Be familiar with computer applications					
8. Check inventory to identify purchase needs					
9. Complete purchase order requisition forms					
10. Maintain inventory records					

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Program Learning Outcomes		Measurable Student Learning Outcomes (MSLOs)- PLO Alignment			
11. Recognize inventory management practices (FIFO, par stock, physical, perpetual)					
5. Manage Revenue Generating Services		✓	✓	✓	✓
1. Supervise cash activities and reports					
2. Calculate cost to set prices for catered events					
3. Plan foodservice and menus for catered events					
4. Estimate price per unit serving for catered events					
5. Use cost control techniques to balance revenue budget					
6. Research revenue generating opportunities					
7. Analyze revenue generating opportunities					
8. Prepare business plan and justification for new revenue generating programs					
9. Promote existing and new revenue generating programs					
6. Implement cost Effective Procedures		✓	✓	✓	✓
1. Recommend cost saving purchasing practices					
2. Recommend cost saving department practices					
3. Implement cost effective inventory control practices					
4. Implement variance report of actual costs vs. budget					