

# Western HealthSciences

## Brescia School of Food and Nutritional Sciences FN3348 Food Production Management

Fall 2024

### Campus Supports

Western University is committed to a **thriving campus**. For help with:

- Both physical and mental health, go to [Wellness & Wellbeing](#)
- Studying with disabilities, go to [Accessible Education](#)
- Writing skills, go to the [Writing Support Centre](#)
- Learning skills and strategies, go to [Learning Development & Success](#)
- Contacting the ombudsperson, go to the [Office of the Ombudsperson](#)



Your course coordinator can also **guide you** to available campus resources and/or services.

### Technical Requirements



Stable internet connection



Laptop computer



Calculator

### Contact Information

Course Coordinator/instructor	Contact Information	Office Hours
Leslie Whittington-Carter	Email <a href="mailto:lwhittin@uwo.ca">lwhittin@uwo.ca</a>	By appointment and before/after classes
<b>Lab Instructors</b>		
Chef James Smith	<a href="mailto:jsmit785@uwo.ca">jsmit785@uwo.ca</a>	
Chef Lester Hornilla	<a href="mailto:lhornil@uwo.ca">lhornil@uwo.ca</a>	

**NOTE:** All course information including grades, assignment outlines, deadlines, etc. are available via [OWL Brightspace](#). Download the Brightspace Pulse App to stay up-to-date on course communication and enable your notification settings within “Communications” in the top toolbar. Check the website regularly for course announcements. If you need assistance, visit [OWL Brightspace Help](#) or contact the [Western Technology Services Helpdesk](#). They can be contacted by phone at 519-661-3800 or ext. 83800.

### Calendar Course Description (including prerequisites/anti-requisites):

The application of scientific principles to the procurement, storage, processing and service of institutional food. Menu planning to meet nutritional requirements while working under the constraints of budgets and the available food supplies, equipment and staff. Food trends, sanitation and safety.

**Prerequisite:** Foods and Nutrition 2449A/B

**Pre- or Co-requisite:** Foods and Nutrition 3342A/B

Extra Information: 3 lecture hours, 3 lab hours

*Unless you have either the requisites for this course or written special permission from your Dean to enroll in it, you may be removed from this course and it will be deleted from your record. This decision may not be appealed. You will receive no adjustment to your fees in the event that you are dropped from a course for failing to have the necessary prerequisites. **NOTE: If you wish to enroll in this course without the stated pre-requisite(s), you must obtain written approval from the course instructor. The approval should then be forwarded to your academic counsellor.***

**Lab apparel requirements**

The following apparel is required for the Food Prep Lab and Commercial Kitchen:

White chef's jacket or lab coat

Hairnet (or appropriate head covering) (first one will be provided, replacement is \$1.00)

Closed-toe, non-slip, flat soled shoes that do not have a mesh in the upper

Disposable face mask (will be provided if required)

Please ensure that fingernails are without polish or false nails, and jewellery is limited to a single band ring. You will not be permitted in the lab without proper lab attire and will result in an incomplete lab.

**Lab Fees: \$50.00**

Lab fees are associated with all food and nutrition courses with a lab. Lab fees are *not* included in tuition and instead are billed AFTER the last day to add courses. Winter term labs will be billed in January. Lab fee payments are made online. If lab fees are paid before they are billed to an account, this will be reflected on an online statement that payment has been made.

**Delivery Mode: Blended**

Component (as indicated on schedule)	Day	Time
Lecture – On Campus		
Lecture - Online Synchronous (Live)	Tuesday via Zoom Thursday via Zoom	2:30 – 4:30 p.m. 2:30 – 3:30 p.m.
Lecture – Online Asynchronous	Owl Brightspace recorded	Throughout the week
Lab -- On Campus		

## Learning Outcomes

Upon successful completion of this course, you will be able to:

1. Explain the scope, characteristics, elements and processes of food production, as well as current trends.
2. Apply menu planning practices to meet the requirements of diverse populations.
3. Apply food production procedures and principles in large quantity food production.
4. Apply strategies to modify entrees and desserts for therapeutic and texture modified diets and assess these and other items using the IDDSI criteria.
5. Develop an audit tool and procedure and collect and assess data to meet quality expectations and food safety requirements.
6. Apply foodservice management principles, legislation, and ethics through facilitated discussions based on nutrition management scenarios.
7. Discuss the interaction of nutrition management operations with the economy, environment, and health.

This course addresses some of the Integrated Competencies for Dietetic Practice as set by the Partnership for Dietetic Education and Practice, and some of the competencies identified by the Canadian Society of Nutrition Management.

## Course Content and Schedule

**Any changes to the schedule will be communicated through Owl Brightspace.**

Week	Delivery Method	Date	Topic	Text Readings & Assignments Due 1,2,3 See Notes under Evaluation
1	ON CAMPUS	Tues. Sept. 10	Course Introduction Foodservice Industry	
	Online LIVE	Thurs. Sept. 12	Foodservice Systems Quality and Risk	Chapter 2 and 16
2	Online LIVE	Tues. Sept. 17	Procurement	Chapter 6 SBAR <sup>1</sup>
	Online Asynch.	Thurs. Sept. 19	Receiving, Storage, Inventory	Chapter 7
3	Online LIVE	Tues. Sept. 24	Menu Planning	Chapter 5 Childcare Menu <sup>1</sup>
	Online Asynch.	Thurs. Sept. 26	Menu Planning	Chapter 5 Childcare Menu Assessment <sup>1</sup>
4	ON CAMPUS	Tues. Oct. 1	Production	Chapter 8 Production Case Study <sup>1</sup>

	Online Asynch.	Thurs. Oct. 3	Production	Chapter 8
5	Online LIVE	Tues. Oct. 8	Assembly and distribution	Chapter 9
	Online Asynch.	Thurs. Oct. 10	Customer Service	
<b>READING WEEK</b>				
6	Online Asynch.	Tues. Oct. 22	Facility Sanitation	Chapter 4
	Online LIVE	Thurs. Oct. 24	Texture Modified Diets and IDDSI	Menu Planning Assignment Due <sup>2,3</sup>
7	Online Asynch.	Tues. Oct. 29	Employee Safety	
	Online LIVE	Thurs. Oct. 31	Therapeutic Diets	Menu Modification <sup>1</sup>
8	ON CAMPUS	Tues. Nov. 5	Food Safety	Chapter 3
	Online Asynch.	Thurs. Nov. 7	Food Safety	Menu Assessment Assignment Due <sup>2,3</sup>

9	Online LIVE	Tues. Nov. 12	Equipment Facility Layout	Chapter 10, 11
	Online Asynch.	Thurs. Nov. 14	Emergency Planning	Chapter 11
10	Online LIVE	Tues. Nov. 19	Finance	Chapter 17 Budget Exercise <sup>1</sup>
	Online Asynch.	Thurs. Nov. 21	Sustainability	Chapter 12
11	ON CAMPUS	Tues. Nov. 26	Ethics issues	Ethics Case Study <sup>1</sup>
	Online Asynch.	Thurs. Nov. 28	Marketing	Chapter 14
12	Online LIVE	Tues. Dec. 3	Marketing	
	Online LIVE	Thurs. Dec. 5	Exam Review	

## Required Course Materials

1. Payne-Palacio & Theis, Foodservice Management Principles and Practices  
Print or ebook version  
[https://bookstore.uwo.ca/textbook-search?campus=UWO&term=W2024A&courses%5B0%5D=200\\_UW/FDN3348A](https://bookstore.uwo.ca/textbook-search?campus=UWO&term=W2024A&courses%5B0%5D=200_UW/FDN3348A)
2. Lab Manual (download on Lab Owl Brightspace site)
3. Additional readings and materials will be posted on Owl Brightspace.

## Assessments and Evaluation

Below is the evaluation breakdown for the course. Any deviations will be communicated.

Component	Format	Weight	Deadline	Learning Outcome(s)
Mini Assignments <sup>1</sup>	Mixed	5@1%	Sept. 17, 24 29 Oct. 1, 31 Nov. 19, 26	1,2,3,6,7
Menu Planning Assignment (group) <sup>2,3</sup>	Written	22%	Oct. 24 upload to Owl	2
Menu Assessment Assignment (group) <sup>2,3</sup>	Written	18%	Nov. 7 upload to Owl	2
Lab Assignments <sup>2</sup>	Mixed	25%	As noted in Lab Manual	3,4,5
Final Exam	Written	30%	Exam Period	1 - 7

### Notes:

1. This assignment is based on active participation and discussion with classmates during the class period and there is no provision for make-up assignment for these in-class discussions. This course has 7 mini assignments. The 5 mini assignments with the highest marks will be counted towards your final grade. Academic consideration requests will be denied for the first 2 missed mini assignments. Academic Consideration requests may be granted when students miss more than 2 mini assignments. The mark value of the additional missed mini assignments will be added to the weight of the Final Exam.
2. Students are expected to submit this assignment by the deadline listed. Should extenuating circumstances arise, students are permitted to submit their assignment up to 72 hours past the deadline without a late penalty. No Academic Consideration is required for this extension. Students submitting their assessment beyond the extended deadline will receive a penalty of 20% of the assessed mark per day. Academic Consideration requests may be granted only for extenuating

circumstances that began before the deadline and lasted longer than the extension. Students must not provide medical or compassionate documentation to the instructor.

3. Group projects are expected to be a group effort. This means that all students in the group will receive the same grade. It also means that all students will receive the same penalty if any portion of the project is determined to be plagiarized.

### General information about assessments

- ✓ All assignments are due at 23:59 EST unless otherwise specified
- ✓ Students are responsible for ensuring that the correct file version is uploaded; incorrect submissions including corrupt files could be subject to late penalties (see below) or a 0
- ✓ Written assignments will be submitted to Turnitin (statement in policies below)
- ✓ Students will have access to Turnitin reports before their submission is graded. Students may have 2 submissions to Turnitin.
- ✓ After an assessment is returned, students should wait 24 hours to digest feedback before contacting their evaluator; to ensure a timely response, reach out within 7 days
- ✓ Any grade appeals on term work must be initiated with the instructor within 3 weeks of the grade being posted. See the [University Policy on Undergraduate Student Appeals](#) for more information

The table below outlines University-wide grade descriptors.

Letter grade	Number grade	Description
A+	90-100	One could scarcely expect better from a student at this level
A	80-89	Superior work which is clearly above average
B	70-79	Good work, meeting all requirements, and eminently satisfactory
C	60-69	Competent work, meeting requirements
D	50-59	Fair work, minimally acceptable
F	Below50	Fail

### Information about late or missed assessments:

- ✓ Late assessments without academic consideration will be subject to a late penalty of 20% of the assessed mark per day.

### Course-specific conditions:

1. Students are expected to attend all lectures and labs. *If more than 3 lab sessions are missed, the student will not pass the course.* Academic Consideration requests may be granted only for extenuating circumstances supported by documentation. Students must not provide medical or compassionate documentation to the instructor.
2. Laboratory activities provide diverse hands-on experiences and expose students to learning about, and working with, different foods, which prepares them to work in any food and nutrition field. During food labs, students are required to prepare, process, store, and dispose of any type of food product, including **dairy, eggs, meat, fish, and poultry**, according to safe-food-handling principles and regulations. Further, students are required to clean and sanitize, according to regulations and best practice, all pots, dishware, utensils, and surfaces that have

come in contact with **all food products**. Personal beliefs and practices which conflict with these course requirements are **not** grounds for academic accommodation.

3. Students in accredited Food and Nutrition programs are expected to meet the Practice Competencies in the Integrated Competencies for Dietetic Education and Practice and/or the Competencies of the Canadian Society of Nutrition Management. Students must demonstrate, prior to graduation, that they can actually perform required tasks. For example, students must demonstrate food preparation techniques and participate in the storage and disposal of food. This ensures that graduates will be able to meet the dietary needs of others, provide client-centred care, and effectively and safely manage foodservice operations.

**INC (Incomplete Standing):** If a student has been approved by the Academic Advising Office (in consultation with the instructor/department) to complete term work at a later date, an INC will be assigned. Students with INC will have their course load in subsequent terms reduced to allow them to complete outstanding course work. Students may request permission from Academic Advising to carry a full course load for the term the incomplete course work is scheduled.

**SPC (Special examination):** If a student has been approved by the Academic Advising Office to write a Special Examination and the final exam is the only outstanding course component, an SPC will be assigned. If the class has a makeup exam, the student is expected to write the makeup exam. If the class doesn't have a makeup exam or the student misses the makeup exam for reasons approved by the Academic Advising Office, the student will write the exam the next time the course is offered. Outstanding SPCs will reduce the course load for the term the exam is deferred as outlined in [Types of Examinations](#) policy

## Academic Policies and Statements

### Support Services

There are various support services around campus and these include, but are not limited to:

1. Academic Support and Engagement - <http://academicsupport.uwo.ca>
2. Wellness and Well-being - <https://www.uwo.ca/health/>
3. Registrar's Office -- <http://www.registrar.uwo.ca/>
4. Ombuds Office -- <http://www.uwo.ca/ombuds/>

The websites for Registrarial Services (<http://www.registrar.uwo.ca>), and the same for affiliated university colleges when appropriate, and any appropriate Student Support Services (including the services provided by the USC listed here: <http://westernusc.ca/services/>) and the Student Development Services, should be provided for easy access.

Students who are in emotional/mental distress should refer to Mental Health@Western (<https://www.uwo.ca/health/>) for a complete list of options about how to obtain help.

### Statement on Gender-Based and Sexual Violence

Western is committed to reducing incidents of gender-based and sexual violence and providing compassionate support to anyone who has gone through these traumatic events. If you have experienced sexual or gender-based violence (either recently or in the past), you will find information



about support services for survivors, including emergency contacts at:

[https://www.uwo.ca/health/student\\_support/survivor\\_support/get-help.html](https://www.uwo.ca/health/student_support/survivor_support/get-help.html).

### **Student Code of Conduct**

The purpose of the Code of Student Conduct is to define the general standard of conduct expected of students registered at Western University, provide examples of behaviour that constitutes a breach of this standard of conduct, provide examples of sanctions that may be imposed and set out the disciplinary procedures that the University will follow. For more information, visit

<https://www.uwo.ca/univsec/pdf/board/code.pdf>

### **Absence from Course Commitments**

Students must familiarize themselves with the Policy on [Academic Consideration – Undergraduate Students in First Entry Programs](#)

Students missing course work for medical, compassionate, or extenuating circumstances can request academic consideration by completing a request at the central academic consideration portal. Students are permitted one academic consideration request per course per term **without** supporting documentation. Note that supporting documentation is **always** required for academic consideration requests for examinations scheduled by the office of the registrar (e.g., December and April exams) and for practical laboratory and performance tests (typically scheduled during the last week of the term).

Students should also note that the instructor may **designate** one assessment per course per term that requires supporting documentation. This designated assessment is described elsewhere in this document. Academic consideration requests may be denied when flexibility in assessment has already been included. Examples of flexibility in assessment include when there are assessments not required for calculation of the final grade (e.g. 8 out of 10 quizzes), when there is flexibility in the submission timeframe (e.g. 72 hour no late penalty period), or when timed assessments (e.g., quizzes) are available over an extended period of time (e.g., when you are given a 72 hour time period to start – and finish – the assessment). Please note that any academic considerations granted in this course will be determined by the instructor of this course, in consultation with the academic advisors in your Faculty of Registration, in accordance with information presented in this course syllabus. Supporting documentation for academic considerations for absences due to illness should use the [Student Medical Certificate](#) or, where that is not possible, equivalent documentation by a health care practitioner.

### **Accommodation for Religious Holidays**

Students should review the policy for [Accommodation for Religious Holidays](#). Where a student will be unable to write examinations and term tests due to a conflicting religious holiday, they should inform their instructors as soon as possible but not later than two weeks prior to writing the examination/term test. In the case of conflict with a midterm test, students should inform their instructor as soon as possible but not later than one week prior to the midterm.

### **Special Examinations**

A Special Examination is any examination other than the regular examination, and it may be offered only with the permission of the Dean of the Faculty in which the student is registered, in consultation with the instructor and Department Chair. Permission to write a Special Examination may be given on the basis of compassionate or medical grounds with appropriate supporting documents. To provide an opportunity for students to recover from the circumstances resulting in a Special Examination, the University has implemented Special Examination dates. The Faculty of Health Sciences has set School-specific dates for these Special Examinations. Please speak with your instructor about the date



on which the Special Examination for this course will be held.

### **Academic Offences**

Scholastic offences are taken seriously and students are directed to read the appropriate policy, specifically, the definition of what constitutes a Scholastic Offence, at the following website: [http://www.uwo.ca/univsec/pdf/academic\\_policies/appeals/scholastic\\_discipline\\_undergrad.pdf](http://www.uwo.ca/univsec/pdf/academic_policies/appeals/scholastic_discipline_undergrad.pdf).

### **Plagiarism**

Student work is expected to be original. Plagiarism is a serious academic offence and could lead to a zero on the assignment in question, a zero in this course, or your expulsion from the university. You are plagiarizing if you insert a phrase, sentence or paragraph taken directly from another author without acknowledging that the work belongs to him/her. Similarly, you are plagiarizing if you paraphrase or summarize another author's ideas without acknowledging that the ideas belong to someone else. All papers may be subject to submission for textual similarity review to the commercial plagiarism detection software under license to the University for the detection of plagiarism. All papers submitted will be included as source documents in the reference database for the purpose of detecting plagiarism of papers subsequently submitted to the system. Use of the service is subject to the licensing agreement, currently between Western University and Turnitin.com ([www.turnitin.com](http://www.turnitin.com)).

### **Use of Artificial Intelligence for the Completion of Course Work**

Within this course, you may only use artificial intelligence tools (e.g., "ChatGPT") in ways that are specifically authorized by the course instructor. All submitted work must reflect your own thoughts and independent written work.

### **Re-submission of Previously Graded Material**

Without the explicit written permission of the instructor, you may not submit any academic work for which credit has been obtained previously, or for which credit is being sought, in another course or program of study in the University or elsewhere.

### **Use of Statistical Pattern Recognition on Multiple Choice Exams**

Computer-marked multiple-choice tests and/or exams may be subject to submission for similarity review by software that will check for unusual coincidences in answer patterns that may indicate cheating.

### **Accessibility Statement**

Please contact the course instructor if you require material in an alternate format or if you require any other arrangements to make this course more accessible to you. You may also wish to contact Accessible Education (AE) at 661-2111 x 82147 for any specific question regarding an accommodation or review [The policy on Accommodation for Students with Disabilities](#)

### **Correspondence Statement**

The centrally administered e-mail account provided to students will be considered the individual's official university e-mail address. It is the responsibility of the account holder to ensure that e-mail received from the University at their official university address is attended to in a timely manner. Students are further expected to attend to announcements presented through Brightspace, and to read emails generated in this way.

### **Use of Electronic Devices**

#### **During Exams**

Unless you have medical accommodations that require you to do so, or explicit permission from the

instructor of the course, you may not use any electronic devices (e.g., cell phones, tablets, cameras, smart glass, smart watches, or iPods) during ANY tests, quizzes, midterms, examinations, or other in-class evaluations. **These devices MUST either be left at home or with your belongings at the front of the room. They MUST NOT be at your test/exam desk or in your pocket. Any student found with a prohibited device will receive an automatic grade of zero on the test or exam.**

### **During Lectures and Tutorials**

Although you are welcome to use a computer during lecture and tutorial periods, you are expected to use the computer for scholastic purposes only, and refrain from engaging in any activities that may distract other students from learning. From time to time, your professor may ask the class to turn off all computers, to facilitate learning or discussion of the material presented in a particular class.

### **Copyright and Audio/Video Recording Statement**

Course material produced by faculty is copyrighted and to reproduce this material for any purposes other than your own educational use contravenes Canadian Copyright Laws. Unless explicitly noted otherwise, you may not make audio or video recordings of lectures – nor may you edit, re-use, distribute, or re-broadcast any of the material posted to the course website.

### **Contingency Plan for an In-Person Class Pivoting to 100% Online Learning**

In the event of a situation that requires this course to pivot to online content delivery, all remaining course content will be delivered entirely online, either synchronously (i.e., at the times indicated in the timetable) or asynchronously (e.g., posted on Brightspace for students to view at their convenience). The grading scheme will **not** change. Any remaining assessments will also be conducted online as determined by the course instructor

Note that disruptive behaviour of any type during online classes, including inappropriate use of the chat function, is unacceptable. Students found guilty of Zoom-bombing a class or of other serious online offenses may be subject to disciplinary measures under the Code of Student Conduct.

### **Online Proctoring**

Tests and examinations in this course may be conducted using a remote proctoring service. By taking this course, you are consenting to the use of this software and acknowledge that you will be required to provide **personal information** (including some biometric data) and the session will be **recorded**. Completion of this course will require you to have a reliable internet connection and a device that meets the technical requirements for this service. More information about this remote proctoring service, including technical requirements, is available on Western's Remote Proctoring website at: <https://remoteproctoring.uwo.ca>.

### **Appealing a Grade Within this Course**

You have the right to appeal any grade within this course. The grounds for a grade appeal may be one or more of: medical or compassionate circumstances, extenuating circumstances beyond the student's control, bias, inaccuracy, or unfairness. All grounds advanced in a request for relief must be supported by a clear and detailed explanation of the reasons for the request together with all supporting documentation.

Appeals generally proceed in this order:

1. Course instructor (informal consultation)
2. Department Chair (submission of written request)
3. The Dean of the Faculty (submission of written request)

In the case of perceived procedural unfairness, steps 2 and 3 are carried out within the Department and Faculty offering the course. In the case of extenuating medical or compassionate circumstances that impact on a grade, steps 2 and 3 are carried out within a student's Home Department and Faculty.

A request for relief against a mark or grade must be initiated with the instructor as soon as possible after the mark is issued. In the event that the instructor is not available to the student, or fails to act, or if the matter is not resolved satisfactorily with the instructor, a written request for relief must be submitted to the Chair of the Department within three weeks of the date that the mark was issued. In the case of a final grade in a course, the written request for relief must be submitted to the Chair of the department by January 31<sup>st</sup> (for first-term half courses) or June 30<sup>th</sup> (for second-term half courses or full-year courses)