



Student Assessment Package

Hospitality Food and Beverage

Cluster E Working in the Hospitality Industry

Units of competency assessed:

[BSBWOR203 Work effectively with others](#) (Release 1)

[SITHIND002 Source and use information on the hospitality industry](#) (Release 1)

List any pre-requisite or co-requisite units of competency:

Nil




 URL: <https://www.lifestyle-a2z.com/wp-content/uploads/2019/04/16393/organicarticle-117786-hospitality-2.jpg>

Training Package Title	SIT Tourism, Travel and Hospitality (Release 1.2)
Qualification Code and Title	SIT20316 Certificate II in Hospitality (Release 2)
School name	JEHS
Location (if different to school)	
Student name	
Assessor name	M Khanna and R Lipari
Assessment date of issue	3/5/23
Assessment due date	23/6/23
Context for assessment	<p>Skills must be demonstrated in industry standard facilities. This can either be an industry workplace or a simulated industry environment.</p> <p>The school will provide safe and well-maintained facilities, equipment, tools and materials for students to undertake assessment.</p> <p>BSBWOR203 Work effectively with others</p> <p>Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the industry capability – workplace effectiveness field of work and include access to:</p> <ul style="list-style-type: none"> ● office equipment and resources ● workplace documentation ● case studies and, where possible, real situations ● interaction with others. <p>SITHIND002 Source and use information on the hospitality industry</p> <p>Skills must be demonstrated in a hospitality industry service environment. This can be: an industry workplace or a simulated industry environment or activity for which information on the hospitality industry is sourced.</p> <p>Assessment must ensure access to</p> <ul style="list-style-type: none"> ● computers, printers, communication technology and information programs used to source industry information ● plain English documents issued by government regulators that describe laws specifically relevant to the hospitality industry: <ul style="list-style-type: none"> ● food safety ● responsible service of alcohol ● responsible conduct of gaming
Resources required by student	<p>Students must provide the following for this assessment:</p> <ul style="list-style-type: none"> ● Cluster E task, pens, work book, Google Classroom, Moodle, Edmodo, Email, USB, school computer login.
Reasonable adjustments allowed	<p>Adjustments may be made for a number of reasons (e.g. weather, food allergies, cultural reasons, cost of projects etc.). List any reasonable adjustments in the assessment feedback page for collecting candidate evidence which do not compromise the standards expected (e.g. substitute an alternate project).</p>



Students must complete knowledge and skills development activities which prepare them for (and may contribute to) assessment of competence.

Assessment Method	Units of Competency	Duration	Due Date
Assessment Method 1: Questioning (written or oral)	BSBWOR203 Work effectively with others	Two (2) weeks, completed in own time, can access class notes/resources	The completed assessment task is to be submitted to the assessor (assessor) , following school procedures by CANVAS
Assessment Method 2: Questioning – teamwork	BSBWOR203 Work effectively with others	2 allocated lessons (max)	
Assessment Method 3: Product based methods	BSBWOR203 Work effectively with others SITHIND002 Source and use information on the hospitality industry	Two (2) weeks, completed in own time, can access class notes/resources	

Foundation Skills incorporating language, literacy, numeracy and employment skills required for competent performance are embedded in the units of competency.

Student Checklist and Declaration: Please tick Yes, No or N/A (if not applicable)	Yes	No	N/A
I understand the assessment process (including its purpose and outcomes), requirements of the assessment task and assessment methods			
I understand what is being assessed, I have completed sufficient training and believe I can perform the task/s in this assessment			
I understand I can apply for Credit Transfer			
I understand I have a maximum of XX attempts at this task			
I have been provided with information on the assessment appeals process			
I have notified the assessor of any special needs to be considered during this assessment and we have discussed whether reasonable adjustments are required.			
I declare the work submitted is my own and has not been copied from another person or source unless acknowledged appropriately.			
Student name			
Student signature*			
Date			

* NB Electronic signatures are acceptable if schools can demonstrate that there are effective systems in place to prevent fraudulent use of the signature (e.g. submission of tasks electronically through Moodle or Google classroom or via email)



Assessment Method 1: Written Questioning

Instructions to students:

Assessment Method 1 – To successfully complete this assessment and demonstrate your knowledge, you must attempt and complete **ALL** questions satisfactorily.

- This section is to be completed in your own time (maximum 2 weeks).
- You may use your class notes, textbook and learning resources (e.g. Didasko, Futura)
- Your assessor will inform you of the due date for this section of the assessment task (page 3).
- Answer questions 1 – 12 in the space provided.

1. List 4 characteristics of successful team work.

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2. For a team to be successful, responsibilities and duties must be undertaken in a positive manner to promote cooperation and good relationships. List 3 ways this can be achieved.

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3. Who could you approach if a problem arises that you can't solve yourself?

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4. List 4 different ways that feedback can be collected in a business environment.

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5. Feedback is important to improve business across a variety of areas (service, products, teamwork). Outline what constructive feedback is and how it can be used to improve the outcomes of a business.

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6. What adjustments could be made if a team member came from a different cultural / religious background?

7. Define Stereotyping with respect to cultural differences. Provide an example in your answer.

8. List 4 types of effective non-verbal communication that could be used to correspond with others from different cultures and language backgrounds.

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9. You have now been employed for a period of 4 months and are keen to find out how your job skill performance is perceived in order to identify shortfalls and improve your work and service skills. Provide 3 different methods for obtaining feedback in the workplace from colleagues and customers and describe how this can be done objectively:

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10. Your supervisor has told you to consider time and resource constraints when planning and organizing your busy work schedule. Explain how your daily tasks should be planned efficiently. Resource constraints which could impact on your work include financial, human and physical costs. Give an example of each of these.

Financial - Human - Physical -

11. Provide 3 examples of how you could provide support to your work colleagues when working on a team project.

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12. Provide 3 common reasons for conflict in the workplace.

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13. Under Australian law, everyone has an equal right to work and to be treated fairly while at work. It is illegal to deny someone an opportunity to work on the basis of (circle the correct answer):

Race	<input type="checkbox"/> T	<input type="checkbox"/> F
Sexuality	<input type="checkbox"/> T	<input type="checkbox"/> F
Ability	<input type="checkbox"/> T	<input type="checkbox"/> F
Age	<input type="checkbox"/> T	<input type="checkbox"/> F
Marital Status	<input type="checkbox"/> T	<input type="checkbox"/> F
Political Affiliation	<input type="checkbox"/> T	<input type="checkbox"/> F

14. Identify which of the following are examples of unlawful discriminatory practices in the workplace (circle the correct answer):

Asking different interview questions to applicants applying for the same job.	<input type="checkbox"/> Y	<input type="checkbox"/> N
Not offering someone a job, training or career advancement on the assumption that the person will leave to have a baby, take too many leave days or be inflexible due to parental responsibilities.	<input type="checkbox"/> Y	<input type="checkbox"/> N
Rewarding staff for exceeding agreed targets.	<input type="checkbox"/> Y	<input type="checkbox"/> N
Including job specifications for a job role which would require high level communication skills and high proficiency in the English language.	<input type="checkbox"/> Y	<input type="checkbox"/> N



Offering different terms of employment to people doing the same job.	Y	N
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Student Feedback	Assessment Method 1: Questioning
<input type="checkbox"/> Satisfactory Student answered all questions to expected benchmark standard	<input type="checkbox"/> More Evidence Required <i>Assessor to list additional evidence/feedback to student:</i>
Assessor Signature:	Date:
Where "More Evidence Required" has been addressed: YES/NO	Assessor Signature: Date:



Assessment Method 2: Written Questions – Teamwork

Instructions to students:

To successfully complete this assessment and demonstrate your knowledge, you must attempt and complete **ALL** questions satisfactorily.

- This section is to be completed within allocated class time (maximum 2 lesson).
- This section is to be completed as part of a group allocated by your trainer/assessor (between 3 and no more than 4 people)
- You may use your class notes, textbook and learning resources (e.g. Didasko, Futura)
- Your assessor will inform you of the due date for this section of the assessment task (page 3).
- Answer questions 1 – 5 in the space provided.

In a team, that has been allocated by your trainer/assessor (between 3 and no more than 4 people) complete the following Workflow, based on a previous cooking practical you have participated in. Examples may include: Chicken Caesar Salad, Schnitzel Burger or any practical task you have undertaken as identified by your trainer/assessor.

1. Complete the table below as a team and delegate tasks.

Time	Task	Person Responsible	Equipment / Resources



Time	Task	Person Responsible	Equipment / Resources



Reflection Task

2. After your team work activity, complete the following table:

Question	Circle your response		Comments
1. Did you achieve your goal?	Y	N	
2. Did you complete the tasks in the timeframes required?	Y	N	
3. Did each member of the team accept responsibility for their allocated tasks?	Y	N	

3. If you had to complete this activity again, what changes would you make to improve the quality of your working relationships in a team?

4. How well did you complete this task as a team?

Effective teamwork	Poor	Comment

5. Do you think delegating tasks prior to beginning work makes the practical run smoothly?

Yes / No

Why?



Student Feedback	Assessment Method 2: Questions - Teamwork
<input type="checkbox"/> Satisfactory Student demonstrated performance to expected benchmark standard and evidence is recorded in the Observation Checklist	<input type="checkbox"/> More Evidence Required Assessor to list additional evidence/feedback to student:
Assessor Signature:	Date:
Where “More Evidence Required” has been addressed: YES/NO	Assessor Signature: Date:

Assessment Method 3: Product based methods – structured activities

Instructions to students:

To successfully complete Assessment Method 3 and demonstrate your knowledge, you must attempt and complete **ALL** questions satisfactorily.

- This section is to be completed in your own time (maximum 2 weeks).
- You may use your class notes, textbook and learning resources (e.g. Didasko, Futura)
- Your assessor will inform you of the due date for this section of the assessment task (page 3).
- Answer questions 1 – 20 in the space provided.

List 6 sources of information which could provide you with details on the Hospitality industry. Provide one example for the type of information you could obtain from each source.

Information Sources	Information you could obtain



2. The hospitality industry involves a range of sectors including:

Accommodation; Casinos; Clubs; Holiday parks and resorts; Hotels; Restaurants, cafes and catering

For three of the above sectors identify and describe key characteristics and main functions. Provide 2 examples of businesses in your local area. Describe the economic and social significance of this business to the community.

Sector	Key characteristics	Main functions	Examples	Economic and social significance
			1. 2.	
			1. 2.	
			1. 2.	

3. Describe the importance of the interrelationships between two of the above sectors.



4. Provide one example of how this relationship assists operational procedures.

5. List 2 examples of current and emerging hospitality products or services used to enhance the quality of work performance in the following areas, give an example for each and outline how it is used in the Hospitality Industry.

Department	Example	How is it used in daily activities?
Food and Beverage		
Security		
Food Production / Kitchen		
Front Office		
Housekeeping		
Stock Management		
Sales and Marketing		



Maintenance		
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6. Choose two of the products or services you listed in Question 5 and suggest how they can enhance the quality of work or performance in the hospitality industry.

7. Choose two emerging technologies from Question 5 and suggest how they would improve workplace practices.

8. Research and describe two current issues or trends that relate to the hospitality industry.

From your findings, write an email briefly describing your research. This is to inform your colleagues of this issue or trend and how it may impact on your business.

You do not need to include all your research findings. The information you have researched will guide the email message you send.

Forward the email to your trainer and colleagues. (Select a few of your class colleagues)

Print a copy of this email or screenshot it and attach to this assessment. (Maximum 4 paragraphs)

9. Name and describe ONE industry accreditation scheme that is used in the Hospitality industry. How does this benefit the organisation?



10. Research the purpose of Equal Employment Opportunity (EEO) legislation.

Purpose of EEO legislation

List three examples of workplace practices that would breach the principles of EEO legislation.

11. Industry relation laws require employment decisions to be based on merit. Complete the following table.

Rights of employees	Responsibilities of employers

12. Define the term 'ethical issues' and identify one example that may occur in the hospitality industry.



13. Choose 2 of the following departments and list 5 career possibilities which can be pursued in that area of Hospitality:

Department	Careers
Front Office	
Food and Beverage	
Kitchen	
Housekeeping	
Gaming	
Functions/ Events	

14. Discuss the importance of a positive work ethic in the Hospitality Industry.

15. What is quality assurance? What is the purpose of quality assurance?



16. Outline the importance of a business participating in quality assurance processes and the impacts of non-compliance.

17. Discuss two roles or responsibilities of individual staff members when participating in a quality assurance program.

18. What is a union? What is the purpose of a union? Name the main union for Hospitality workers?



19. What is the purpose of and the basic requirements which must be met by a Hospitality business and an employee for the following legislation?


Legislation	Purpose	What is required
Responsible service of alcohol (RSA) Liquor Act 2007		
Food Safety Food Act, 2003 (NSW) Food Regulation, 2015 (NSW)		
Responsible conduct of gaming (RCG)		
Community Protection Biodiversity Conservation Act 1999		

20. What is a hospitality award? What is covered under an award?

Student Feedback	Assessment Method 3: Product based methods
<input type="checkbox"/> Satisfactory Student demonstrated performance to expected benchmark standard and evidence is recorded in the Observation Checklist	<input type="checkbox"/> More Evidence Required <i>Assessor to list additional evidence/feedback to student:</i>
Assessor Signature:	Date:
Where "More Evidence Required" has been addressed:	Assessor Signature:



YES/NO	Date:
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 <p>Education</p> <p>Ultimo RTO 90072</p> <h2>Assessment feedback form</h2>	
Student name	
Assessor name	
Cluster	Cluster E Working in the Hospitality Industry
Units of competency	BSBWOR203 Work effectively with others SITHIND002 Source and use information on the hospitality industry
<p>The following reasonable adjustments have been implemented:</p> <ul style="list-style-type: none"> in accordance with industry standards are fair and equitable and do not compromise the integrity of the task assess all aspects of the unit of competency meet NESA timelines of actions for secondary students for credentialing. 	<ul style="list-style-type: none"> Altering/simplifying the language used Providing support staff Providing tutorial sessions Providing additional time to complete the task within industry standard Altering the collection of knowledge evidence, using verbal questioning instead of written. The student's response has been recorded by the assessor/scribe and annotated with a "V" next to a written response. Other: _____ _____
Additional Evidence to be retained securely (e.g. uploaded to QMS)	<p>Indicate any supplementary evidence that was used to determine competence:</p> <ul style="list-style-type: none"> verbal responses recorded on Observation Checklist work placement employer report annotated photographs demonstrating student performance videos demonstrating student performance Other: _____ <p style="text-align: center;">Insert the file path/location where this evidence is located:</p>



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Assessment Outcome – Attempt 1

BSBWOR203 Work effectively with others	<input type="checkbox"/> Competent	<input type="checkbox"/> Not yet competent
SITHIND002 Source and use information on the hospitality industry	<input type="checkbox"/> Competent	<input type="checkbox"/> Not yet competent

Tick here if the student did not make a serious attempt for any component of the task and an “N” Warning letter has been issued to the student. A determination of Not Yet Competent is not grounds for issuing an “N” Warning letter.

Record the date the “N” Warning was resolved: _____

If you have been deemed NOT YET COMPETENT for any unit of competency:

- Refer to the feedback located within the assessment task and resubmit additional evidence to show your competence.
- If you do not agree with the assessment outcome, please ask your assessor about the appeals process.
- Additional attempt/s are allowed to demonstrate competence. The assessor will record the outcome of additional attempts in the table below as either “Competent” or “Not Yet Competent” until the final attempt when the outcome of either “Competent” or “Not Competent” is made at the end of the course:

Unit of Competency	Insert Date of reassessment	Assessor signature
	Final Outcome: Competent / Not Competent	
BSBWOR203 Work effectively with others	Date:	
SITHIND002 Source and use information on the hospitality industry	Date:	

Assessor’s General Comment and Declaration:

Assessor feedback to students should support the student to consider:

- How am I going?
- Where am I going?
- How am I going to get there?

Feedback to candidate on performance during assessment should include overall performance, gaps in performance and strategies for improvement if required

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- I declare that I have conducted a fair, valid, reliable and flexible assessment with this student and I have provided appropriate feedback

Assessor signature	
Date	

Student Feedback

To give your feedback directly to your teacher please complete the form below. If you would like to provide feedback about this task directly to the Public Schools NSW Ultimo RTO 90072 please follow this link or scan the QR Code with your phone:

Link

<https://forms.office.com/Pages/ResponsePage.aspx?id=muagBYpBwUecJZOHJhv5kY76R5Fq2W9NuyJHU2EAOAdUNlpFMIEzQkhHTTVSVEU5RIIORUFIS0M5VS4u>

QR Code



Please provide feedback to your assessor regarding this assessment task	Yes	No	Unsure
Did the class work and activities help you to complete this competency task?			
Were the instructions in this task clear?			
Did this task help you to gain a better understanding of the unit of competency being studied and assessed?			
Did you find the task challenging?			
Were you given enough feedback about your performance?			
Could this task be improved? If yes, how? (record your response in the space below)			

Student self-evaluation comment (optional) e.g. areas I would like to improve on, new skills learnt, or general comments.



Student signature	
Date	

The completed student assessment task and associated Assessor Guide must be securely retained (e.g. on QMS) for six months after the completion of the course. Also retain any other evidence that demonstrated how the student was deemed competent e.g. written tasks, photographs, videos.