

2019-2020

Hospitality - Kitchen Operations

Cluster E

Working Effectively with Others

Assessment Task



Source: <http://www.chateau-de-seguenville.com/what-is-a-hotel-recruitment-agency/>

Units of Competency:

BSBWOR203 Work effectively with others

SITHIND002 Source and use information on the hospitality industry

Student Name: _____

Date of Issue: 30/3/2020

Due Date: 11/06/2020

Teachers: The completed student assessment task and the Evidence and Answer Guide must be securely retained 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.

Ultimo RTO 90072
STUDENT ASSESSMENT TASK

Name of Task	Cluster E: Working Effectively with Others
Name of VET Course	Hospitality (Kitchen Operations)
Qualification Code and Name	SIT20416 Certificate II in Kitchen Operations
Assessor Name(s)	Mr G Reynolds gordon.reynolds3@det.nsw.edu.au
Units of Competency Assessed	BSBWOR203 Work effectively with others SITHIND002 Source and use information on the hospitality industry
Pre-requisite units	Nil
Assessment Conditions	<ul style="list-style-type: none"> BSBWOR203 Work effectively with others 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: <ul style="list-style-type: none"> office equipment and resources workplace documentation case studies and, where possible, real situations interaction with others. SITHIND002 Source and use information on the hospitality industry 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. Assessment must ensure access to <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 and equipment required for Assessment	Students must provide the following for this assessment: <ul style="list-style-type: none"> Tool kit Uniform/PPE

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

Assessment Method	Units of Competency	Duration (indicated hours)	Due Date
Part A: Written Task	SITHIND002 Source and use information on the hospitality industry BSBWOR203 Work effectively with others	Two (2) weeks, completed in own time, can access class notes/resources	The completed cluster assessment task is to be submitted to the assessor (teacher), following school procedures by 11th June 2020
Part B: Student Reflection	BSBWOR203 Work effectively with others	Completed in own time, can access class notes/resources	in class / on the due date <ul style="list-style-type: none"> online through Google Classroom

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

Additional Requirements

I have special needs and require adjustments to undertake this task. YES NO

Describe here how the task was modified for special needs and/or EAL/D e.g.

- Altering/simplifying the language used _____ Provision of coloured paper _____
- Providing support staff _____
- Providing tutorial sessions _____
- Providing additional time to complete the task _____
- Altering assessment methods used _____

Please note, when altering an assessment method such as use of verbal questioning instead of written response teacher must indicate alteration on the task (e.g. **V** written next to question)

Student Acknowledgement (To be completed before student is assessed)

I understand:

- The requirements of the assessment task and assessment methods.
- What is being assessed and can perform the tasks described in this assessment.
- I can apply for Recognition of Prior Learning (RPL), or Credit Transfer
- All work submitted must be my own and must not be copied from another person or source.
- The assessment appeals process.

Name Student's Signature: Date:

Part A: Written Task SITHIND002 Source and use information on the hospitality industry and BSBWOR203 Work effectively with others

Instructions to students:

- You must attempt and complete **ALL** questions satisfactorily.
- Answer all questions in the space provided.
- **This section is to be completed (in your own time/during class time)**
- You may use your class notes, textbook and digital learning resources (e.g. Passing Lane, Didasko, Futura etc.).

1. Select a minimum of THREE of the following information sources listed (tick all that apply)

- developers of codes of conduct or ethics
- discussions with experienced industry personnel
- industry accreditation operators
- industry associations and organisations
- industry journals, reference books and seminars
- libraries and media
- networking with colleagues and suppliers
- personal observations and experience
- plain English documents, issued by government regulators, that describe laws relevant to the hospitality industry
- training courses
- unions

Research and answer the following questions using the selected sources of information on the hospitality industry (NOTE: this section can be completed in pairs):

a) Complete the following table with current and emerging products and services and identify how they relate to current issues:

	Current & emerging product/service	Current issues & trends
catering systems		
applications for electronic devices and computers		
computer-aided despatch systems		

food production systems		
industry online booking systems		
industry reservations, operations and financial and tracking systems		
project management systems		
social media sites		
New products, techniques and services		

b) Use the information you have researched in Q1a, to identify ways to integrate current hospitality industry information into daily work activities to enhance the quality of work performance. (NOTE: this section is to be completed individually). Discuss your findings with your peers.

Daily work activity	Suggest how you would integrate current hospitality industry information (researched in Part A) into daily work activities to enhance the quality of work performance?
Improve skills and productivity	

Producing food items to meet current market trends and customer expectations in your answer.	
Providing quality hospitality service	

Information of relevance to the hospitality industry:

2. What is the economic and social significance of the hospitality industry?

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- 3.
- a) Locate the website for information on the following:
- **Equal Employment Opportunity (EEO) law:**
 - **Anti-Discrimination legislation:**
 - for information on basic aspects of industrial relations for **award provisions**
- b) Complete the table by inserting the URL for the websites located in Q3 Part A and provide basic aspects of industrial relations (note, information can also be found using the Australian Human Rights Commission website <https://www.humanrights.gov.au/>):

	URL	Basic aspects of industrial relations:
Awards <ul style="list-style-type: none"> • wage and work conditions • award provisions – minimum wages and terms and conditions of employment, overtime and 		

shift work, public holiday pay rates etc.		
Employee rights		
Employer responsibilities to make merit based employment decisions		
Types of employment		
Leave entitlements – parental leave		
Grievance and dispute resolution		

4. Consider sources of information for career opportunities in the hospitality industry including colleagues in the hospitality industry; professional industry association groups, tertiary education institutions. Use the following website <https://myfuture.edu.au/> to find information about potential career options:

Select TWO career opportunities in the hospitality industry and complete the following table:

Career opportunity 1:
Job roles and general responsibilities:
Award provisions:
Career Opportunity 2:
Job roles and general responsibilities:
Award provisions:

5. What other websites could you use to search for career advice?

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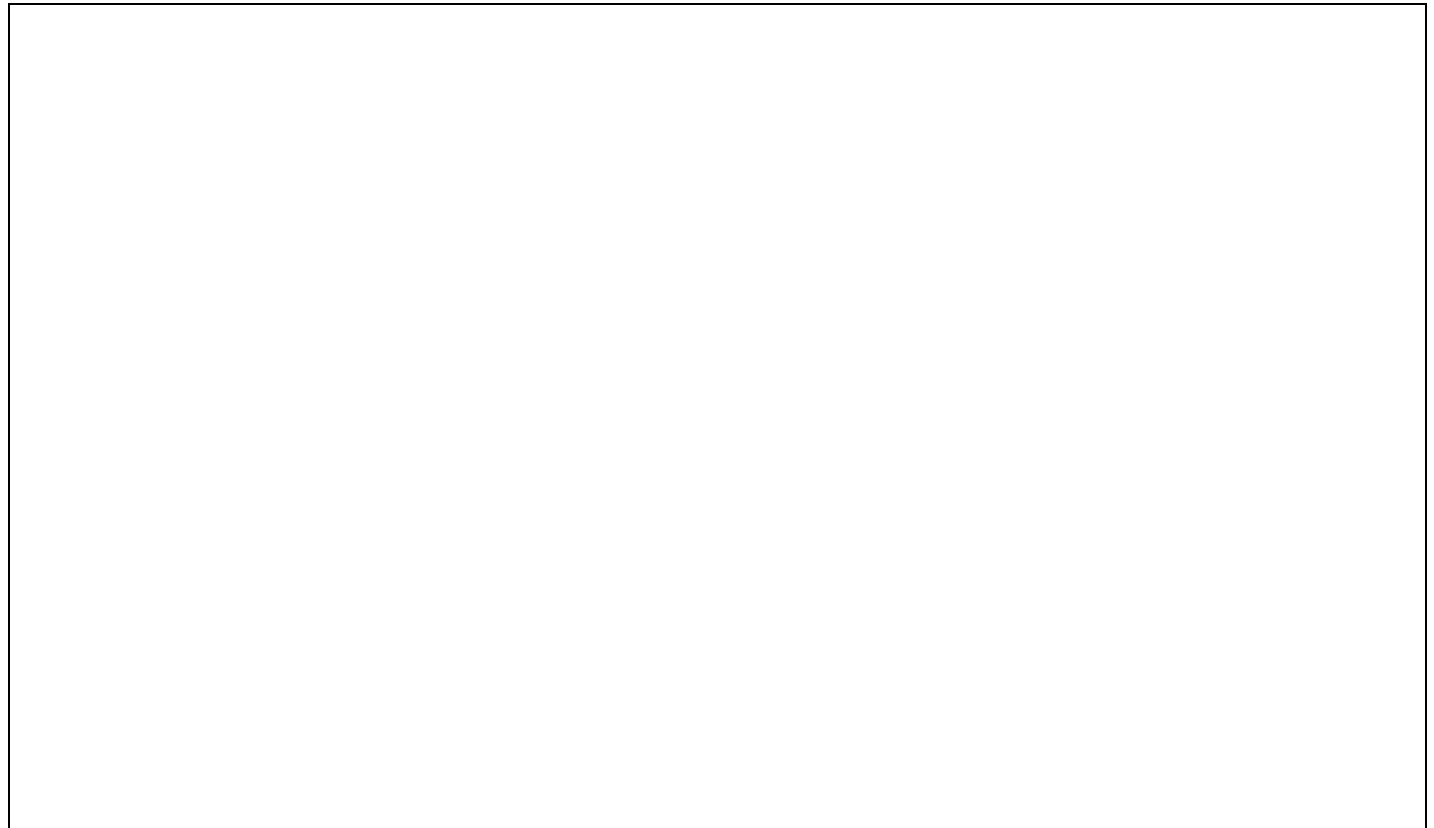

Structure of the hospitality industry and its different sectors:

6. Create open and closed probe questions that could be used to interact effectively with experienced industry personnel, colleagues, suppliers and industry bodies, find out the primary functions of:

	What are the Primary Functions for each?	What questions could you ask to obtain information?
Major cross-industry and sector-specific industry associations <input type="checkbox"/> experienced industry personnel <input type="checkbox"/> colleagues <input type="checkbox"/> suppliers <input type="checkbox"/> industry bodies		Open question
		Closed question
Trade unions in industry <input type="checkbox"/> experienced industry personnel <input type="checkbox"/> colleagues <input type="checkbox"/> suppliers <input type="checkbox"/> industry bodies		Open question
		Closed question

Structure of the hospitality industry and its different sectors:

7. Create a diagram to demonstrate the interrelationships between hospitality and other related industries (answer can refer to entertainment industry, food and beverage manufacture/production/ meetings, incentives, conference and events; recreation; retail; tourism and travel; wine production etc).



8. What are the key characteristics and main functions of the **Hospitality industry and its different sectors and allied and related industries?**

Hospitality industry and its different sectors List all that apply	Key characteristics and main functions
e.g. Clubs	Clubs are places for social gatherings of people with a common interest. Larger facilities provide food and beverages, entertainment including live shows and bands, televised sporting events, gaming facilities, private function areas and meeting rooms. Larger clubs often have accommodation attached.
allied and related industries List all that apply	Key characteristics and main functions
e.g. Retail	Selling of goods and services to customers. It may be carried out through a store, market, door to door, by mail order, over the telephone or via the internet.

9. Refer to your diagram in Q7 to identify features and services of businesses within the local and regional industry

	Local business	Regional industry
Features		
Services		

10. **Ethical industry practices required to work in the hospitality industry** - select TWO of the following ethical issues that impact the hospitality industry and write a brief description of each:

- overbooking
- product recommendations
- confidentiality of customer information
- consumer protection
- declarations
- other

Ethical practice ONE:
Ethical practice TWO:

11. Select ONE of the ethical issues from Q10 and describe how you would conduct yourself in the hospitality workplace according to these practices. Refer to the legal requirements for self and organisation in your answer:

Ethical practice:

12. Which of the following are key elements addressed by Quality Assurance Schemes (tick all that apply):

- Teamwork
- Pay increases
- Management skills
- Technology
- Rewards/incentives
- Workplace policies and procedures systems/processes
- WH&S

13. Answer the following questions in relation to Quality Assurance Schemes:

a) Where would you find information on industry quality assurance schemes?

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b) TWO benefits to an organisation of belonging to a Quality Assurance Schemes:

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c) TWO examples of roles and responsibilities of individual staff members when participating in Quality Assurance Schemes:

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14. Refer to a variety of information sources with hospitality industry **quality assurance processes** and summarise information in the table below (Refer to list of information sources in Q1. Some information sources have been suggested for you).

	Suggested information sources	summary
Industry association membership	restaurant and catering association http://rca.asn.au/rca/	
Occupational licensing including local community protection that must be met by hospitality industry operators when delivering services and requirements to maintain the lifestyle of neighbouring residents	https://www.environment.nsw.gov.au/policy-and-law/legislation Environmental legislation licences and permits Environment Protection and Biodiversity Conservation Act 1999 (EPBC Act) Protection of the Environment Operations Act 1997 Office of Environment & Heritage	

15. Suggest TWO reasons for participation and TWO impacts of non-compliance with the above **quality assurance processes**

Reasons for participation:

ONE

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TWO

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Impact of non-compliance

ONE

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TWO

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16. What are the basic aspects of state, territory and commonwealth laws specifically relevant to the hospitality industry and actions that must be adhered to by hospitality businesses:

State, Territory & Commonwealth Laws	Basic Aspects	Actions that must be adhered to
<p>Food safety http://www.foodauthority.nsw.gov.au</p>		
<p>Responsible Service of Alcohol & Responsible Conduct of Gaming https://www.liquorandgaming.nsw.gov.au/Pages/Gaming/law-and-policy/gaming-law.aspx</p>		

<p>Local community protection that must be met by hospitality industry operators when delivering services and requirements to maintain the lifestyle of neighbouring residents</p>		
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17. Select one of the topics researched above and write a brief summary describing how you would apply this information to your own job role:

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18. How do **individual** responsibilities and duties relate to **team** responsibilities and duties? Give an example to support your answer.

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19. Briefly summarise information about the following conflict resolution techniques.

Conflict Resolution Technique	Summary <i>e.g. definition, key features, examples</i>
Assertive	
Co-operative	
Passive	
Aggressive	
Other	

Student Feedback - Part A Written Task Student competently answers questions and demonstrates knowledge about:		<input type="checkbox"/> Satisfactory <input type="checkbox"/> More Evidence Required
SITHIND002	<ul style="list-style-type: none"> • Identify and use sources of information on the structure and operation of the hospitality industry to enhance quality of work performance. • Seek information on industry quality assurance schemes and use to benefit own organisation. • Access information on career planning and equal employment opportunity law. • Source and use information on current and emerging knowledge and technologies that impact on operational duties. • Share updated information with colleagues. 	
BSBWOR203	<ul style="list-style-type: none"> • Relationship of team responsibilities and duties to individual responsibilities and duties • Conflict resolution techniques 	
Assessor Signature:		Date:

Student Feedback - Part B Student Reflection		<input type="checkbox"/> Satisfactory
Student competently demonstrates knowledge and understanding about:		<input type="checkbox"/> More Evidence Required
BSBWOR203	<ul style="list-style-type: none"> • Developing effective workplace relationships • Own responsibilities in relation to team and organisation requirements • Working effectively in a group to support team members • Using culturally appropriate communication • Acting on constructive feedback, cooperating and contributing to team goals and identifying improvement opportunities. • Dealing effectively with issues, problems and conflict in the workplace 	
Assessor comment:		Date:

Additional Evidence

List below if supplementary evidence was required to determine competence: e.g. verbal questioning; third party evidence (e.g. work placement employer report, photographs), school events, videos etc. and upload to QMS	
Unit of Competency	Evidence description
SITHIND2001: Source and use information on the hospitality industry	
BSBWOR203: Work effectively with others	

Assessment Outcome

SITHIND2001: Source and use information on the hospitality industry	<input type="checkbox"/> Competent	<input type="checkbox"/> Not yet competent
BSBWOR203: Work effectively with others	<input type="checkbox"/> Competent	<input type="checkbox"/> Not yet competent

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

- Refer to the feedback located within the task and make necessary corrections or adjustments and resubmit the task.
- Additional attempt/s are allowed to demonstrate competence. The teacher will record the outcome of additional attempts in the table below:

Unit of Competency	Insert Date of reassessment			Teacher signature
	Outcome: C / NYC	Outcome: C / NYC	Outcome: C / NYC	

Teacher's General Comment

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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

Teacher's Signature.....

Date:

Student Feedback

Please provide feedback to your teacher 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? If yes, why?			
Could this task be improved? If yes, how?			

If you do not agree with the assessment outcome, please ask your teacher about the appeals process.

Student's Signature:

Date: