

## ASSESSMENTS

### SITHIND002 Source and use information on the hospitality industry

<b>Trainee/Student Name:</b>	
<b>Assessor Name:</b>	
<b>School/Venue:</b>	
<b>Year Group (if applicable):</b>	
<b>Date unit started:</b>	

#### Unit Completion

**This section below is only to be signed off when the trainee has achieved competency in all elements of this unit**

1. Source and use industry information
2. Source and use compliance information
3. Source and use information on hospitality technology
4. Update personal and organisational knowledge of the hospitality industry

UNIT OF COMPETENCE		
<b>Trainee/student Declaration:</b> I declare I have completed this unit myself and not copied from others, except where due credit has been given.		
Overall assessment outcome:	Competent <input type="checkbox"/>	Not Yet Competent <input type="checkbox"/>
Trainee/Student Signature:		Date:
Employer/Supervisor Signature: (where appropriate)		Date:
Assessor Signature:		Date

**RESULTS**

<b>Short answer questions</b>	
Overall, the trainee/student responses were: Satisfactory <input type="checkbox"/> Not satisfactory <input type="checkbox"/>	
Notes about the trainee/student answers: (Please use this space to provide feedback to the trainee/student on any questions answered incorrectly)	
Assessor:	Date of assessment:

<b>Case study</b>	
Overall, the trainee/student responses were: Satisfactory <input type="checkbox"/> Not satisfactory <input type="checkbox"/>	
Notes about the trainee/student answers: (Please use this space to provide feedback to the trainee/student on any questions answered incorrectly)	
Assessor:	Date of assessment:

<b>Projects</b>	
Overall, the trainee/student responses were: Satisfactory <input type="checkbox"/> Not satisfactory <input type="checkbox"/>	
Notes about the trainee/student answers: (Please use this space to provide feedback to the trainee/student on any questions answered incorrectly)	
P1	
P2	
P3	
P4	
Assessor:	Date of assessment:

<b>Log book</b>	
Overall, the trainee/student responses were: Satisfactory <input type="checkbox"/> Not satisfactory <input type="checkbox"/>	
Notes about the trainee/student answers: (Please use this space to provide feedback to the trainee/student on any questions answered incorrectly)	
Assessor:	Date of assessment:

**Short answer questions - SITHIND002 Source and use information on the hospitality industry****Trainee/Student instructions**

Complete this assessment independently/on your own. This is a research task.

Read through each question carefully and provide your answer in the space below each question in black or blue pen.

All questions should be answered in full, please ensure that where questions have multiple parts or request multiple examples, that all are provided or answered.

If you are unsure of a question or do not understand please ask for help from your assessor.

When you have completed the assessment give it to your assessor to mark

**Assessor Instructions**

This assessment has been designed to be completed in writing however, allowing the trainee/student to complete it orally could be seen as a reasonable adjustment. In this case the assessor should write the answers provided by the trainee/student in the space below and initial and date, next to the answer.

For matters such as dyslexia or other learning difficulty it may be possible for the trainee/student to type their answers. (Please consult with HGT prior to applying any reasonable adjustment)

Sample answers have been prepared for this assessment activity. The trainee/student's answers should reflect these answers, but as the industry specialist, you the assessor may accept other answers you consider suitable.

The assessor can rephrase any question that the trainee/student doesn't understand. All questions need to be answered correctly to achieve a satisfactory result. Answers should be written in pen, and whiteout should not be used.

If the trainee/student answers between 1-3 questions incorrectly, the assessor must discuss the incorrect responses with the candidate and give them an opportunity to re attempt those questions. If the candidate has answered more than 3 questions incorrectly, they will be required to undertake further training before being reassessed

1. The Hospitality industry's structure is made up of 8 main sectors. List the sectors.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_
8. \_\_\_\_\_

2. Name 3 different types of sources where you can find information on the structure of the hospitality industry and how the industry operates.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

3. Give an example of how your knowledge of the hospitality industry and its products and services help to improve the quality of your work performance?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

4. Name 2 current and emerging technologies and how you use them in your day to day work activities

Technology	How used?

5. Name 3 industries that are related/allied to the Hospitality industry, explain the relationship and why it is important:

Industries	How are they related/why important

6. What are the primary functions and key characteristics of the following industry associations? i.e. what do they do and how?

Australian Hotels Association WA <https://www.ahawa.asn.au>

What do they do?

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How do they do this?

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Restaurant and Catering Industry Association - [www.rca.asn.au](http://www.rca.asn.au)

What do they do?

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How do they do this?

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Safety Institute of Australia - <https://www.sia.org.au/>

What do they do?

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How do they do this?

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7. Name a union that represents the Hospitality Industry. What is the purpose of a Trade union?

Trade union:

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Purpose:

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8. There are many laws and legislation that employees working in the hospitality industry must follow. What are the five main areas? For each of your answers state a possible outcome to the business or individual for non-compliance:

Law or legislation area	Consequence of non-compliance

9. Name 3 ethical issues that specifically relate to the hospitality industry.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_



10. List 4 job roles within the Hospitality industry and give a brief description of their responsibilities

Job role 1:

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Responsibilities:

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Job role 2:

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Responsibilities:

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Job role 3:

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Responsibilities:

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Job role 4:

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Responsibilities:

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### Case Study - SITHIND002 Source and use information on the hospitality industry

#### Case study title and overview / description

Hospitality Industry (General) Award case study

#### Trainee/Student instructions

This assessment has been designed for you to complete in your own time, unsupervised.

Read through the scenario and the questions below and write your answers in the spaces below the questions. You can either handwrite or type your answers.

**You will need to have access to the Hospitality Industry (General) Award**, either electronic or hard copy (a link to which is provided in the case study)

You must answer all the questions correctly to achieve a satisfactory result. If you do not understand a question, please seek assistance from your assessor

Once completed hand to your assessor for marking

#### Assessor instructions

Although this assessment has been designed to be completed in writing, allowing the trainee/student to complete it orally instead would be a reasonable adjustment. In this case the assessor should write the answers provided by the candidate in the space provided.

Sample answers have been prepared for this assessment activity. The trainee/student's answers should reflect these answers (**Please note the award provisions increase each July 1st, so if completing after July 1st, 2020 the rates should be adjusted accordingly**)

It is expected that the assessment will take place at the trainee/student's work place but may be completed in their own time at home.

The assessor can re phrase any question the trainee/student doesn't understand.

The trainee/student must answer all the questions correctly to achieve a satisfactory result.

If the candidate gets between 1-3 questions incorrect then the assessor must discuss the incorrect responses with the candidate and give them the opportunity to re attempt them.

If the candidate answers more than 3 questions incorrect this will result in them needing to undertake further training before re attempting.

**Materials, equipment and resources required**

Access to resources such as computers, online information systems to search for information

**Scenario**

Sarah is 18 and currently working in a restaurant as a waitress, she has been employed as a food and beverage attendant level one (not junior rate) under the Hospitality general award and is unsure as to whether she is receiving the correct wage rate for her age. Research the Hospitality General award through Fair Work and answer the following questions. [www.fwc.gov.au](http://www.fwc.gov.au)

For questions 9 and 10 find information for Sarah on training pathways to help progress her career within the hospitality industry. **List your sources used.**

1. What is the minimum rate of pay Sarah should receive?

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2. If employed as a casual employee what is the casual loading on her rate of pay?

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3. What is the minimum number of hours that Sarah can work as a casual each day?

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4. What is the maximum number of hours that Sarah can work as a casual each day?

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5. What is a regular casual employee?

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6. What is the entitlement for breaks under this award?

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7. When would overtime rates be paid to a casual employee and what would they get for up to 2 hours overtime working Monday to Friday?

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8. At what grade would Sarah become a supervisor?

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Now find information for Sarah on Training Pathways to take if she wants to progress her career within the Hospitality Industry.

9. What training courses/ qualifications can Sarah undertake to help her progress within the industry?

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10. What possible career opportunities and job roles are available to Sarah?

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Sources used:

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<b>Project - SITHIND002 Source and use information on the hospitality industry</b>				
Project title and overview / description				
<p>There are 4 projects to complete:</p> <ol style="list-style-type: none"> <li>1. Structure of the hospitality industry</li> <li>2. Quality Assurance</li> <li>3. Current and emerging technology used in the hospitality industry</li> <li>4. Current issues and trends affecting the hospitality industry</li> </ol>				
Trainee/Student instructions				
<p>At least one of the projects should be word processed.  <b>All</b> sources of information used to research the projects need to be listed and attached to each project. (minimum of 3 different sources of information must be covered).  This project will be completed in your own time, after some discussion and direction from the assessor allocating timeframes for completion.  All aspects of this project should be attempted  Only project 1 can be completed in small groups (maximum of 3 student) Everyone must clearly contribute, and evidence should be attached to each assessment booklet.  All other projects should be completed individually.  If not completed to a satisfactory level, then you will be given the opportunity to readdress areas where further detail is required. Further research maybe allowed to address gaps.</p>				
Materials, equipment and resources required				
Access to resources such as computers, online information systems to search for information				
Requirements for a satisfactory result				
For a satisfactory result, all items must be completed to the required standard as listed in the assessor checklists for each project.				
Assessor Checklist – Project 1				
Items to submit		Evaluation criteria	S	NYS
1	Complete table for the further 7 sectors of the Hospitality industry (word processed document)	Completed all rows and columns		
2	Include all sources of information used to research the information for this project	Sources of information provided.		

## Project 1

Create, research and complete the following table showing the structure of the Hospitality industry and its different sectors. The first one is provided for you as an example: (You can complete in a separate document and attach to the assessment)

Sectors	Main Functions	Key Characteristics	Features and services	Inter-business relationships (internal & external)
Accommodation	Hotels, Motels, Bed & Breakfasts, Hostels	To provide paid lodging on a short-term basis	Tour bookings, turn down, laundry, shoe shine, taxi bookings, restaurant bookings, Etc	All other departments of the hotel + taxi/transport companies, laundry companies, travel agents, local attractions, florists, Etc
Food and Beverage				
Bar and Pub				
Nightclubs				
Catering				
Food Trucks				
Casino Gaming				
Events and Meetings				

Sources used (minimum of three):

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## Project 2 - Quality Assurance

Quality Assurance schemes are often used in Hospitality to be able to provide a benchmark and/or rating for venues. Suggested schemes include:

Quality Assurance Scheme	Find more information at...
The Savour Australia™ Restaurant & Catering Hostplus Awards for Excellence · The Savour Australia™ Benchmarking Program	<a href="http://rca.asn.au/rca/what-we-do/products-programs/savour-australia-benchmarking-program/">http://rca.asn.au/rca/what-we-do/products-programs/savour-australia-benchmarking-program/</a>
The Gold Licence Caterers Accreditation	<a href="http://rca.asn.au/rca/what-we-do/products-programs/gold-licence-food-safety-and-risk-management/">http://rca.asn.au/rca/what-we-do/products-programs/gold-licence-food-safety-and-risk-management/</a>
The Green Table Environmental Accreditation	<a href="http://greentable.net/home/about/">http://greentable.net/home/about/</a>  <a href="http://rca.asn.au/rca/what-we-do/products-programs/environmental-sustainability-green-table/">http://rca.asn.au/rca/what-we-do/products-programs/environmental-sustainability-green-table/</a>
The Certified Professional Restaurateur Program · The Certified Professional Restaurateur Accreditation for Restaurants	<a href="http://rca.asn.au/rca/what-we-do/products-programs/professional-development-certified-professional-restaurateur/">http://rca.asn.au/rca/what-we-do/products-programs/professional-development-certified-professional-restaurateur/</a>
Australian Tourism Accreditation Program	<a href="https://qualitytourismaustralia.com/australian-tourism-accreditation-program/">https://qualitytourismaustralia.com/australian-tourism-accreditation-program/</a>
The STAR Rating Scheme	<a href="https://www.starratings.com.au/">https://www.starratings.com.au/</a> <a href="https://www.theaa.com/hotel-services/ratings-and-awards">https://www.theaa.com/hotel-services/ratings-and-awards</a>
Ecotourism Australia (EA)	<a href="https://www.ecotourism.org.au/our-certification-programs/eco-certification/">https://www.ecotourism.org.au/our-certification-programs/eco-certification/</a>
The Caravan Industry Association of Australia's National Accreditation Program	<a href="https://www.caravanindustry.com.au/accreditation">https://www.caravanindustry.com.au/accreditation</a>
The Visitor Centre Accreditation Program	<a href="http://www.tourismcouncilwa.com.au/visitor-centre-accreditation">http://www.tourismcouncilwa.com.au/visitor-centre-accreditation</a>



Assessor Checklist – Project 2				
Items to submit		Evaluation criteria	S	NYS
1	Word processed document detailing the following: Venue Name	<p>Valid and logical accreditation scheme suggested for the venue chosen, or identified which scheme the venue already follows</p> <p>A valid reason as to why the venue should participate in the scheme – at least one.</p> <p>State two different roles and responsibilities of staff members participating in the scheme</p> <p>State at least one code of conduct that must be followed (or ethical practice)</p> <p>Stated membership of an industry association</p> <p>State what license or licenses the venue has</p> <p>State two impacts of non-compliance regarding the accreditation scheme chosen.</p>		
2	Sources used	Sources of information are provided		

Select a current Hospitality venue (if you currently work in the industry, you can use your own workplace for this project).

Detail the following information relating to the venue regarding Quality assurance processes, and provide your sources of information:

Venue/workplace name \_\_\_\_\_

1. Suggest a relevant industry accreditation scheme for the venue (or detail one they currently use).
2. Give one reason as to why they should participate in this scheme (how does it benefit the venue, employees or customers).
3. State two roles and responsibilities of individual staff members when participating in the scheme?
4. What codes of conduct and/or ethics do the venue or individuals working for the venue follow?
5. Is the venue a member of any industry association (if they are not or you can't find information relating to membership what industry association could they be a member of?)
6. What type of license does the venue have (this may be more than one dependant on the venue)?
7. State two impacts of noncompliance to the venue itself in regards to the accreditation scheme chosen?

Sources used:

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### Project 3

Current and emerging technology used in the Hospitality industry

Choose four from the following job roles in the hospitality industry suggest a current and emerging product or service relevant to the job role and how it can improve existing work practices. Consider the following technological areas:

- Catering systems
- Applications for electronic devices and computers
- Computer aided despatch systems e.g. food delivery system
- Food production systems
- Industry online booking systems
- Industry reservations, operations and financial tracking systems
- Project management systems
- Social media sites

Complete the table on the following page, or word process and attach to the assessment booklet.

Assessor Checklist Project 3				
Items to submit		Evaluation criteria	S	NYS
1	Complete table for four job roles recommending an emerging technology product or service and how that technology can improve work practices	Four job roles need to have a suggested current or emerging technology product or service  Four job roles need to include how the technology suggested can improve work practices.		
2	List of sources used to research information	Sources of information included within project		

Job Role	Current or emerging technology product or service	How can it improve existing work practices
Wait person		
Chef		
Hotel receptionist		
Bar attendant		
Other role (please specify)		

Sources used:

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## Project 4

What are four of the issues/trends currently affecting the Hospitality industry?  
Create a poster to share with colleagues outlining your findings. Be sure to include at least one ethical issue. Attach a copy of your poster to your assessment pack.

Sources used:

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Assessor Checklist – Project 4			
Items to submit	Evaluation criteria	S	NYS
Completed poster detailing a minimum of four current issues/trends, including at least one ethical issue	Four issues/trends identified and explained as to why they are an issue		

**Log Book - SITHIND002 Source and use information on the hospitality industry**
**Trainee/Student and assessor instructions**

For this part of the assessment you are required to use a range of opportunities to update current and emerging knowledge of the hospitality industry.

This can be monitored and documented over the duration of the unit delivery  
(Please refer to your assessor for further details)

For Industry based Trainees this should be monitored over the timeframe provided by your assessor.

This should be presented in the form of a log book – a sample of which is attached  
You need to document your knowledge gained over the duration of this unit.  
The assessor should go through the requirements for the logbook with you to clarify your understanding of what evidence is needed.

If you are not sure of the evidence to be provided, you should discuss this with your assessor

You are required to submit all evidence listed in the following checklist to gain a satisfactory result.

**Materials, equipment and resources required**

Access to resources such as computers, printers, communication technology and information programs used to source industry information

**Assessor Checklist – Log book**

Items to submit		Evaluation criteria	S	NYS
1	Completed logbook to demonstrate a range of opportunities to update knowledge on the hospitality industry	A minimum of three different opportunities to update knowledge are documented – candidate to tick box against what opportunity was utilised if other than listed provide details. <b>At least one must be obtained through oral communication</b>		
2	Complete questions in section 2 of this assessment	Both questions answered at the end of the assessment		

1. Fill in the following table to record when and what activity was completed.  
Also detail how this information was shared with others. E.g. team meetings, presentations etc

Date	Opportunity to update	Who did you speak with?	Details of discussion:
	Use open and closed probing questions to interact effectively and obtain information from: <input type="checkbox"/> experienced industry personnel <input type="checkbox"/> colleagues <input type="checkbox"/> suppliers <input type="checkbox"/> industry bodies  <b>(at least one oral communication must be recorded)</b>		

Date	Opportunity to update	How can this help to improve work performance	How was the information shared?
	<input type="checkbox"/> discussions with industry personnel <input type="checkbox"/> industry journals, reference books and seminars <input type="checkbox"/> libraries and media <input type="checkbox"/> networking with colleagues and suppliers <input type="checkbox"/> personal observations and experience <input type="checkbox"/> training courses <input type="checkbox"/> hospitality legal documents <input type="checkbox"/> other (please specify)		

Date	Opportunity to update	How can this help to improve work performance	How was the information shared?
	<input type="checkbox"/> discussions with industry personnel <input type="checkbox"/> industry journals, reference books and seminars <input type="checkbox"/> libraries and media <input type="checkbox"/> networking with colleagues and suppliers <input type="checkbox"/> personal observations and experience <input type="checkbox"/> training courses <input type="checkbox"/> hospitality legal documents <input type="checkbox"/> other (please specify)		
Date	Opportunity to update	How can this help to improve work performance	How was the information shared?
	<input type="checkbox"/> discussions with industry personnel <input type="checkbox"/> industry journals, reference books and seminars <input type="checkbox"/> libraries and media <input type="checkbox"/> networking with colleagues and suppliers <input type="checkbox"/> personal observations and experience <input type="checkbox"/> training courses <input type="checkbox"/> hospitality legal documents <input type="checkbox"/> other (please specify)		



2. a. In your opinion and from your research what is the economic and social significance of the hospitality industry to WA?

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- b. How often do you think you should update, review and maintain your own knowledge of the hospitality industry?

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- c. What work ethic do you think is required to work in the Hospitality Industry

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[illegible]