

# Hospitality Practices 2019

## Study plan

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### Section 1: School statement

<b>School:</b>	Queensland Curriculum and Assessment Authority
<b>Subject code:</b>	6405
<b>Combined class:</b>	No
<b>School contact:</b>	SEO
<b>Phone:</b>	(07) 3864 0375
<b>Email:</b>	seo@qcaa.qld.edu.au

### Section 2: Course and assessment overview

Hospitality Practices is a four-unit course of study.

Units 1 and 2 of the course are designed to allow students to begin their engagement with the course content, i.e. the knowledge, understanding and skills of the subject. Course content, learning experiences and assessment increase in complexity across the four units as students develop greater independence as learners.

Units 3 and 4 consolidate student learning.

### QCAA approval

**QCAA officer:**

**Date:**

Unit	Module number and description	Time in hours	Electives	Core concepts and ideas	Assess no.	Assessment technique, description and conditions	Dimensions
1	<p><b>Module 1: Introduction to the hospitality industry</b> This module explores the sectors of the hospitality industry, and personal attributes and presentation essential to working in this industry. Students will work in teams to develop knowledge of coffee culture - cafes, kiosks and mobile beverage operations and skills - to run an event providing beverages and beverage service.</p>	55	<ul style="list-style-type: none"> <li>Beverage operations and service</li> </ul>	<p><b>Navigating the hospitality industry</b></p> <ul style="list-style-type: none"> <li>N1 The hospitality industry has different sectors, with each having different roles and functions</li> <li>N2 Personal attributes and personal presentation are essential for all who work in the hospitality industry</li> <li>N3 Legislation and quality assurance procedures determine standards that are maintained within the hospitality industry</li> <li>N4 The promotion and marketing of products (including advertising) to target audiences is an important aspect of the hospitality industry</li> </ul> <p><b>Working effectively with others</b></p> <ul style="list-style-type: none"> <li>W1 Effective communication and interpersonal skills are necessary for success in the workplace</li> </ul> <p><b>Hospitality in practice</b></p> <ul style="list-style-type: none"> <li>H1 Safe and hygienic work practices underpin production and service in the food and beverage sector</li> <li>H2 Food and/or beverage production and service skills are the cornerstone of the food and beverage sector</li> <li>H3 Effective decision-making underpins the planning for and implementation of successful events in hospitality contexts</li> <li>H4 Products and service are determined by the hospitality context and customer expectations</li> <li>H5 The event brief is used to plan for the event in a hospitality context</li> <li>H6 The event brief describes the event to be implemented</li> <li>H7 Critiquing plans for, and implementation of an event ensures continued quality for future events in hospitality contexts</li> </ul>	1	<p><b>Project</b> Actual event: coffee cart production and service of hot and cold beverages to customers.</p> <ul style="list-style-type: none"> <li>Product and performance component Coffee cart production and service of hot and cold beverages to customers. Continuous class time provided to develop product and service skills. (Visual evidence of products and service is collected through annotated photographs or teacher observations annotated the instrument-specific standards matrix.)</li> <li>Spoken component Presentation of the spoken response. Supporting evidence: script, evidence of student's role in planning, implementing and critiquing the event. 1.5–3.5 minutes</li> </ul>	<ul style="list-style-type: none"> <li>Knowing and understanding</li> <li>Examining and applying</li> <li>Planning and evaluating</li> </ul>
					2	<p><b>Examination</b> Respond to items/questions on sectors of the hospitality industry, personal attributes and presentation of hospitality workers, knowledge of beverage production and service. 60.0–90.0 minutes</p> <ul style="list-style-type: none"> <li>Short response test Individual responses, unseen items/questions, closed book, supervised conditions. 50–150 words per item</li> </ul>	<ul style="list-style-type: none"> <li>Knowing and understanding</li> <li>Examining and applying</li> <li>Planning and evaluating</li> </ul>

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2	<p><b>Module 2: Casual dining</b> This module focuses on the development of knowledge, understanding and skills in kitchen production and service for casual dining. Students will implement an on-trend, casual dining event, demonstrating safe work practices, food production and service skills. During the event, students will make decisions to plan, implement and critique the event.</p>	55	<ul style="list-style-type: none"> <li>• Kitchen operations</li> <li>• Food and beverage service</li> </ul>	<p><b>Navigating the hospitality industry</b></p> <ul style="list-style-type: none"> <li>• N1 The hospitality industry has different sectors, with each having different roles and functions</li> <li>• N2 Personal attributes and personal presentation are essential for all who work in the hospitality industry</li> <li>• N3 Legislation and quality assurance procedures determine standards that are maintained within the hospitality industry</li> <li>• N5 Principles of sustainability are imperative to a future focused hospitality industry</li> </ul> <p><b>Working effectively with others</b></p> <ul style="list-style-type: none"> <li>• W2 Working in hospitality contexts requires the capacity to understand and cater for diversity</li> </ul> <p><b>Hospitality in practice</b></p> <ul style="list-style-type: none"> <li>• H1 Safe and hygienic work practices underpin production and service in the food and beverage sector</li> <li>• H2 Food and/or beverage production and service skills are the cornerstone of the food and beverage sector</li> <li>• H3 Effective decision-making underpins the planning for and implementation of successful events in hospitality contexts</li> <li>• H4 Products and service are determined by the hospitality context and customer expectations</li> <li>• H5 The event brief is used to plan for the event in a hospitality context</li> <li>• H7 Critiquing plans for, and implementation of an event ensures continued quality for future events in hospitality contexts</li> </ul>	3	<p><b>Project</b> Actual event: soup kitchen, production and service of soups and accompaniments to customers.</p> <ul style="list-style-type: none"> <li>• Written component Folio providing evidence of role in planning, implementing and critiquing the event. 400–700 words</li> <li>• Product and performance component Production and service of soups and accompaniments to customers. Continuous class time provided to develop product and service skills. (Visual evidence of products and service is collected through annotated photographs or teacher observations annotated on the instrument-specific standards matrix.)</li> </ul>	<ul style="list-style-type: none"> <li>• Knowing and understanding</li> <li>• Examining and applying</li> <li>• Planning and evaluating</li> </ul>
					4	<p><b>Extended response</b> Respond to a site visit at a casual dining restaurant by reviewing the food and/or beverage.</p> <ul style="list-style-type: none"> <li>• Multimodal response Presentation of the response. Supporting evidence: script and other modal evidence (e.g. digital presentation) 3.0–5.0 minutes</li> </ul>	<ul style="list-style-type: none"> <li>• Knowing and understanding</li> <li>• Examining and applying</li> <li>• Planning and evaluating</li> </ul>

Unit	Module number and description	Time in hours	Electives	Core concepts and ideas	Assess no.	Assessment technique, description and conditions	Dimensions
3	<p><b>Module 3: Food trends</b> This module develops knowledge, understanding and skills about working within the kitchen and food and beverage sectors of the hospitality industry, working safely and effectively with others to produce, present and serve food and beverages to customers. Students will develop a range of food production, presentation and service skills related to restaurants and market food stalls. Students will develop knowledge, understanding and skills in communication, including interpersonal communication, respect, sensitivity and cross-cultural understanding, required when working with customers and colleagues in the hospitality industry.</p>	55	<ul style="list-style-type: none"> <li>• Kitchen operations</li> <li>• Food and beverage service</li> </ul>	<p><b>Navigating the hospitality industry</b></p> <ul style="list-style-type: none"> <li>• N1 The hospitality industry has different sectors, with each having different roles and functions</li> <li>• N2 Personal attributes and personal presentation are essential for all who work in the hospitality industry</li> <li>• N3 Legislation and quality assurance procedures determine standards that are maintained within the hospitality industry</li> <li>• N5 Principles of sustainability are imperative to a future focused hospitality industry</li> </ul> <p><b>Working effectively with others</b></p> <ul style="list-style-type: none"> <li>• W1 Effective communication and interpersonal skills are necessary for success in the workplace</li> <li>• W2 Working in hospitality contexts requires the capacity to understand and cater for diversity</li> </ul> <p><b>Hospitality in practice</b></p> <ul style="list-style-type: none"> <li>• H1 Safe and hygienic work practices underpin production and service in the food and beverage sector</li> <li>• H2 Food and/or beverage production and service skills are the cornerstone of the food and beverage sector</li> <li>• H3 Effective decision-making underpins the planning for and implementation of successful events in hospitality contexts</li> <li>• H4 Products and service are determined by the hospitality context and customer expectations</li> <li>• H5 The event brief is used to plan for the event in a hospitality context</li> <li>• H7 Critiquing plans for, and implementation of an event ensures continued quality for future events in hospitality contexts</li> </ul>	5	<p><b>Project</b> Actual event: Harmony Day food stall, production and service of five different international food and beverages to customers.</p> <ul style="list-style-type: none"> <li>• Written component Folio providing evidence of their role as part of the team in planning, implementing and critiquing the event. 500–900 words</li> <li>• Product and performance component Production and service of five different international food and beverages in a team of four. Continuous class time provided to develop product and service skills. (Visual evidence of products and service is collected through annotated photographs or teacher observations annotated on the instrument-specific standards matrix.)</li> </ul>	<ul style="list-style-type: none"> <li>• Knowing and understanding</li> <li>• Examining and applying</li> <li>• Planning and evaluating</li> </ul>
					6	<p><b>Extended response</b> Respond to stimulus about a food trend, e.g. critiquing a council proposal for a casual dining or food truck event.</p> <ul style="list-style-type: none"> <li>• Multimodal response Presentation of response. Supporting evidence: script and other modal evidence (e.g. slideshow) 4.0–7.0 minutes</li> </ul>	<ul style="list-style-type: none"> <li>• Knowing and understanding</li> <li>• Examining and applying</li> <li>• Planning and evaluating</li> </ul>

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4	<p><b>Module 4: Celebrations</b> This module focuses on the development of knowledge, understanding and skills to plan, implement and critique celebration functions. Students will work safely and effectively with others to trial food production and presentation of function menus. Students will gain knowledge of legislation and quality assurance procedures that affect food and beverage service and promotion and marketing.</p>	55	<ul style="list-style-type: none"> <li>• Kitchen operations</li> </ul>	<p><b>Navigating the hospitality industry</b></p> <ul style="list-style-type: none"> <li>• N1 The hospitality industry has different sectors, with each having different roles and functions</li> <li>• N2 Personal attributes and personal presentation are essential for all who work in the hospitality industry</li> <li>• N3 Legislation and quality assurance procedures determine standards that are maintained within the hospitality industry</li> <li>• N4 The promotion and marketing of products (including advertising) to target audiences is an important aspect of the hospitality industry</li> <li>• N5 Principles of sustainability are imperative to a future focused hospitality industry</li> </ul> <p><b>Working effectively with others</b></p> <ul style="list-style-type: none"> <li>• W1 Effective communication and interpersonal skills are necessary for success in the workplace</li> <li>• W2 Working in hospitality contexts requires the capacity to understand and cater for diversity</li> </ul>	7	<p><b>Project</b> Simulated event: tendering for a graduation breakfast or lunch, trialling the production and service of food and beverages.</p> <ul style="list-style-type: none"> <li>• Product and performance component Production and presentation of trial menus for functions including food and beverages. (Visual evidence of products and service is collected through annotated photographs or teacher observations annotated on the instrument-specific standards matrix.)</li> <li>• Spoken component Presentation of the response. Supporting evidence: script, evidence of the student's role in the planning, implementing menu and service trials, and critiquing trials for the event tender. 2.5–3.5 minutes</li> </ul>	<ul style="list-style-type: none"> <li>• Knowing and understanding</li> <li>• Examining and applying</li> <li>• Planning and evaluating</li> </ul>
					8	<p><b>Examination</b> Respond to items/questions on legislation and quality assurance procedures that influence procedures in the hospitality industry for celebrations, functions or large events. 60.0–90.0 minutes</p> <ul style="list-style-type: none"> <li>• Short response test Individual responses, unseen items/questions, closed book, supervised conditions. 50–250 words per item</li> </ul>	<ul style="list-style-type: none"> <li>• Knowing and understanding</li> <li>• Examining and applying</li> <li>• Planning and evaluating</li> </ul>

Unit	Module number and description	Time in hours	Electives	Core concepts and ideas	Assess no.	Assessment technique, description and conditions	Dimensions
				<p><b>Hospitality in practice</b></p> <ul style="list-style-type: none"> <li>• H1 Safe and hygienic work practices underpin production and service in the food and beverage sector</li> <li>• H2 Food and/or beverage production and service skills are the cornerstone of the food and beverage sector</li> <li>• H3 Effective decision-making underpins the planning for and implementation of successful events in hospitality contexts</li> <li>• H4 Products and service are determined by the hospitality context and customer expectations</li> <li>• H5 The event brief is used to plan for the event in a hospitality context</li> <li>• H6 The event brief describes the event to be implemented</li> <li>• H7 Critiquing plans for, and implementation of an event ensures continued quality for future events in hospitality contexts</li> </ul>			

# Hospitality Practices 2019

Teacher:

Student name:

Class:

Year:

Unit	Module of work	Assessment Instrument No.	Assessment Instrument	Formative or Summative	Knowing and understanding	Examining and applying	Planning and evaluating
1	<b>Module one</b> Introduction to the hospitality industry	1	Project	F			
		2	Examination	F			
2	<b>Module two</b> Casual dining	3	Project	F			
		4	Extended response	F			
Interim Standards							
Interim Result							
3	<b>Module three</b> Food trends	5	Project	S			
		6	Extended response	S			
4	<b>Module four</b> Celebrations	7	Project	S			
		8	Examination	S			
Exit Standards							
Exit Result							

SAMPLE