

Hospitality Practices 2024 v1.2

F1: Investigation

Sample assessment instrument

This sample has been compiled by the QCAA to assist and support teachers in planning and developing assessment instruments for individual school settings.

Schools develop internal assessments for each Applied subject, based on the learning and assessment described in the syllabus.

Student name

Student number

Teacher

Issued

Due date

Overall result

Result					Comment
A	B	C	D	E	

Conditions

Technique	Investigation
Unit	Unit option F: Guest services
Response requirements	Multimodal (at least two modes delivered at the same time): up to 7 minutes, 10 A4 pages, or equivalent digital media.
Individual/group	Individual
Other	The table of contents and reference list are not included in the page count. Schools should implement authentication strategies that reflect QCAA guidelines.
Resources	Information to complete the assessment and internet access

Context

Students investigate and evaluate practices, skills and processes related to a role in an area of guest services.

Task

This task includes a brief that must include an area of guest services to be investigated, e.g. concierge, front desk, human resources, housekeeping, activities coordinator, food and beverage, kitchen operations.

To complete this task you must:

- interpret a brief to identify relevant information, skills and procedures
- investigate a role in an area of guest services
- document the investigation process and findings, including
 - the industry practices, skills and procedures related to the guest services role
 - how the sequence in which processes related to the guest services role are completed
- evaluate the skills and procedures related to the guest services role.

Checkpoints

- ☐ Term 3 Week 3: Planning notes submitted.
- ☐ Term 3 Week 4: Draft multimodal response submitted.

Authentication strategies

- Your teacher will provide class time for task completion.
- You will provide documentation of your progress at indicated checkpoints.
- Your teacher will collect and annotate drafts.
- Your teacher will conduct interviews or consultations with you as you develop the response.
- You will use plagiarism-detection software at submission of the response.
- You must acknowledge all sources.
- You must submit a declaration of authenticity.
- Your teacher will ensure class cross-marking occurs.

Instrument-specific standards (F1): Investigation

Demonstrate	Interpret	Sequence	Evaluate	Grade
The student response has the following characteristics:				
comprehensive demonstration of knowledge of practices, skills and processes	insightful and justified interpretation of the brief	strategic sequencing of processes	insightful and justified evaluation of skills and procedures	A
thorough demonstration of knowledge of practices, skills and processes	detailed and supported interpretation of the brief	considered sequencing of processes	detailed and supported evaluation of skills and procedures	B
demonstration of knowledge of practices, skills and processes	interpretation of the brief	sequencing of processes	evaluation of skills and procedures	C
rudimentary demonstration of knowledge of practices, skills and processes.	narrow and unsupported interpretation of the brief.	inconsistent sequencing of processes.	narrow and unsupported evaluation of skills and procedures.	D
The student response does not match any of the descriptors above.	The student response does not match any of the descriptors above.	The student response does not match any of the descriptors above.	The student response does not match any of the descriptors above.	E



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