

# HOSPITALITY KITCHEN OPS

## HSC REVIEW LECTURE



| **NS5**  
NORTH SHORE  
SECONDARY SCHOOLS PARTNERSHIP

# COURSE OUTCOMES

**This course aims to**

- **provide students with techniques and skills required to approach HSC Hospitality with confidence**
- **focus on skills, mandatory components and industry evidence**
- **Increase exposure to extended response questions.**
- **gain an understanding of what HSC markers are looking for in student responses**
- **Address areas of weakness in previous exams**

# TIMING IN THE EXAM

- Total exam time is 2 hours
- 80 marks in 120 minutes
- Equates to 1.5 minutes per mark
- Keep an eye on timing
- If you draw a blank on a question, move on and come back to it.

Total marks – 80

**Section I** Pages 2–5

15 marks

- Attempt Questions 1–15
- Allow about 20 minutes for this section

**Section II** Pages 9–14

35 marks

- Attempt Questions 16–21
- Allow about 50 minutes for this section

**Section III** Page 15

15 marks

- Attempt Question 22
- Allow about 25 minutes for this section

**Section IV** Page 16

15 marks

- Attempt Question 23
- Allow about 25 minutes for this section

# WHAT TO BRING INTO THE EXAM

- Multiple pens
- Ruler and eraser
- Liquid paper tape
- Remember to write neatly



## General Instructions

- Reading time – 5 minutes
- Working time – 2 hours
- Write using black pen
- Board-approved calculators may be used
- Write your Centre Number and Student Number at the top of pages 9, 11 and 13

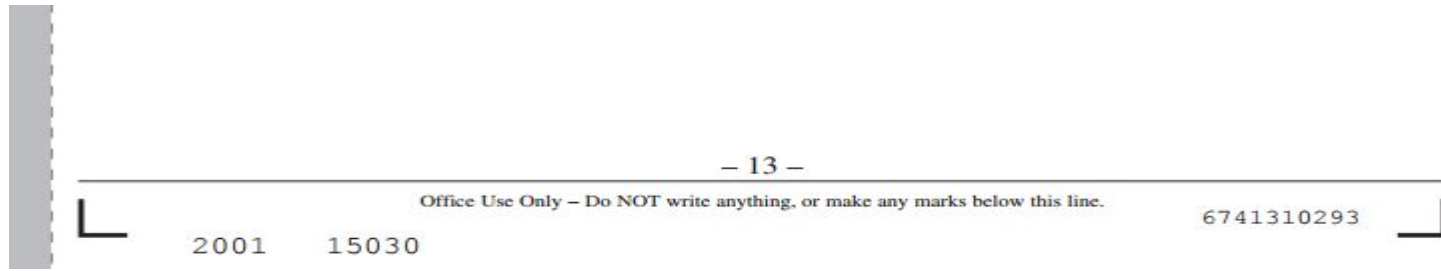
# READING TIME

- Read the exam instructions
- Is it your exam paper?
- Look for clues
- Prioritise your answers
- Question location in booklet
- Focus and prepare



# WHERE TO WRITE YOUR ANSWERS

- Exam papers are scanned and emailed to HSC markers
- Scanner will not detect writing outside the corners
- Do not write outside the margins



# IF YOU RUN OUT OF SPACE

- Clearly write and highlight that your answer is continued
- Identify the page and booklet number
- Clearly write and highlight exactly where your extended answer begins
- If you use an extra booklet then you must let the marker know by writing them a message



# THE MARKING PROCESS

- Papers are scanned
- Markers are organised into teams
- Most questions are marked separately
- Pilot marking first
- Marking



# MULTIPLE CHOICE QUESTIONS

- four possible answers from which to choose the correct (or best) one.
- The purpose of the other answers (distractors) is to present a range of options that appear to be feasible.
- distractors may be partially right but with some element of incorrect information.

# MULTIPLE CHOICE QUESTIONS

- In developing multiple-choice questions, the Board does not set out to trick students, and in the case where students feel there may be two possible correct answers, students should still choose what they consider to be the most correct answer.
- May be knowledge based or stimulus based

☐

An obviously incorrect answer.

☐

Almost correct...but has a trick in it.

☐

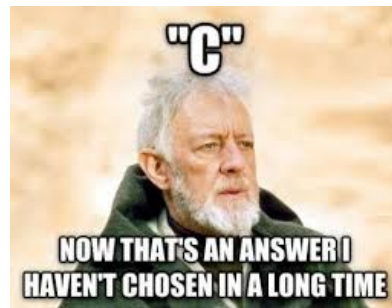
The other obviously incorrect answer.

☐

The correct answer for this test.

# MULTIPLE CHOICE TECHNIQUE

- Try to anticipate the correct response before you look at the answer options
- Check and see if your answer is there
- If your answer is there then make sure that none of the other responses are better
- If your answer isn't there then try and eliminate some options
- Transfer your answers immediately onto your answer sheet



# KEY BOSTES VERBS

- You should know these
- You should use them when you plan your responses
- Markers use them when planning the marking guidelines
- Marks allocated and verbs used are linked

# ONLINE RESOURCES

mcq.bostes.nsw.edu.au



New South Wales Government

Online Multiple Choice  
Board of Studies NSW

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## Online Multiple Choice



**This is a trial application.** It is for your personal interest and should not be used for any actual testing purposes. Care has been taken to ensure that the questions and answers are correct and fully edited, but small errors of layout, display and typography may still appear in different browsers and on different systems as development continues.

You should also note that syllabuses may change over time. Consequently, some questions from previous tests or examinations may not be relevant for the current year. Also, there may be content examined in the current year that has not been examined in previous years.

If you notice an error, please [contact us](#). Let us know as much detail as possible including the question number you are referring to.

✓ You have the latest version of Adobe Flash Player installed.

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# AREAS FOR IMPROVEMENT

- BoS identifies areas for improvement
- Approximately 50% of the Areas for improvement from 2015 examination were directly examined in the 2016 exam paper
- From the 2016 exam
-

# WHAT IS RELEVANT INDUSTRY TERMINOLOGY?

## Section IV

Your answer will be assessed on how well you:

- demonstrate knowledge and understanding relevant to the question
- communicate ideas and information using relevant workplace examples and industry terminology
- present a logical and cohesive response

# WHAT IS LINKING?

- Important when connecting your ideas
- Easier to read for the markers
- Allows you to add additional information and give examples within the context of your writing
- Allows you to emphasise a point
- Allows you to indicate the result or consequence
- Higher order skill

# LINKING TERMS TO DESCRIBE SIMILARITIES

Likewise

In the same way

Similarly

Correspondingly

# LINKING WORDS WHEN COMPARING AND CONTRASTING

However

Instead

Yet

alternatively

# LINKING WORDS TO SHOW CAUSE AND EFFECT

- Therefore
- For this reason
- Because
- As a result

The employee injured his back as a result of poor posture while preparing food.

For this reason there are guidelines under the Manual Handling Code of Practice to avoid these situations.

As a result the Human, Social, Economic and organisational costs were (?)

# LINKING TO SHOW CAUSE AND EFFECT (QUESTION 20 2016)

Explain the possible consequences of a hospitality worker failing to notify their employer that they are suffering from a contagious illness.

## Question 20

Criteria	Marks
• Provides a detailed explanation of possible consequences of a hospitality worker failing to notify employer of contagious illness	5
• Provides an explanation of possible consequences of a hospitality worker failing to notify employer of contagious illness	3–4
• Provides limited information on possible consequences of a hospitality worker failing to notify employer of contagious illness	1–2

## Q.20 SAMPLE RESPONSE

To ensure food regulations are met a contagious illness must be reported to employers as it can be easily transferred to other colleagues, food, utensils and equipment. Examples of contagious illnesses include influenza, staph infections and hepatitis. Consequences of this action for the worker are that they will be unwell for a longer period of time and at a higher risk of spreading illness to customers, colleagues, food and work environment.

## Q.20 SAMPLE RESPONSE CONTINUED

Contaminating colleagues will make them unwell and unavailable for work. This reduces staff availability for shifts and could also impact the quality of food served due to low staff ratios. Poor quality food served will impact on the reputation of the establishment, which may result in reduced business and profits and possible closure. Contaminated customers may report this to the Food Authority, which therefore may result in inspections, prosecution, fines and possibly gaol.

# 2016 SECTION III

Question 22 (15 marks)

Section III

15 marks

Attempt Question 22 Allow about 25 minutes for this section

Answer part (a) of the question in a writing booklet.

Answer part (b) of the question in a SEPARATE writing booklet. Extra writing booklets are available.

# 2016 SECTION III

## Question 22 (15 marks)

Answer part (a) of the question in a writing booklet.

(a) Explain the role of the NSW Food Authority in ensuring food safety.

5

Answer part (b) of the question in a SEPARATE writing booklet.

(b) Describe the practices necessary to maintain food safety when taking delivery and preparing food in a commercial kitchen. In your response, refer to industry examples.

# PLAN

- **Identify the role of the NSW Food Authority.**
- **Relate cause and effect.**
  - How they implement legislation
  - What happens when there is a breach

# ANSWER

The NSW Food Authority is responsible for food safety and food labelling practices in NSW. This authority enforces food safety legislation, such as the Food Act 2003 and associated regulations such as the Food Regulation 2015, on all food for sale in NSW. The authority carries out such things as monitoring food safety programs, licensing food businesses and investigating complaints and breaches. The authority is also responsible for food safety handling from harvest to manufacture through processing, transport, storage and wholesale point of sale to consumption. It is the point of contact for food businesses and consumers on all issues about food in NSW. The Food Authority works with local councils to ensure the implementation of food safety legislation and the implementation of the Environmental Health Officers program. It notifies the public of current food safety risks and breaches and publishes up-to-date information about businesses who have been issued a penalty notice on the authority's name and shame list.

# WHAT CAN BE EXAMINED

**Hospitality (240 indicative hours)**

**4 HSC mandatory units**

**4 HSC Kitchen Operations and Cookery stream units**

# HSC MANDATORY UNITS

- **BSBWOR203 Work effectively with others**
- **SITHIND002 Source and use information on the hospitality industry**
- **SITXFSA001 Use hygienic practices for food safety**
- **SITXWHS001 Participate in safe work practices**

# HSC KITCHEN OPERATIONS AND COOKERY STREAM UNITS

- **SITHCCC001 Use food preparation equipment**
- **SITHCCC005 Prepare dishes using basic methods of cookery**
- **SITHKOP001 Clean kitchen premises and equipment**
- **SITXFSA002 Participate in safe food handling practices**

# THESE UNITS WILL NOT FORM PART OF YOUR EXAMINATION

- **SITHCCC011 Use cookery skills effectively [holistic unit]**
- **SITXINV002 Maintain the quality of perishable items**
- **SITHCCC003 Prepare and present sandwiches**
- **SITHCCC006 Prepare appetisers and salads**
- **SITHCCC008 Prepare vegetable, fruit, eggs and farinaceous dishes**

# Hospitality – Performance band descriptions

## Band 6

- Demonstrates extensive knowledge and understanding of the HSC mandatory focus areas including *Hygiene, Safety and Working in the hospitality industry and workplace*
- Demonstrates extensive knowledge and understanding of one HSC stream focus area – *Food and Beverage or Kitchen Operations and Cookery*
- Communicates in a coherent, succinct and logical manner
- Uses industry terminology accurately and appropriately
- Supports responses with relevant workplace examples.

## Band 5

- Demonstrates thorough knowledge and understanding of the HSC mandatory focus areas including *Hygiene, Safety and Working in the hospitality industry and workplace*
- Demonstrates thorough knowledge and understanding of one HSC stream focus area – *Food and Beverage or Kitchen Operations and Cookery*
- Communicates in an effective and organised manner
- Uses industry terminology appropriately
- Supports responses with workplace examples

## BAND 4

- Demonstrates sound knowledge and understanding of the HSC mandatory focus areas including *Hygiene, Safety and Working in the hospitality industry and workplace*
- Demonstrates sound knowledge and understanding of one HSC stream focus area – *Food and Beverage or Kitchen Operations and Cookery*
- Communicates in an organised manner
- Uses some industry terminology appropriately
- Includes some workplace examples in responses

# BAND 3

- Demonstrates basic knowledge and understanding of the HSC mandatory focus areas including *Hygiene, Safety and Working in the hospitality industry and workplace*
- Demonstrates basic knowledge and understanding of one HSC stream focus area – *Food and Beverage or Kitchen Operations and Cookery*
- Communicates in a basic manner
- Uses some industry terminology

## BAND 2

- Demonstrates elementary knowledge and understanding of the HSC mandatory focus areas including *Hygiene, Safety and Working in the hospitality industry and workplace*
- Demonstrates elementary knowledge and understanding of one HSC stream focus area – *Food and Beverage or Kitchen Operations and Cookery*
- Uses generalisations and non-industry specific terminology

# BAND 1

**There is no info on the  
NESA website**



# HSC EXAMINATION SPECIFICATIONS 1

**The Hospitality HSC examination will consist of a two-hour written paper.**

**The paper will consist of four sections:**

# HSC EXAMINATION SPECIFICATIONS I

## Section I –

- objective response questions to the value of 15 marks
- 5 questions will be based on the mandatory focus areas, and will be the same for both papers
- 10 questions will be specific to the stream focus area

# HSC EXAMINATION SPECIFICATIONS 2

## Section II

- short-answer questions to the value of 35 marks
- 15 marks will be allocated to questions based on the mandatory focus areas, and these questions will be the same for both papers
- 20 marks will be allocated to questions specific to the stream focus area

# HSC EXAMINATION SPECIFICATIONS 3

## Section III

- there will be one structured extended response question to the value of 15 marks, based on the stream focus area and can also draw from the mandatory focus areas

# HSC EXAMINATION SPECIFICATIONS 4

## Section IV

- **there will be one extended response question to the value of 15 marks, based on the mandatory focus areas, and will be the same for both papers**

# PREPARATION IS THE KEY

Remember to look after yourself leading up to your exams.

- Take a break every now and then
- Go for a run
- Drink plenty of water
- Limit sugary snacks.

# DON'T STRESS

- Remember your family are there trying to support you.
- Try not to snap at them when they offer assistance or show concern



SLOW  
DOWN

KEEP  
CALM

BE  
POSITIVE

TAKE  
IT  
EASY

UNPLUG

ENJOY  
LIFE

HAVE  
FUN

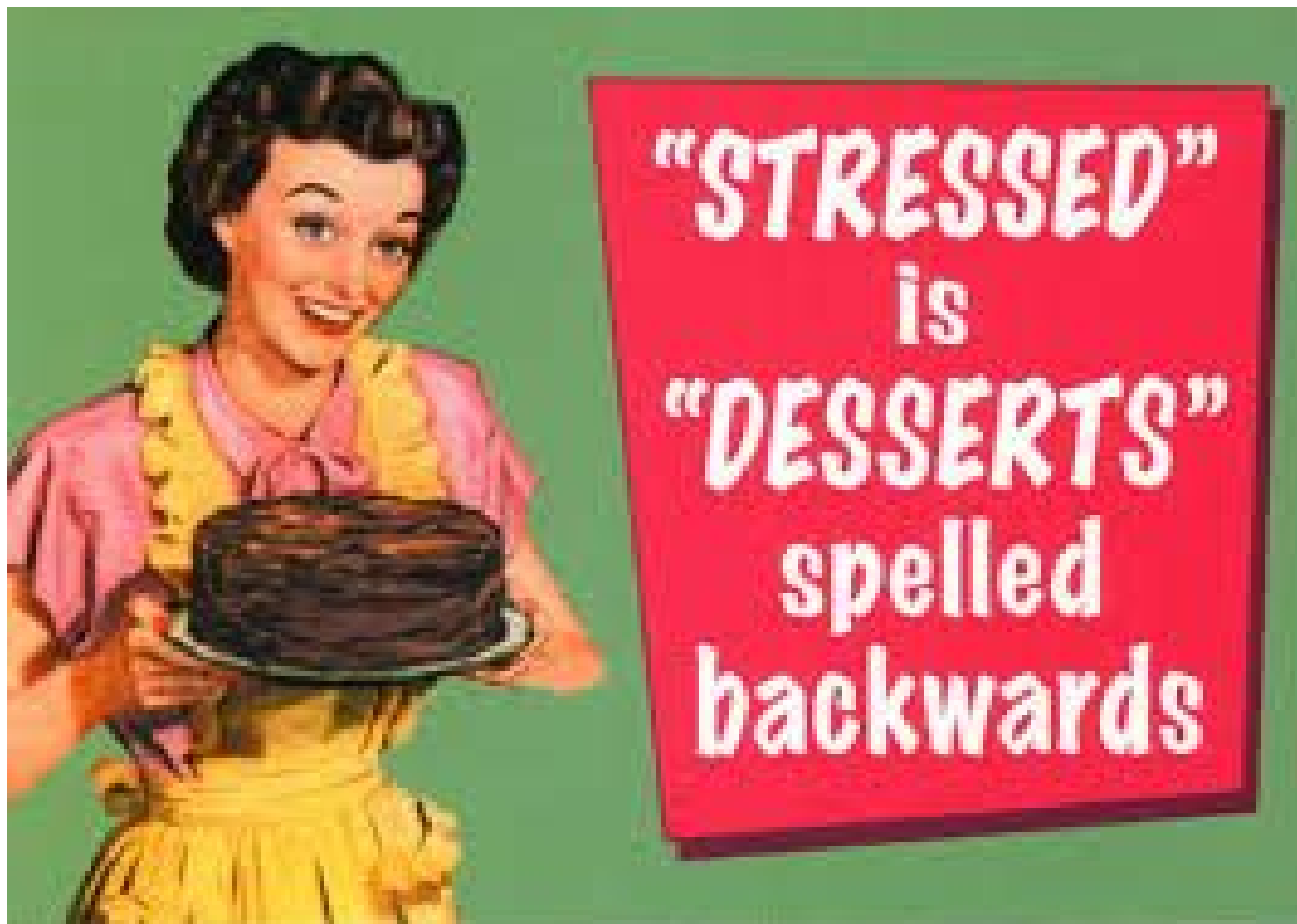
BREATHE

RELAX

GO  
OUTSIDE



MEDITATE





# HANDY WEBSITES

- Multiple choice questions

<http://mcq.bostes.nsw.edu.au/course/higher-school-certificate/hospitality-operations/>

- Past papers

[http://educationstandards.nsw.edu.au/wps/portal/nesa/11-12/Understanding-the-curriculum/resources/hsc-exam-papers/!ut/p/z1/lZLLboMwEEW\\_hi0e86Y7IyUEiIpUJQ31JjLFASpesiH084uSbpAoTWZn65zr0ZURRQmiDbuW0evLtmHVdP6g1tkIdgA6aHvYagYQ\\_R18N4g9zzfR6QZoBFt4Z-DIsR0M5GDhe0N64G8sRJ\\_y4e4bRmRuAfu28aQf-zc\\_xpYW2lp8NB\\_z4Y8h8Ji\\_AtD1-B0i8yf8KDSBhPFbqEWv4cGFX2Ct4jmw00EcWCjpvzVDRP0qT](http://educationstandards.nsw.edu.au/wps/portal/nesa/11-12/Understanding-the-curriculum/resources/hsc-exam-papers/!ut/p/z1/lZLLboMwEEW_hi0e86Y7IyUEiIpUJQ31JjLFASpesiH084uSbpAoTWZn65zr0ZURRQmiDbuW0evLtmHVdP6g1tkIdgA6aHvYagYQ_R18N4g9zzfR6QZoBFt4Z-DIsR0M5GDhe0N64G8sRJ_y4e4bRmRuAfu28aQf-zc_xpYW2lp8NB_z4Y8h8Ji_AtD1-B0i8yf8KDSBhPFbqEWv4cGFX2Ct4jmw00EcWCjpvzVDRP0qT)

# NSW FOOD AUTHORITY PENALTY REGISTER.

- Name and shame list

<http://www.foodauthority.nsw.gov.au/penalty-notice/>

Click on the penalty notice number for details of the breach.

