

# DRAFT PERFORMANCE BANDS

## Hospitality Operations

The typical examination performance in this band:

<b>Band 6</b>	<ul style="list-style-type: none"> <li>• Consistently and correctly communicates using precise industry and enterprise terminology, in a manner appropriate to the audience and situation in the workplace.</li> <li>• Demonstrates a comprehensive understanding of the performance required in a range of hospitality applications.</li> <li>• Applies an in-depth knowledge and understanding relevant to specific competencies.</li> <li>• Demonstrates high level skills in the use of appropriate technologies as they apply to the hospitality industry.</li> <li>• Exhibits an outstanding knowledge of cultural awareness and the importance of effective communication skills in a hospitality environment.</li> <li>• Demonstrates an extensive understanding of legislation as it applies to the hospitality industry.</li> <li>• Demonstrates a comprehensive understanding of occupational health, safety, security and hygiene.</li> <li>• Demonstrates critical judgement and sound reasoning to select, organise, synthesise and evaluate relevant information from a variety of sources.</li> </ul>
<b>Band 5</b>	<ul style="list-style-type: none"> <li>• Communicates using specific industry and enterprise terminology, in a manner appropriate to the audience and situation in the workplace.</li> <li>• Demonstrates a detailed understanding of the performance required in a range of hospitality applications.</li> <li>• Applies a detailed knowledge and understanding of the performance required in a range of hospitality applications.</li> <li>• Demonstrates comprehensive skills in the use of appropriate technologies as they apply to the hospitality industry.</li> <li>• Exhibits an accomplished knowledge of cultural awareness and the importance of effective communication skills in a hospitality environment.</li> <li>• Demonstrates a thorough understanding of legislation as it applies to the hospitality industry.</li> <li>• Demonstrates a thorough understanding of occupational health, safety, security and hygiene.</li> <li>• Demonstrates accomplished judgement and sound reasoning to select, organise, synthesise and evaluate relevant information from a variety of sources.</li> </ul>
<b>Band 4</b>	<ul style="list-style-type: none"> <li>• Communicates using industry and enterprise terminology, in a manner appropriate to the workplace.</li> <li>• Demonstrates a sound understanding of the performance required in a range of hospitality applications.</li> <li>• Applies a sound knowledge and understanding relevant to specific competencies.</li> <li>• Demonstrates skills in the use of appropriate technologies as they apply to the hospitality industry.</li> <li>• Exhibits a sound knowledge of cultural awareness and the importance of effective communication skills in a hospitality environment.</li> <li>• Demonstrates a sound understanding of legislation as it applies to the hospitality industry.</li> <li>• Demonstrates a good understanding of occupational health, safety, security and hygiene.</li> <li>• Frames written responses in a descriptive manner.</li> </ul>
<b>Band 3</b>	<ul style="list-style-type: none"> <li>• Communicates using basic industry and enterprise terminology.</li> <li>• Demonstrates an understanding of the performance required in a range of hospitality applications.</li> <li>• Applies a basic knowledge and understanding relevant to specific competencies.</li> <li>• Demonstrates basic skills in the use of technologies as they apply to the hospitality industry.</li> <li>• Exhibits a basic knowledge of cultural awareness and the importance of communication skills in a hospitality environment.</li> <li>• Demonstrates a basic understanding of legislation as it applies to the hospitality industry.</li> <li>• Demonstrates understanding of elements of occupational health, safety, security and hygiene and attempts to solve specific problems.</li> <li>• Frames written responses using unsupported generalisations.</li> </ul>
<b>Band 2</b>	<ul style="list-style-type: none"> <li>• Communicates using non-industry specific terms.</li> <li>• Demonstrates a superficial understanding of the performance required in a limited range of hospitality applications.</li> <li>• Demonstrates a limited knowledge and understanding relevant to specific competencies.</li> <li>• Demonstrates elementary skills in the use of technologies as they apply to the hospitality industry.</li> <li>• Exhibits a limited knowledge of cultural awareness and the importance of communication skills in a hospitality environment.</li> <li>• Demonstrates an elementary understanding of legislation as it applies to the hospitality industry.</li> <li>• Recounts elements of occupational health, safety, security and hygiene.</li> <li>• Frames written responses using unsupported generalisations and irrelevant material.</li> </ul>
<b>Band 1</b>	<ul style="list-style-type: none"> <li>•</li> </ul>