



Key Stage: 5

Subject: BTEC Level 3 Hospitality

Aims of the subject:

The course equips students with a broad understanding of the hospitality sector and the way in which it works. It teaches students the knowledge and skills they will need to work in the industry. Students will develop an understanding of industry trends and explore the importance of team working to work successfully in different job roles. They will develop project management skills by planning and running an event. With an emphasis on practical, hands-on skills it provides a valuable taster of the wide range of opportunities and job roles that exist within hospitality. The course is ideal for students who are particularly interested in pursuing a career as a chef, working in tourist services, or wishing to study hotel management. Students learn from practical, hands-on experience combined with written assignments drawing on real-life scenarios. The course is designed to help students develop deep, specialist, practical skills and understanding essential for successful performance in working life.

A-Level Examination Board: Edexcel

Assessment Overview:

BTECs are not exam-based qualifications. Instead, students study real-life, work-based case studies and complete projects and assessments, which contribute to achieving each unit studied. The BTEC course is made up of 3 units. In order to complete each unit, students must achieve against a set of outcomes. The assessment criteria address theory with practical exercises. The assessment process is ongoing, so it allows the student to analyse and improve their own performance through their course in much the same way as they would in a real workplace. The projects that students undertake form the basis of their unit results which are graded as a Pass, a Merit or a Distinction.

Course	What will I study?	Assessment
AS	BTEC Level 3 Certificate Term 1 Mandatory unit: Unit 1: The Hospitality Industry Credit Value: 10 The aim of this unit is to enable learners to gain knowledge and understanding of the hospitality industry, the classification systems and standards used and the organisation and structure of hospitality businesses.	In order to pass this unit, the evidence that the learner presents for assessment needs to demonstrate that they can meet all the learning outcomes for the unit. The portfolio of work must include:

	<p>Term 2 Unit 10: European Food Credit Value: 10 The aim of this unit is to enable learners to gain knowledge of the equipment, commodities and methods required to prepare and cook European food, styles of food and types of dishes that are created in Europe and develop skills in preparing, cooking and reviewing European dishes.</p> <p>Term 3 Unit 22: Planning and Managing a Hospitality Event Credit Value: 10 The aim of this unit is to enable learners to gain knowledge of characteristics of events in the hospitality industry and gain skills to produce a proposal for an event from a client brief, plan, stage and review events.</p>	<ol style="list-style-type: none"> 1 An understanding of the scale and diversity of the hospitality industry 2 An understanding of the classification systems and their standards 3 The organisation and structure of hospitality businesses 4 The purpose of support functions in hospitality businesses. <p>In order to pass this unit, the evidence that the learner presents for assessment needs to demonstrate that they can meet all the learning outcomes for the unit. The portfolio of work must include:</p> <ol style="list-style-type: none"> 1 The equipment, commodities and methods required to prepare and cook different examples of European food 2 The styles of food and types of dishes that are prepared and cooked in Europe 3 Food preparation and cooking skills that are safe, hygienic and professional when creating European dishes 4 Evaluation of the quality of European dishes. <p>In order to pass this unit, the evidence that the learner presents for assessment needs to demonstrate that they can meet all the learning outcomes for the unit. The portfolio of work must include:</p> <ol style="list-style-type: none"> 1 Characteristics of events in the hospitality industry 2 A proposal for an event from a client brief
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		<p>3 Students being able to plan events</p> <p>4 Students being able to stage events and review its success.</p>
A2	<p>BTEC Level 3 Subsidiary Diploma</p> <p>Term 1</p> <p>Unit 6: Food and Drinks Service Credit Value: 10</p> <p>The aim of this unit is to enable learners to gain understanding of the importance of the meal experience in food and drink service operations and skills to prepare, provide and review provision of food and drink service.</p>	<p>In order to pass this unit, the evidence that the learner presents for assessment needs to demonstrate that they can meet all the learning outcomes for the unit.</p> <p>The portfolio of work must include:</p> <ol style="list-style-type: none"> 1 The importance of the meal experience in food and drink service operations 2 Evidence of the organisation, preparation and layout of a food and drink service operation 3 Evidence of the provision of a food and drink service and customer service in a professional, safe and hygienic manner 4 A review of the food and drink service provision.
	<p>Term 2</p> <p>Mandatory unit: Unit 2: Principles of Supervising Customer Service Performance in Hospitality, Leisure, Travel and Tourism Credit Value: 2</p> <p>The aim of this unit is to provide in-depth knowledge of how to supervise customer service performance in the hospitality, leisure travel and tourism sector. The unit will be appropriate for supervisors and managers whose responsibilities include managing staff.</p>	<p>In order to pass this unit, the evidence that the learner presents for assessment needs to demonstrate that they can meet all the learning outcomes for the unit.</p> <p>The portfolio of work must include:</p> <ol style="list-style-type: none"> 1 An understanding of how to develop a customer service culture within their business 2 An understanding of how to build teams and motivate colleagues through techniques such as on-site coaching 3 An understanding of how to effectively monitor and communicate levels of customer service performance.

	<p>Mandatory unit: Unit 3: Providing Customer Service in Hospitality Credit Value: 8</p> <p>The aim of this unit is to enable learners to gain understanding of the role of communication, presentation and teamwork in customer service and develop customer service skills in hospitality.</p>	<p>In order to pass this unit, the evidence that the learner presents for assessment needs to demonstrate that they can meet all the learning outcomes for the unit.</p> <p>The portfolio of work must include:</p> <ol style="list-style-type: none"> 1 An understanding of the role of communication, presentation and teamwork in customer service in hospitality 2 Evidence of the provision of customer service to meet the needs of customers in different hospitality situations.
	<p>Term 3</p> <p>Unit 21: Events Organisation in Hospitality Credit Value: 10</p> <p>The aim of this unit is to enable learners to gain knowledge and understanding of features of different types of events, tasks and skills required for event management, planning considerations for event management and essential requirements for safety, security and crowd management.</p>	<p>In order to pass this unit, the evidence that the learner presents for assessment needs to demonstrate that they can meet all the learning outcomes for the unit.</p> <p>The portfolio of work must include:</p> <ol style="list-style-type: none"> 1 Knowledge of the features of different types of events 2 Knowledge of the tasks and skills required for event management 3 An understanding of the planning considerations for event management 4 An understanding of the essential requirements for safety, security and crowd management.

Enrichment opportunities

There will be opportunities to assist within the Food Technology department on PSHE days and for various catering events throughout the course. Experience within the hospitality industry would help with the completion of the assessment tasks in the units covered. There will be opportunities to visit a range of hospitality venues and events in the local area and there will be talks from people who work within the hospitality industry.

Suggestions for wider reading

Textbooks, Journals, Reports and Websites as listed on the Specification from Edexcel.