**ICAS TRAINING AND EDUCATION COLLEGE**

**BTEC Level 5 Higher National Diploma in Hospitality Management**

## Course Details

Edexcel BTEC Level 5 HND Diploma in Hospitality Management have been developed to focus on:

- providing education and training for a range of management careers in hospitality, licensed retail, food and beverage or leisure and tourism sectors; for example, food and beverage manager, front of house manager or events manager
- providing opportunities for hospitality managers to follow specialised areas of study directly relevant to individual vocations and professions within the hospitality industry, including study within the licensed trade, leisure and/or tourism sectors, or specialist culinary arts, leading to a nationally-recognised Level 5 vocationally-specific qualification
- providing opportunities for full-time learners to gain a nationally-recognised, vocationally- specific qualification to enter employment in hospitality management or progress to higher education, vocational qualifications such as a full-time degree in hospitality management or related areas such as business management or leisure and tourism management
- developing the knowledge, understanding and skills of learners in the field of hospitality management across a range of sectors, including those suggested above
- providing opportunities for learners to focus on the development of higher-level skills in a hospitality management context, including investigatory and research skills focusing on management issues within the context of hospitality, leisure or tourism
- providing opportunities for learners to develop a range of skills, techniques and attributes essential for successful performance in working life within the hospitality industry.

## Course Fee: 18,000.00

(* Total Course Fee inclusive of GST)

## Objectives & Expected Outcomes

Students will develop the knowledge, understanding and strong, sector-related emphasis on practical skills alongside the development of requisite knowledge and understanding skills in the field of hospitality management within the context of hospitality, leisure or tourism. It also provides a thorough grounding in the key concepts and practical skills required in their sector and opportunities for learners to develop a range of skills, techniques and attributes essential for successful performance in working life within the hospitality industry.

## Entry Requirement

- Minimum Age: 17 years old (for local, or 18 years old for foreigner)
- Academic Level: Diploma in Hospitality or Food & Beverage, or equivalent
- Language Proficiency: A pass in English with Grade C6 and above at GCE O Level, or IELTS 5.5, or equivalent
- Work Experience (If applicable): Matured candidate who is above 18 years old with at least lower secondary school education and at least 2 years of working experiences

## Documents Required

✓ Completed application forms
✓ Birth certificate (with parent's names indicated)
✓ Highest educational qualification certificate
✓ Financial Statement
✓ Photocopy of passport
✓ 4 recent passport-sized photographs

## Course Duration / Mode of Delivery

The total duration of the program is 20 months full-time.

- Theory Lessons
- Practical Lessons

## Examination Schedule
- Assignment- Based.

## Assessment:
The assessments are criterion-referenced and are required to assess learners' evidence against published learning outcomes and assessment criteria. (100% assignments / projects for all 14 modules )

All units will be individually graded as **'pass', 'merit' or 'distinction'**. To achieve a pass grade for the unit learners must meet the assessment criteria set out in the specifications.

## Summary of grades
In order to achieve a **pass** in a unit
- all learning outcomes and associated assessment criteria have been met

In order to achieve a **merit** in a unit
- all merit grade descriptors achieved

In order to achieve a **distinction** in a unit
- pass and merit requirements achieved
- all distinction grade descriptors achieved

Learners must achieve a minimum of 240 credits (of which at least 125 must be at level 5) to be awarded an Edexcel BTEC Level 5 HND.

## Delivery Structure
Depending on the specific modules, different methodologies are applied. These include:

*a. Traditional Classroom Method*
Students will learn to grasp new and abstract concepts through guided activities. New or abstract concepts are introduced to students via lectures. Tutorial sessions will reinforce learning through practice or the solving of case studies.

*b. Workshops*
Students engage in small group learning and interaction with facilitator. Pre- and Post-workshop activities are used to enhance learning. In the workshops, facilitators will introduce selected subject-matter contents. Students' learning is reinforced through demonstrations, role-plays, research and presentation.

## Awarding Body

The BTEC Level 5 Higher National Diploma in Hospitality Management is awarded by Edexcel BTEC.

The Edexcel BTEC Level 5 HND Diploma in Hospitality Management is a qualification with a minimum of 240 credits of which 110 are mandatory core.

## Progression Path

BETC level 5 is recognized by many universities all over the world.

For more detail please review:
https://degreecoursefinder.pearson.com.

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**ICAS Training and Education College (ICASTEC) Pte Ltd**

Cert No.: EDU-3-3016
Validity: 14/09/2016 - 13/09/2017

**The Contemporary Hospitality Industry**

In this module, the learner will Learners will explore the dynamic characteristics of hospitality, concentrating on current topical issues and future trends and developments, building a range of skills including research and the analysis of information, justification of ideas, evaluation and critical thinking. Learner will also understand the current structure of the hospitality industry, understand staffing in the hospitality industry, understand recent developments affecting hospitality and be able to recognise potential trends and developments in hospitality.

**Finance in Hospitality Industry**

In this module, the Learners will gain understanding of the sources of funding and income generation for business and services industries. They will also understand business in terms of the elements of cost and how to analyse business performance by the application of ratios. Learners will have opportunities to investigate control systems, income generation and methods of measuring and analysing performance. On completion of the unit, learners will be able to evaluate business accounts and apply the concept of marginal costing.

**Customer Service**

This unit introduces learners to the principles and objectives of customer service, with a focus on business and services operations, for example hospitality, sports, and travel and tourism. The unit will help learners develop an understanding of the nature of a customer service culture and the principle of quality service in the business and services management environment. The units will help learners to appreciate how important information gathered from customers is and its relevance to improved delivery of services.

**Research Project**

This unit is designed to allow learners to become confident in the use of research techniques and methods. It addresses the elements that make up formal research, including the proposal, a variety of methodologies, action planning, carrying out the research itself and presenting the findings. To complete the unit satisfactorily, learners must understand the theory that underpins formal research.

The research itself is dependent on learners, the context of their area of learning, their focus of interest and the anticipated outcomes. The unit draws together a range of other areas of content within the program of study to form a holistic piece of work that makes a positive contribution to learners' area of interest. Learners should seek approval from their tutors before starting the study.

**Food and Beverage Operations Management**

This unit introduces learners to the practical aspects of food and beverage production and service. Because of the nature of their job, hospitality managers need to have basic levels of practical skills, enabling them to work effectively within different kitchen and restaurant environments. Managers may need to work in kitchen and restaurant environments to support operational staff in times of need or to establish themselves as credible team players.

Learners will develop understanding of a range of food and beverage production and service systems. Learners will undertake an investigation of staffing implications for different systems and businesses to inform system comparisons. Learners will study menu planning and recipes suitable for different industry contexts. They will also investigate the importance of financial processes including, purchasing options, costing of raw materials and commodities, and different selling price models. Learners will develop their understanding of the processes involved in planning and developing recipes and the factors that determine menu compilation for a variety of customer groups.

Learning from this unit is demonstrated in the planning, implementation and evaluation of a food and beverages service for a hospitality event. Ultimately, learners will be able to transfer and apply their expertise to different food production and service situations within the hospitality industries.

The effective use of planning, coordination and communication skills will be emphasised and developed to underpin the work of the unit. The ability to demonstrate learning, with confidence, in a food and beverage operation, is an important feature of this unit.

**Rooms Division Operations Management**

The unit examines the role of the rooms division within the management of a hospitality operation, the operational elements that comprise the rooms division and how these are deployed by management to maximise both occupancy and rooms revenue. Learners will gain understanding of the role of the front office as the 'nerve centre' of customer activity with network communication links within and to other departments. They will also gain understanding of the management of housekeeping services.

Learners will be able to identify trends and technologies which impact on rooms division operations and effectively utilize a computerized operating system within the rooms division.

### The Developing Manager

This unit focuses on learners' personal development and their career in management. It explores a range of management behaviour principles and practices. Learners can then apply this knowledge to self-appraisal, examining their potential as a prospective manager.

Using the knowledge developed throughout this qualification, learners will have the opportunity to actively demonstrate the roles and responsibilities of a manager in an appropriate context. This may be through part-time work, a work placement or simulation. This experience will enable them to consider how the unit and the program can contribute to their career development.

Learners must ensure that their evidence relates to the hospitality industry.

### Conference and Banqueting Management

Learners will investigate the size, scope and diversity of the industry and the strategic and operational issues that influence business success. The unit will encourage learners to investigate and develop an appreciation of the particular needs of clients within the conference and banqueting sector and to consider the operational and planning issues which are specific to this sector of hospitality.  Learners must ensure that their evidence relates to the hospitality industry.

### Sales Development and Merchandising

This unit advances learners' understanding of the importance of sales development and merchandising techniques in business and services operations, paying particular attention to hospitality and catering, hairdressing and beauty therapy, sports and leisure, and travel and tourism sectors.

The unit is broad-based in its approach, covering both theory and the practical application of tools and techniques used internally and externally, designed to maximise sales from all aspects of the product mix.  Learners will also analyse the role of staff in maximising sales. Learners must ensure that their evidence relates to the hospitality industry.

### Quality Management in Business

'Quality' has a wide range of meanings and is a term that can be used in a variety of contexts, so it is hard to define. 'Total Quality Management' seeks to ensure that all processes relating to the production of goods and services are of the highest quality. Quality control is concerned with maintaining quality standards by monitoring and taking action when actual quality falls below those standards. 'Quality assurance' is a term used where a supplier guarantees the quality of goods and allows the customer access during the production period.

Customer satisfaction is at the heart of quality management but this, in itself, implies a different concept of quality. Customers are becoming more sophisticated and more demanding, requiring superior performance from the goods or services and quicker responses from the suppliers.

Quality has been defined as 'fitness for purpose' but needs to be aimed at the needs of the consumer, driven by what the consumer wants and will pay for.

### Menu Planning and Product Development

This unit introduces learners to the principles and objectives of professional menu planning and meal management within the framework of a new product development approach. The unit will utilise a range of hospitality scenarios to explore the development process from a broad consumer perspective, which will include cultural, physiological, psychological, socio-economic and other dimensions. Also the unit will provide an appreciation and application of market research to the process. This will include competitor analysis as well as design and promotional strategies all of which contribute to the success of the overall process.

Learners will apply newly acquired management skills to the development of new menu products and services. They will also conduct research and evaluate current trends, and innovatory products and services. In doing so, the unit provides opportunities for investigation, development and analysis of menus and related products and services, as well as enabling learners to demonstrate a creative and innovative approach to this important management process.

## Contemporary Gastronomy

The unit addresses essential academic and organoleptic skills, together with an appreciation of how such skills can be applied to contemporary gastronomy.

Initially learners develop an overview of gastronomy, which leads to an investigation of gastronomic trends. The content is flexible, enabling learners to respond to trends as they develop and to anticipate where they may lead in the future. Learners will use their skills and knowledge to prepare and evaluate the acceptability and quality of products prepared.

## Creative Patisserie

This unit will develop learners' knowledge and skills in the creative preparation of patisserie goods. The provision, composition and presentation of patisserie items changes continually, either through evolving eating trends, availability of seasonal produce or as a reflection of healthy eating. Learners need to be able to adapt to these changes, taking into consideration aspects such as food costs, materials, equipment and ingredients available.

Learners will also be able to apply creative flair in the preparation of patisserie dishes and develop an innovative approach to their work. They will have the opportunity to evaluate products and make recommendations as to how they could be improved.

## Food Safety Management

Customers have a right to expect safe and wholesome food from all the industries within hospitality. Whether from a five-star hotel, an outside event or a sandwich bar, safe food should be the norm.

This unit starts by defining food safety and its importance to hospitality industries and their customers. The science and principles of food hygiene are then explored, together with the main causes of food poisoning, contamination and spoilage. This knowledge is applied to the study of the systems and processes to produce safe food. The practical application of food hygiene principles, and their monitoring and control, provide an important focus within this unit. The unit concludes by considering the responsibilities of management and the controls necessary to produce consistently safe food within the relevant legal framework.

Learners will develop an understanding of food safety and hygiene principles. They will recognise the importance of them to the hygiene systems and processes that are needed to produce safe food. Their learning will be underpinned by analysis of the importance of risk assessment and quality control systems. Learners will be able to construct systems and apply them, and their understanding of food hygiene, to different situations within the hospitality industry. They will also consider the role and responsibilities of managers in the production of safe food within the requirements of the current framework of food safety legislation.

Through this unit, learners will develop a clear understanding of the work managers need to do to ensure that they exercise the 'duty of care' they have to their customers for ensuring food is safe to eat. The development of analytical and problem-solving skills is an important feature of the unit.