

**CTH LEVEL 3 AWARD IN
INSPIRATIONAL TEAM
LEADERSHIP FOR
HOSPITALITY, LEISURE,
TRAVEL AND TOURISM
(OFQUAL - 600/1532/9)**

**QUALIFICATION
SPECIFICATION**

MARCH 2017

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INTRODUCTION

The purpose of this document is to explain the aims, structure, and content of the CTH Level 3 Award in Inspirational Team Leadership for Hospitality, Leisure, Travel and Tourism.

This document includes the learning outcomes, assessment criteria and indicative content for the qualification.

Aims of the qualification

The aims are to provide a qualification that:

- provides for an effective academic progression route;
- enables students to gain credit towards higher education;

Entry requirements

Students do not need any prior background knowledge or experience.

CTH accredited centres will assess all applicants to ensure they are able to meet the demands of the course.

Qualification structure (rules of combination)

This vocational qualification is approved by Ofqual and is included on the Register of Regulated Qualifications.

The qualification is at Level 3 and designed to be 2 credits. The qualification conforms to the relevant level descriptors as developed by Ofqual. One credit represents ten hours of study at any specified level, therefore, this Diploma normally requires programmes of study that have been designed to include a minimum of 20 Learning hours including 16 guided learning hours. This figure includes but is not limited to formal classes, self-study, revision and assessment. However, students completing this qualification should also be able to demonstrate their ability as independent students.

The credit values and unit structures for the qualification are set out in the following table.

CTH Level 3 Award in Inspirational Team Leadership for Hospitality, Leisure, Travel and Tourism - 600/1532/9						
Candidates must achieve 1 mandatory unit providing 2 credits at level 3						
Min credit (Mandatory units): 2				Max credit (Mandatory units): 2		
Min GLH for qualification: 16				Max GLH for qualification: 16		
Mandatory units						
Unit no.	Unit title	L	CV	GLH	Ofqual no.	Assessment Method
	Inspirational Team Leadership for Hospitality, Leisure, Travel and Tourism	3	2	16	A/602/2396	Examination
Total			2	16		

ASSESSMENT

Grading criteria

The unit can be graded either as fail, pass, merit or distinction. The qualification is not subject to grading, the qualification is either achieved or not achieved.

In terms of certification, this means that students will receive a transcript of their results showing their grades, plus the Award Certificate that recognises their level of achievement. Note that the Certificate does not allocate a grade.

The following table explains the generic grading criteria that is used by CTH in conjunction with the unit mark sheets to assess all students' work.

GRADING CRITERIA

Level 3	Students who fail:	To achieve a pass (50%) students must:	To achieve a merit grade (60% to 79%) students must:	To achieve a distinction grade (80%+) students must:
	<ul style="list-style-type: none"> • do not meet the requirements of the assessment criteria and learning outcomes of the unit 	<ul style="list-style-type: none"> • meet the requirements of the assessment criteria and learning outcomes 	<ul style="list-style-type: none"> • meet the requirements of the assessment criteria and learning outcomes • demonstrate a level of understanding of key issues in the area of study • interpret and evaluate correctly key concepts and models • apply a range of theories relevant to the area of study • produce work that is well presented, clear and well structured, with sources clearly referenced 	<ul style="list-style-type: none"> • meet the requirements of the assessment criteria and learning outcomes • demonstrate in depth understanding and knowledge of relevant issues and their implications in the area of study • provide a good level of interpretation and evaluation of concepts and models • show some evidence of original thinking • apply a range of theories in different contexts • use a range of research and investigative techniques to solve problems • make well argued conclusions or recommendations • present work that is neat, clear, well-structured and coherent, with sources clearly referenced

UNITS OF ASSESSMENT

Title	Level 3 Award in Inspirational Team Leadership for Hospitality, Leisure, Travel and Tourism 600/1532/9	
Unit purpose and aim(s)	This unit develops an awareness of the importance of leadership in relation to inspiring team performance and covers the characteristics and skills required by leaders in order to manage the task, team and individuals.	
Ofqual ref	A/602/2396	
Level	3	
Credit value	2	
GLH	16	
Learning outcomes	Assessment criteria	Indicative content
When awarded credit for this unit, a student will:	Assessment of this learning outcome will require a student to demonstrate that they can:	
1. Understand the role of the leader in hospitality and tourism	1.1 What is leadership? 1.2 Managers and leaders 1.3 The 21 st Century leader 1.4 Motivation	<ul style="list-style-type: none"> • Motivation questionnaire • Introduction to leadership • Management or leadership • A great leader • Three approaches to leadership
2. Understand John Adair's Action Centred Leadership of managing the task, team and individual	2.1 Effective leadership 2.2 Leadership functions 2.3 The role of the leader 2.4 How to delegate	<ul style="list-style-type: none"> • Three approaches to leadership • McGregor's X-Y Theory • Adair's Eight points of motivation • Maslow's Hierarchy of Needs • Leadership functions • Herzberg's Hygiene and Motivation factors • Tannenbaum & Schmidt

APPENDIX A – SPECIMEN ASSESSMENT MATERIALS

1. Mock examination



CTH Level 3 Award in Inspirational Team Leadership for Hospitality, Leisure, Travel and Tourism

Paper A

Instructions

- **45 Minutes** are allowed for this paper
- Read these instructions carefully before answering any questions
- Do not begin writing until instructed to by the invigilator
- Make sure that your **name, date of birth, CTH membership number** and **centre name** are clearly marked on each page of the answer sheet and any other material you hand in.
- The answer booklet and the question paper must both be handed in to the invigilator before you leave the examination room.
- This paper takes the form of a case study describing a leadership challenge faced by a junior manager employed within the hospitality, leisure, travel and tourism industry.
- Students are required to consider how they would apply effective leadership to address the given scenario according to the principles of Action Centred Leadership and to put their answers on the matrix provided in the answer booklet.
- Up to three actions can be stated in each of the 18 boxes within the matrix.

You are the manager of a previously independent, two-star hotel, with 20 bedrooms, that has recently been bought by a company that operates a number of similar properties. Your staff complement is:

1 Assistant Manager

1 Head Chef

1 Cook

2 Kitchen Porters

1 Housekeeper

2 Part-time Room Assistants

2 Receptionists

1 Barman

1 Head Waitress

3 Waitresses

1 Part-time Maintenance Manager

Your new parent company wants your hotel to use a computer system for the first time to manage all the room bookings, dining room reservations and function bookings. The necessary equipment has been installed and you must now begin the process of using the new system. The company expects it to be in full operation within three months.

Please consider how you would apply effective leadership, according to the principles of Action Centred Leadership (ACL), to introduce and run the system successfully. You should use the ACL matrix to demonstrate your answer.

You should consider what personal actions you would take to meet the separate needs of the task, the team and the individual and identify them in the appropriate boxes of the matrix. One mark will be allocated for each individual action and you may enter up to three actions in each of the 18 boxes. Hence, it is possible to score up to 54 marks in the exam. The same action (for example, 'hold regular progress meetings') entered in different boxes will only score one mark.