



CERTIFICATE IN HOSPITALITY PRACTICE

QUALIFICATION SPECIFICATION

DECEMBER 2017

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INTRODUCTION

The purpose of this qualification specification is to provide an overview of the **CTH Certificate in Hospitality Practice** qualification.

This document includes the aim, size, structure and content including learning outcomes and assessment criteria for each unit, together with different types of sample assessments. There is guidance relating to the accreditation, delivery and assessment requirements for this qualification, and details of grading criteria and the grading of units. Further details regarding this qualification are available from CTH and contained within the more comprehensive qualification and assessment handbooks.

Aims of the qualification

The aims are to provide a qualification that:

- provides students with an understanding of the Hospitality Industry and of the key functions within a hotel,
- provides a practical award that complements academic studies,
- enables students to gain credit towards higher education,
- enables students to develop practical skills that can be applied in a vocational context.

Access and Entry Requirements – Hospitality Practice Qualification

Approved CTH Centres are responsible for checking applications against the following admission requirements and ensuring students can fulfil the demands of, and successfully complete the qualification, prior to admission and enrolment.

CTH would also expect approved Centres to undertake an initial assessment of each student prior to the start of their programme to ensure they are able to provide the student with any necessary additional support.

Requirements:		Recommended admission requirements
All Students	Minimum age	16 at enrolment.
	English Language	All students without English as a first language must show competence in English at this level. The course is taught in English and assessed by written assignment and oral assessments in the English language.
	Education	This is an open access qualification with admission at the discretion of approved CTH Centres for students they consider able to successfully complete the qualification. However, all students should have completed full time secondary education up to age 16.

ACCREDITATION REQUIREMENTS

Accreditation

Prospective Centres should apply for approval as an accredited CTH Centre in order to deliver this qualification. Please see the 'Contact CTH' page at the end of this specification for advice on the CTH accreditation process, or wish to discuss your curriculum requirements.

The CTH accreditation committee will consider applications from centres against a set of criteria, including the availability of suitable teaching accommodation and staffing, experience of delivering qualifications at a similar level and evidence of expertise in academically-related areas including planning the delivery of courses leading to regulated qualifications, quality assurance and preventing malpractice. A skype conversation with CTH academic and quality staff will form part of the initial accreditation application process

Teaching Rooms

Suitable teaching rooms and facilities should be available to students. Accommodation and equipment used for the delivery of the qualification must comply with the relevant legislation relating to Health & Safety.

The approved Centre should ideally also provide an appropriate area and facilities for student relaxation and recreation.

Centre Staffing

Staff delivering this qualification must be able to demonstrate that they meet the following requirements:

- Be occupationally competent or technically knowledgeable in the area for which they are teaching
- Have recent relevant experience in the specific area that they will be assessing or verifying
- Hold a teaching qualification as well as a relevant degree.

CTH will review the CV's of all teaching staff when a potential Centre seeks approval to deliver the qualification.

Continuing Professional Development

Centres must support their staff to ensure that they have current knowledge of the occupational area, and that delivery, assessment and internal verification is in line with current good practice and takes into consideration relevant international regulatory requirements.

CTH SUPPORT

CTH training

New CTH centres are eligible for free training (delivered online in most cases) to help them prepare, then deliver their courses leading to CTH qualifications.

CTH also offers training for Internal Verifiers, and for teaching staff who may be delivering a unit for the first time.

CTH Members Website and resources

Students become CTH Student members when they register for CTH qualifications, and have access to the CTH Members website, as well as a lapel pin and membership badge. The Members website resource is available for both Centre teaching staff and students and contains a wealth of resources. Students can access our online resource library including relevant e-books and journals from EBSCO. Teaching staff can download teaching materials including the CTH Learning Toolkits per unit as well as subject specific PowerPoint slides, past exam papers and assessments and examiner reports.

Assessment opportunities

CTH offer up to five assessment opportunities each year, with associated Exam Boards and Certification. Contact CTH or see the CTH website for more details.

Assessment responsibilities

CTH set and distribute all assessments to centres where learners have been registered.

- For assignments, Centres are responsible for marking and internal verification. Student assignments, signed student declarations and progress tutorial reports are sent electronically to CTH, who then moderate student work.
- All examination scripts are returned to CTH for marking and moderation.

QUALIFICATION LEVEL, SIZE AND STRUCTURE

The CTH Certificate in Hospitality Practice is a vocationally related qualification.

Qualification size

The qualification is designed to be delivered in 150 hours of TQT (Total Qualification Time) of which 125 are Guided Learning Hours (GLH). TQT is the total amount of time, in hours, expected to be spent by a student to achieve a qualification.

Definitions

- **Guided Learning Hours – GLH**
This is the amount of time the average student is expected to spend in supervised learning and practice but may vary by student.
- **Total Qualification Time – TQT**
TQT is made up of Guided Learning Hours plus all other time taken in preparation, study or any form of participation in education and training but not under the direct supervision of a lecturer or tutor.

The following activities are indicative of those included in TQT:

- Guided Learning (GLH) when the lecturer is present, e.g. formal classes, lecturers, seminars, tutorials, supervised assessment (e.g. exams or observed practice)
- Independent and unsupervised learning or research
- Unsupervised coursework, or directed activity
- Watching pre-recorded webinars or podcasts
- Work placement, self-study, visits to hospitality or tourism outlets, revision and time spent on written assignments.

Students completing this qualification should be able to demonstrate their ability as independent learners.

Structure

The qualification, units and TQT for the CTH Certificate in Hospitality Practice are set out in the following table, often referred to as the Rules of Combination. Further details of each unit are included later in the specification.

CTH Certificate in Hospitality Practice					
QAN:					
Students must achieve all 5 units, providing 15 credits, and 150 hours total qualification time					
Credit value: 15					
GLH for qualification: 125			TQT for qualification: 150		
Unit Code	Unit title	L	CV	GLH	Assessment method
CSS	Customer service skills	1	3	25	A Portfolio of evidence of activities for each unit, a practical observation assessment for each unit and an on-demand test covering all units within the qualification.
RBS	Restaurant and bar service	1	4	35	
HK	Housekeeping	1	3	25	
REC	Reception and reservations	1	3	25	
CGS	Concierge and guest services	1	2	15	
Total: Certificate 5 Units			15	125	

QUALIFICATION GRADING CRITERIA

Individual units can be graded either as fail, pass, merit or distinction. However, 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 the grades for each unit successfully completed, plus the Diploma that recognises their level of achievement. Note that the Diploma does not allocate a grade.

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

Level	Failure criteria	Pass criteria	Merit criteria	Distinction criteria
Level 1	Students who fail:	To achieve a pass, 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 address the issues in the area of study explain their reasoning and support views with examples address problems logically produce work that is well presented, clear and well structured. 	<ul style="list-style-type: none"> meet the requirements of the assessment criteria and learning outcomes identify strengths, weaknesses and illogicalities demonstrate an understanding and knowledge of the area of study make well argued conclusions or recommendations present work that is neat, clear, well-structured and coherent.

Assessment Methodology

Given the broad and highly varied nature of the tourism and hospitality business, assessment of knowledge purely by examination is not generally felt to be an appropriate assessment method. Students need to demonstrate their higher-level skills and qualities specified in the learning outcomes within a heterogeneous vocational context where investigative assignments and presentations are more appropriate.

Assessment of learners' work will be carried out by a range of methods including applying skills, knowledge and understanding gained to work-related or representative tasks such as work experience. As well as practical observation and portfolio based assessment of individual units there will be an on demand test covering all units. Learners' work will be measured against the specified learning outcomes and assessment criteria of each unit. Mark schemes are provided for each unit and grading criteria are set out below to assist assessors in allocating marks.

ASSESSMENT UNITS

Title	Customer Service Skills
Unit purpose and aim(s)	This unit aims to introduce learners to the importance of hospitality behaviours such as personal conduct, being adaptable and communicating with a diverse range of people, to understand different customer types, needs and expectations, the benefits and consequences to the organisation of good and bad customer service, how to deal with customer requests effectively and how to deal with complaints from customers
Unit Code	CSS
Level	1
GLH	25
Learning outcomes When awarded credit for this unit, a student will:	Assessment criteria Assessment of this learning outcome will require a student to demonstrate that they can:
1 Understand the importance of hospitality behaviours such as personal conduct, being adaptable and communicating with a diverse range of people.	1.1 Identify the behaviours required within a customer service department 1.2 Explain why timekeeping attendance, personal appearance, personal presentation and contact can impact on the business and brand reputation 1.3 Demonstrate how to communicate clearly to establish a good rapport with customers and ask relevant questions to determine their needs 1.4 Demonstrate how to give customers a positive impression of yourself
2 Understand different customer types, needs and expectations within a hospitality organisation	2.1 Describe customer types 2.2 Deliver excellent customer service in line with the business / brand standards with the aim of exceeding customer expectations 2.3 Provide service correctly and check that the customer is satisfied.

<p>3 Understand the benefits and consequences to the organisation of good and bad customer service</p>	<p>3.1 Explain the benefits of good customer service 3.2 Explain the consequences of bad customer service 3.3 Demonstrate how to provide good customer service in a range of hospitality departments</p>
<p>4 Understand how to deal with customer requests effectively</p>	<p>4.1 Describe routine and special requests that customers may have and how to answer these 4.2 Provide answers to routine and special requests.</p>
<p>5 Understand how to deal with complaints from customers</p>	<p>5.1 Explain how to identify a customer has a problem 5.2 Explain how to show concern to a customer. 5.3 Describe a variety of problems a customer may have. 5.4 Demonstrate how to deal with customers who have a problem 5.5 Demonstrate how to deal with customers who are angry and are upset.</p>

Title	Restaurant and Bar Service
Unit purpose and aim(s)	This unit aims to introduce learners to a range of food and beverage service styles and standards within different types of hospitality operations, how to prepare a restaurant for service, how to serve customers in line with service style, how to clear dining and service areas after service. And introduce learners to the variety of hot and cold and alcoholic and non-alcoholic beverages and their basic characteristics, how to prepare a bar for service, how to serve customers in line with service style and how to clear bar and service areas after service.
Unit Code	RBS
Level	1
GLH	35
Learning outcomes When awarded credit for this unit, a student will:	Assessment criteria Assessment of this learning outcome will require a student to demonstrate that they can:
1. Understand the range of food and beverage service styles and standards within different types of hospitality operations.	1.1 Describe the range of food operations in a hospitality organisation 1.2 Explain the legal requirements of food hygiene, health, safety and personal presentation when working with food or beverages 1.3 Describe the different methods of food and beverage service and their requirements
2. Understand how to prepare a restaurant for service	2.1 Clean and store crockery and cutlery 2.2 Prepare and clean areas for table and tray service 2.3 Describe safe and hygienic working practices for preparing service areas and equipment for table and tray service 2.4 Lay tables and trays in line with service styles. 2.5 Check menus and ensure they are available for customer use
3. Understand how to serve customers in line with service style	3.1 Demonstrate how to greet and seat customers and take orders in a restaurant 3.2 Process customer orders 3.3 Serve customers in line with service style

<p>4. Understand how to clear dining and service areas after service</p>	<p>4.1 Explain how food service areas should be left clean after service 4.2 Explain and demonstrate how to store food items, condiments and accompaniments which will be used in the future as required 4.3 Demonstrate how to dispose of rubbish and waste food following recommended procedures 4.4 Demonstrate how customer and service areas are to be kept tidy, free from rubbish and ready for cleaning</p>
<p>5. Understand the variety of hot and cold and alcoholic and non-alcoholic beverages and their basic characteristics,</p>	<p>5.1 Describe the range of alcoholic beverages available in a hospitality organisation 5.2 Describe the different types of non-alcoholic hot and cold beverages, in particular coffee and tea, and the methods of preparing and serving them. 5.3 Describe and demonstrate the different methods of hot and cold beverage service and their requirements</p>
<p>6. Understand how to prepare a bar for service</p>	<p>6.1 Clean and store glassware 6.1 Prepare and clean areas for table and tray service 6.1 Describe safe and hygienic working practices for preparing service areas and equipment for table and tray service 6.1 Lay bar and tables in line with service styles. 6.1 Check menus and ensure they are available for customer use</p>
<p>7. Understand how to serve customers in line with service style</p>	<p>7.1 Greet and deal with customers promptly 7.1 Provide customers with accurate information about drinks and identify their requirements 7.1 Dispense and serve drinks in the correct measures and at the recommended temperature 7.1 Promote additional products as appropriate 7.1 Serve drinks in line with the appropriate service style and legal requirements</p>
<p>8. Understand how to clear bar and service areas after service</p>	<p>8.1 Store drinks, drink accompaniments and additional products for service correctly and maintain them at the required level 8.1 Keep service areas equipment clean hygienic, tidy and ready to use 8.1 Keep customer and service areas clean tidy and free from rubbish 8.1 Empty waste bins and bottle containers as necessary</p>

Title	Housekeeping
Unit purpose and aim(s)	This unit aims to introduce learners to the scope of the housekeeping department, how to clean and service hotel bedrooms, toilets and bathrooms and how to clean and service a range of housekeeping public areas.
Unit Code	HK
Level	1
GLH	25
Learning outcomes	Assessment criteria
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 scope of the housekeeping department	1.1 Describe the role and function of the housekeeping department 1.2 Identify the different sections and staff within the housekeeping department 1.3 Explain the interrelationships between housekeeping and the other departments within the hotel. 1.4 Describe the services offered by the housekeeping department to support customers' needs
2. Understand how to clean and service hotel bedrooms	2.1. Demonstrate how to clean hotel bedrooms using the correct cleaning equipment and materials 2.2. Explain how hotel linen is stored, cleaned and issued 2.3. Demonstrate how to strip and make beds 2.4. Describe how to make a final check of the area to ensure customer satisfaction
3. Understand how to clean and service toilets and bathrooms	3.1 Explain how to prepare bathroom and toilet areas for cleaning 3.2 Explain how to select the correct cleaning equipment and materials for use when cleaning toilet and bathroom areas 3.3 Clean bathroom suites and fittings and surrounding areas correctly 3.4 Clean floors, walls, mirrors and other areas following correct procedures 3.5 Describe how to make a final check of the area to ensure customer satisfaction
4. Understand how to clean and service a range of housekeeping public areas	4.1 Identify public areas housekeeping is responsible for 4.2 Demonstrate how to clean public areas in a hotel.

Title	Reception and Reservations
Unit purpose and aim(s)	The aim of this unit is to introduce learners to the scope of the front office operations department within a hospitality business, understand how to take bookings for guests, how to provide a guest arrival and guest departure service, and how to work in a reception office.
Unit Code	REC
Level	1
GLH	25
Learning outcomes When awarded credit for this unit, a student will:	Assessment criteria Assessment of this learning outcome will require a student to demonstrate that they can:
1. Understand the scope of the front office operations department within a hospitality business	1.1 Describe the role and responsibilities of front office operations (reception, advance reservations, cashiering, guest relations) 1.2 Describe the links between front office staff and other departments 1.3 Describe the services offered by the front office department to support customers' needs
2. Understand how to take bookings for guests	2.1 Describe different room tariff types 2.2 Explain how to take a room booking and the information required 2.4 Demonstrate how to take a room booking over the telephone and face to face. 2.5 Identify the reasons for recording guest history and its use.
3. Understand how to provide a guest arrival and guest departure service	3.1 Describe the process of greeting and welcoming arriving guests 3.2 State the registration information which should be recorded on arrival of guests 3.3 Demonstrate how to handle a guest arrival 3.4 Explain why guest accounts must be regularly updated and how additional charges are recorded 3.5 Describe the different methods of settling accounts. 3.6 Demonstrate how to handle a guest check-out.
4. Understand how to work in a reception office.	4.1 Identify the responsibilities of the reception office 4.2 Communicate in a business environment 4.3 Demonstrate how to file documents according to organisational procedures 4.4 Describe how to safeguard guest information

Title	Concierge and Guest Services
Unit purpose and aim(s)	This unit aims to introduce learners to the scope of the concierge and guest services departments within a hospitality business and how to promote products and services to guests.
Unit Code	CGS
Level	1
GLH	15
Learning outcomes	Assessment criteria
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 scope of the concierge and guest services departments within a hospitality business	1.1 Define the role and responsibilities of concierge and guest services 1.2 Describe the links between concierge and guest services and other departments 1.3 Describe the services offered by the concierge and guest services department to support customers' needs
2. Understand how to promote products and services to guests	2.1 Demonstrate how to promote the hotel's services 2.2 Explain why it is important to have product knowledge as well as knowledge of the local amenities that guests may enquire about. 2.3 Demonstrate how to address customer's requests. 2.3 Demonstrate how to establish a rapport with guests

CONTACT CTH

About CTH:

CTH, the Confederation of Tourism and Hospitality, is an Ofqual recognised Awarding Organisation established in 1982 specialising in gold standard qualifications for the hospitality, culinary, travel and tourism sectors.

CTH employs specialist staff with experience in these industries and links to current industry partners, as well as education or training experience. They are available to discuss your curriculum requirements or queries concerning this qualification.

In addition to our existing portfolio of qualifications currently available (included in Ofqual's Register of Regulated Qualifications), we can also offer individual unit qualifications, or discuss requirements for new qualifications suitable for local needs.

Location:

CTH offices are located in London's West End, opposite to Selfridges entrance in Duke Street. The address is 37 Duke Street, London W1U 1LN

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