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**CTH LEVEL 3 DIPLOMA IN  
HOSPITALITY LEADERSHIP  
(OFQUAL - 601/3186/X)**

**QUALIFICATION  
SPECIFICATION**

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**DECEMBER 2017**

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## **Introduction**

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The purpose of this document is to explain the aims, structure, and content of the CTH Level 3 Diploma in Hospitality Leadership. This is a bespoke qualification developed in conjunction with IHG.

This document includes the learning outcomes, assessment criteria and indicative content for each unit. In this document, there is guidance relating to learning, teaching and assessment strategies for these qualifications and an explanation of the assessment quality assurance processes.

## **Aims of the Qualification**

The aims are to provide a qualification that:

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

## **Access and Entry requirements**

The entry requirement for this qualification is by the recommendation of InterContinental Hotel Group (IHG) senior management.

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

## Accreditation Requirements

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### Accreditation

Centres must be accredited by CTH in order to deliver this qualification, which is only available for delivery within the InterContinental Hotel Group.

The CTH accreditation committee considers 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 IT 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

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### 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

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The CTH Level 3 Diploma in Hospitality Leadership is a vocationally related qualification on the UK's Regulated Qualification Framework (RQF) and adheres to the Ofqual requirements for assigning a level to a regulated qualification. These requirements and standard Level Descriptors are contained in an Ofqual publication Ofqual/15/5774, Qualification and Component Levels, available via gov.uk. The document URL is: <https://www.gov.uk/government/publications/qualification-and-component-levels>

### Qualification size

The qualification is designed to be delivered in 1200 hours of TQT (Total Qualification Time) of which 180 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.

## 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 120 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 180 learning hours. This figure includes but is not limited to formal classes, self-study, revision and assessment. However, learners completing this qualification should also be able to demonstrate their ability as independent learners.

The credit values and unit structures for the qualification are set out in the following table; please note all units are mandatory.

<b>CTH Level 3 Diploma in Hospitality Leadership</b>						
<b>QAN: 6013186X</b>						
Learners must achieve all 6 mandatory units, providing a combined 120 credits, <b>all at level 3</b>						
<b>Credit value (CV): 120</b>				<b>Qualification level: 3</b>		
<b>Guided Learning Hours (GLH) for Qualification: 180</b>				<b>Total Qualification Time (TQT) for Qualification: 1200</b>		
<b>Unit Code</b>	<b>Unit Title</b>	<b>L</b>	<b>CV</b>	<b>GLH</b>	<b>Ofqual no.</b>	<b>Assessment Method</b>
IHG3TA	Think ahead in hospitality leadership	3	20	30	D/506/2315	Line manager review
IHG3CC	Champion change in hospitality leadership	3	20	30	H/506/2316	
IHG3LO	Lead others in hospitality leadership	3	20	30	M/506/2318	
IHG3DO	Develop others in hospitality leadership	3	20	30	L/506/2374	
IHG3DR	Drive results in hospitality leadership	3	20	30	R/506/2375	
IHG3WC	Work collaboratively in hospitality leadership	3	20	30	H/506/2400	
	Final Assessment	3				Sign off assessment
<b>Diploma Total (6 units)</b>			<b>120</b>	<b>180</b>		

## Assessment Information

This qualification is assessed by 6 unit assessments and one written assignment covering all six units.

### Guidance on unit assessments

For each unit a line manager or programme manager needs to complete a unit assessment sheet by marking in the tick box when evidence at the appropriate standard has been shown and there is confidence in its integrity.

Both the learner and the manager must sign and date the unit assessments during or immediately following the learning session. All assessments will be sent to CTH for moderation before the Diploma is awarded.

### Grading criteria

Level 3	Learners who fail:	To achieve a pass, learners must:
	Do not meet the requirements of the assessment criteria and learning outcomes of the unit	Meet the requirements of the assessment criteria and learning outcomes



## Qualification Units

<b>Title</b>	Think Ahead in Hospitality Leadership		
<b>Unit purpose and aim(s)</b>	This unit is about learners planning and prioritising work in hospitality leadership settings		
<b>Ofqual ref</b>	D/506/2315		
<b>Level</b>	3		
<b>Credit value (CV)</b>	20	<b>Guided Learning Hours (GLH)</b>	30
<b>Learning outcomes</b>	<b>Assessment criteria</b>		
<b>When awarded credit for this unit, a learner will:</b>	<b>Assessment of this learning outcome will require a learner to demonstrate that they can:</b>		
1 Be able to plan their own work and the work of a hospitality team	1.1 Determine Specific, Measurable, Achievable, Realistic and Time-bound (SMART) personal and team objectives 1.2 Identify a priority for the achievement of objectives 1.3 Explain a potential challenge to the plan		
2 Be able to prioritise work in hospitality	2.1 Analyse how time is spent on work 2.2 Distinguish between urgent and important priorities 2.3 Identify a priority that will drive team performance		

<b>Title</b>	Champion Change in Hospitality Leadership		
Unit purpose and aim(s)	This unit is about driving continuous change and supporting others through change in hospitality leadership		
Ofqual ref	H/506/2316		
Level	3		
Credit value (CV)	20	Guided Learning Hours (GLH)	30
Learning outcomes	Assessment criteria		
When awarded credit for this unit, a learner will:	Assessment of this learning outcome will require a learner to demonstrate that they can:		
1 Be able to drive continuous improvement in hospitality	1.1 Identify a problem or an area for improvement 1.2 Create a range of potential solutions that meet the specification 1.3 Select the appropriate solution for the situation		
2 Understand how to support others through change in hospitality	2.1 Explain the responsibility to support others through change 2.2 Analyse how people react at different stages of change 2.3 Plan how to support the team through a change		

<b>Title</b>	Lead Others in Hospitality Leadership		
Unit purpose and aim(s)	This unit is about adapting leadership styles and improving individual performance in hospitality leadership		
Ofqual ref	M/506/2318		
Level	3		
Credit value (CV)	20	Guided Learning Hours (GLH)	30
Learning outcomes	Assessment criteria		
When awarded credit for this unit, a learner will:	Assessment of this learning outcome will require a learner to demonstrate that they can:		
1 Understand how to adapt leadership style	1.1 Explain how to use different leadership styles to meet different individual's needs  1.2 Outline a benefit of effective delegation  1.3 Explain how to plan the delegation of a task		
2 Be able to assess individual performance	2.1 Explain one type of evidence to assess an individual's performance of their job against an agreed criterion  2.2 Plan constructive and evidence-based feedback to an individual  2.3 Explain one consideration when giving feedback		

<b>Title</b>	Develop Others in Hospitality Leadership		
<b>Unit purpose and aim(s)</b>	This unit is about developing others and supporting individual development in hospitality leadership		
<b>Ofqual ref</b>	L/506/2374		
<b>Level</b>	3		
<b>Credit value</b>	20	<b>Guided Learning Hours (GLH)</b>	30
<b>Learning outcomes</b>	<b>Assessment criteria</b>		
When awarded credit for this unit, a learner will:	Assessment of this learning outcome will require a learner to demonstrate that they can:		
1 Understand how to develop people in hospitality	1.1 Explain the required learning approach  1.2 Identify the potential impact of the learning approach identified in 1.1 when developing a staff member  1.3 Explain the steps for developing people in hospitality.		
2 Understand how to support an individual's development in a job	2.1 Explain how to identify an individual's development needs through observation  2.2 Explain how to give feedback to an individual  2.3 Identify the steps of a coaching model		

<b>Title</b>	Drive Results in Hospitality Leadership		
<b>Unit purpose and aim(s)</b>	This unit is about motivating individuals to achieve results in hospitality leadership		
<b>Ofqual ref</b>	R/506/2375		
<b>Level</b>	3		
<b>Credit value (CV)</b>	20	<b>Guided Learning Hours (GLH)</b>	30
<b>Learning outcomes</b>	<b>Assessment criteria</b>		
When awarded credit for this unit, a learner will:	Assessment of this learning outcome will require a learner to demonstrate that they can:		
1 Understand what motivates an individual in hospitality	1.1 Explain an individual's role in creating an inspiring work environment 1.2 Explain a factor that affects motivation 1.3 Explain how to recognise the contribution of an individual		

<b>Title</b>	Work Collaboratively in Hospitality Leadership		
<b>Unit purpose and aim(s)</b>	This unit is about helping people work together and understanding team conflict in hospitality leadership		
<b>Ofqual ref</b>	H/506/2400		
<b>Level</b>	3		
<b>Credit value (CV)</b>	20	<b>Guided Learning Hours (GLH)</b>	30
<b>Learning outcomes</b>	<b>Assessment criteria</b>		
When awarded credit for this unit, a learner will:	Assessment of this learning outcome will require a learner to demonstrate that they can:		
1 Be able to help different people work well together	1.1 Identify the different relationships and interaction styles within the team  1.2 Explain a factor that affects team collaboration  1.3 Identify the level of identity within a team		
2 Understand team conflict resolution in hospitality	2.1 Explain the steps to follow when dealing with conflict between people at work  2.2 Assess the nature of a conflict or potential conflict that needs to be resolved  2.3 Plan how to resolve any identified or potential conflict in the team		

## CONTACT CTH

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### 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

### Website:

[www.cthawards.com](http://www.cthawards.com)

### Contact us via:

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