



**CTH LEVEL 4 DIPLOMA IN
HOSPITALITY LEADERSHIP
(OFQUAL - 601/3315/6)**

**QUALIFICATION
SPECIFICATION**

DECEMBER 2017

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CTH Level 4 Diploma in Hospitality Leadership Qualification Specification

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INTRODUCTION

The purpose of this document is to explain the aims, structure, and content of the CTH Level 4 Diploma in Hospitality Leadership.

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

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 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

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 Level 4 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 4 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.

The qualification structure is below, please note all units are mandatory.

CTH Level 4 Diploma in Hospitality Leadership						
QAN: 60133156						
Students must achieve:						
<ul style="list-style-type: none"> all 6 mandatory units, providing a total of 120 credits, all at level 4 						
Credit value (CV): 120						
Guided Learning Hours (GLH) for Qualification: 180				Total Qualification Time (TQT) for Qualification: 1200		
Unit Code	Unit Title	L	CV	GLH	Ofqual no.	Assessment Method
IHG4TA	Think Ahead in Hospitality Leadership	4	20	30	R/506/2828	Line manager review
IHG4CC	Champion Change in Hospitality	4	20	30	Y/506/2829	
IHG4LO	Lead Others in Hospitality	4	20	30	L/506/2830	
IHG4DO	Develop Others in Hospitality	4	20	30	R/506/2831	
IHG4DR	Drive Results in Hospitality	4	20	30	Y/506/2832	
IHG4WC	Work Collaboratively in Hospitality	4	20	30	D/506/2833	
	Final Assessment	4				Sign off assessment
Diploma Total (6 units)			120	180		

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 4	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

Title	Think Ahead in Hospitality Leadership	
Unit purpose and aim(s)	This unit covers being able to set an effective goal for a hospitality team, and plan and prioritise work	
Ofqual ref	R/506/2828	
Level	4	
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 set an effective goal for a hospitality team	1.1 Identify a department goal and priority from wider business goals 1.2 Create a Specific, Measurable, Achievable Realistic and Time-bound (SMART) goal for an individual team member 1.3 Identify a way to communicate a goal and a priority to the team	
2 Be able to plan and prioritise work	2.1 Distinguish between an urgent and important priority 2.2 Identify a priority for a team 2.3 Create an action plan that is capable of achieving a team goal	

Title	Champion Change in Hospitality Leadership	
Unit purpose and aim(s)	This unit covers being able to drive continuous improvement and change in hospitality	
Ofqual ref	Y/506/2829	
Level	4	
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 Analyse a factor which affects team performance 1.2 Create a range of potential solutions that meets the specification 1.3 Select the solution that best meets the specification	
2 Be able to drive change in hospitality	2.1 Explain how people react at different stages of change 2.2 Plan how to support a team through a change 2.3 Explain the process to gain buy in for an identified change	

Title	Lead Others in Hospitality Leadership	
Unit purpose and aim(s)	This unit covers being able to lead a team in hospitality, and to manage individual performance.	
Ofqual ref	L/506/2830	
Level	4	
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 lead a team in hospitality	1.1 Explain a leader's responsibility for tasks, teams and individuals 1.2 Identify the leadership priorities on which to focus 1.3 Outline which approach to take for an individual given their skill or will	
2 Be able to manage individual performance in hospitality	2.1 Structure a coaching conversation 2.2 Plan constructive and evidence-based feedback to an individual 2.3 Identify and explain how to use the delegation of a task to manage individual performance	

Title	Develop Others in Hospitality Leadership	
Unit purpose and aim(s)	This unit covers being able to develop a team in hospitality, and hold a coaching conversation with a hospitality team member	
Ofqual ref	R/506/2831	
Level	4	
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 develop a team in hospitality	1.1 Explain a learning approach to develop a team 1.2 Analyse the impact of a learning approach when developing others 1.3 Identify one individual and one team development need 1.4 Create a development plan for an individual team member	
2 Be able to hold a coaching conversation with a hospitality team member	2.1 Plan a coaching conversation 2.2 Explain how to follow a coaching conversation model 2.3 Explain the process to agree a course of action with an individual	

Title	Drive Results in Hospitality Leadership	
Unit purpose and aim(s)	This unit covers being able to motivate a team, and recognise individual and team achievement in hospitality	
Ofqual ref	Y/506/2832	
Level	4	
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 motivate a team in hospitality	1.1 Identify a factor that motivates a team member 1.2 Create a motivation action plan 1.3 Explain how to put in place one action according to the plan made in 1.2	
2 Be able to recognise individual and team achievement in hospitality	2.1 Identify how to give recognition to an individual team member 2.2 Create a plan to recognise an individual 2.3 Explain how to communicate the plan to a team member	

Title	Work Collaboratively in Hospitality Leadership	
Unit purpose and aim(s)	This unit covers being able to build a team and to resolve team conflicts in hospitality	
Ofqual ref	D/506/2833	
Level	4	
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 build a team in hospitality	1.1 Evaluate how well the team is working together 1.2 Create an achievable plan to improve team dynamics 1.3 Explain how to communicate the plan to a team member	
2 Be able to resolve team conflict in hospitality	2.1 Identify any existing or potential conflict in a team 2.2 Plan how to resolve identified or potential conflict 2.3 Identify how to take action to resolve identified or potential conflict	

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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