

INSTITUTE OF HOSPITALITY AWARDING BODY

Level 3 Diploma in Hospitality and Tourism
Management (VRQ)

Qualification Specification



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1. Introduction to the Institute of Hospitality Qualifications

- 1.1 The Institute of Hospitality Awarding Body (the Institute) has developed a set of qualifications for the Hospitality and Tourism industries which provide industry focussed training in management and leadership skills. The awards have been designed in consultation with industry and education. Learners are provided with a choice of units which they may use to evidence Continuing Professional Development (CPD). If sufficient units have been achieved through CPD learners could build these unit achievements into a full Level 3 qualification.

2. The Level of the Diploma

- 2.1 The qualification is positioned at Level 3 in the National Qualifications Framework (VRQ).
- 2.2 The Institute of Hospitality Awarding Body Level 3 Diploma in Hospitality and Tourism Management (the Level 3 Diploma) focuses on the supervisory aspects of the hospitality and tourism industries. The Level 3 Diploma provides a thorough introduction to the knowledge required of supervisors working within the hospitality and tourism sectors.
- 2.3 The Level 3 Diploma has been accredited by Ofqual (601/3211/5¹).

3. The purpose of the Level 3 Diploma

- 3.1 The Level 3 Diploma is a knowledge-based vocational qualification. It is aimed at equipping learners with the knowledge to support a learner looking to move into a junior management or supervisory role within the hospitality and tourism sectors, who wishes to develop their current knowledge to a higher level, or who wishes to prepare to move into higher level learning. Normally, the learner undertaking this qualification should be involved in managing others, for example, a team leader in a given area of the hospitality and tourism sectors. The learner should be aiming to develop their knowledge to enable them to supervise within the hospitality and tourism sectors.
- 3.2 The Level 3 Diploma has been developed from the previously accredited Qualifications and Credit Framework (QCF) Level 3 qualification developed by the Institute. This new qualification specification aims to improve the quality of the design of the items for the multiple choice question assessment papers by making them more robust and fit for purpose. The items have been designed to assess the domains of knowledge, understanding and application within the knowledge of the units of the qualification. The assessment methodology also introduces a synoptic assessment paper.
- 3.3 The structure of the qualification (see, **Section 7**) has been designed around seven business areas deemed most appropriate by employers in providing the knowledge to support the activities required of supervisors in the hospitality and tourism sectors. The option structure of units gives learners further options to gain greater depth and breadth of knowledge in the seven business areas. The seven business areas have been identified by employers as the appropriate knowledge areas that will introduce learners to the concepts and theories required of supervisors working in the hospitality and tourism sectors. The structure of the Level 3 Diploma is made up of seven mandatory units and seven option units.

¹ This is the Ofqual QAN (Qualification Accreditation Number)

- 3.4** The assessment methodology has been designed around a combination of assessing knowledge through a multiple choice question (MCQ) assessment paper with a synoptic assessment paper. The MCQ paper allows learners to select answers from an option of plausible choices, whereas the synoptic assessment paper allows learners to use their analytical and evaluative skills to make sound and reasoned judgements. See **Section 9** for further information on the assessment methodology. Given the impact of globalisation on the hospitality and tourism sectors, many learners in the UK in the hospitality and tourism sectors are not native English speakers. The MCQs provide greater access to assessment for these types of learner.
- 3.5** The Institute approved centres will typically build upon the concept of a one day training programme for delivery of each unit, as each unit will take 10 Guided Learning Hours (GLH) to complete. Learners will be expected to use some of their own time to consolidate their learning in preparation for their assessments. The delivery of the Level 3 Diploma qualification may vary depending on the delivery model of the approved centre, and approved centres are free to deliver in appropriate formats that support the delivery of knowledge of the 10 GLH for each unit, for example, training workshops, seminars, in-company training, e-learning. The Level 3 Diploma has a total of 140 GLH. The Total Qualification Time for the Level 3 Diploma is 304 hours. This comprises: 140 GLH + 10 hours examinations/assessments + 154 additional learning time = 304 hours total qualification time.

4. Aims of the Level 3 Diploma

- 4.1** The Level 3 Diploma focusses on the supervisory aspects of the hospitality and tourism industries.
- 4.2** The aims of the Level 3 Diploma are to:

	Unit Knowledge / Activity
i. provide learners with a challenging qualification covering the core disciplines of management at a supervisory level within the Hospitality and Tourism sector;	All mandatory / option units (see 7.2 / 7.3).
ii. enable learners to apply current knowledge of management concepts and theories to the Hospitality and Tourism sector;	All seven business areas (see 7.2 / 7.3) have units which cover concepts / theories within their specific areas.
iii. provide learners with the opportunity to recognise the impact of the changing operating environment relating to the Hospitality and Tourism sector;	All mandatory / option units (see 7.2 / 7.3).
iv. provide learners with the tools and terminology necessary to understand how to supervise in a Hospitality and Tourism environment;	All mandatory / option units (see 7.2 / 7.3).
v. enable learners to make informed and confident decisions regarding the areas (potential / actual) that they may supervise;	All mandatory / option units (see 7.2 / 7.3).
vi. encourage learners to reflect on and engage in debate on issues relevant to supervising in the Hospitality and Tourism sector;	All mandatory / option units (see 7.2 / 7.3), and through the delivery of the programme.

- vii. give learners the ability to enable them to manage their own professional development; and,
- viii. provide opportunities for learners to develop the necessary skills and competencies to move on to further study or employment.

Unit Knowledge / Activity

Professional Development units.

Achievement of the Level 3 Diploma.

Learning outcomes for the Diploma

4.3 Knowledge elements of the Level 3 Diploma will provide learners with the ability to understand:

- i. the environment of Hospitality and Tourism with a focus on supervision;
- ii. the current technical language, tools, methods and practices of supervision to enable effective management decision-making; and,
- iii. classical and contemporary concepts, theories and models of management and their practical application.

Unit Knowledge / Activity

All mandatory units (see 7.2).

All mandatory units (see 7.2).

All mandatory units (see 7.2).

4.4 Subject-specific professional elements of the Level 3 Diploma will provide learners with the skills to:

- i. calculate financial data relevant to supervising within the Hospitality and Tourism sector;
- ii. understand how management responds to change in the wider environment and how these changes affect organisational decision-making; and,
- iii. understand the impact of changing economic, social, legal and technological environment relating to the Hospitality and Tourism sectors.

Unit Knowledge / Activity

BS3013 Supervising Sales in Hospitality and Tourism.

FP3013 Finance and Budgeting for Business in Hospitality and Tourism.

All mandatory / option units (see 7.2 / see 7.3).

BM3013 Managing the Business in Hospitality and Tourism.

LM3013 Complying with Legislation in Hospitality and Tourism.

BM3023 Managing Hospitality and Tourism Operations.

BM3033 Business Entrepreneurship in Hospitality and Tourism.

BS3033 Pricing and Promotions for Hospitality and Tourism.

4.5 Intellectual skills developed by the Level 3 Diploma will provide learners with the ability to:

- i. locate, extract and analyse data from different financial

Unit Knowledge / Activity

BS3013 Supervising Sales in Hospitality

sources;

- ii. apply cognitive skills of reflective practice;
- iii. utilise problem-solving and decision-making skills; and
- iv. understand the interrelationships between the various subject disciplines and assimilate these coherently to provide effective solutions.

4.6 Transferable skills and personal qualities developed by the Level 3 Diploma will provide learners with the ability to:

- i. use appropriate data and information from a range of sources;
- ii. use appropriate tools and methods to conduct meaningful research;
- iii. demonstrate numeracy skills, including the ability to manipulate financial and other numerical data;
- iv. articulate concepts and arguments with clarity, conciseness and rigour using appropriate data and information;
- v. learn independently and enhance skills of self-reflection and self-managed study;
- vi. structure and communicate ideas logically and coherently; and
- vii. use appropriate communication and information technology skills.

and Tourism.

FP3013 Finance and Budgeting for Business in Hospitality and Tourism.

Synoptic assessment.

Learning of the Level 3 Diploma.

Learning of the Level 3 Diploma.

Synoptic assessment.

All mandatory / option units (see 7.2 / 7.3).

Synoptic assessment.

Unit Knowledge / Activity

All mandatory units (see 7.2 / 7.3).

PD3033 Information and Research handling in Hospitality and Tourism.

All units within the Finance and Business Planning business area.

All mandatory / option units (see 7.2 / 7.3).

Synoptic assessment.

All mandatory / option units (see 7.2 / 7.3).

All mandatory / option units (see 7.2 / 7.3).

Synoptic assessment.

Online assessment.

Synoptic assessment.

5. The Objectives of the Level 3 Diploma

5.1 On completion of the Level 3 Diploma, learners should be able to:

- i. understand the concept of management;
- ii. appreciate the benefits that can be derived from supervising teams and self in the Hospitality and Tourism sector;
- iii. develop an awareness of how to supervise people, and the

Unit Knowledge / Activity

Business Management units.

Synoptic assessment.

HM3013 Managing Teams in Hospitality and Tourism.

Professional Development units.

HM3013 Managing Teams in

	Unit Knowledge / Activity
obligations associated with a supervisory role;	Hospitality and Tourism. BS3013 Supervising Sales in Hospitality and Tourism.
iv. understand the scope of the Hospitality and Tourism sector and the impact on consumers of its products and services;	Mandatory units, particularly CM3013 Understanding Customer Relationships in Hospitality and Tourism. Synoptic assessment.
v. examine issues relating to the Hospitality and Tourism sector;	All mandatory / option units (see 7.2 / 7.3). PD3033 Information and Research Handling in Hospitality and Tourism. Synoptic assessment.
vi. explore the dynamics of management relationships between individuals and organisations and the range of political, economic, social, technological, legal, and environmental factors that affect the Hospitality and Tourism sector;	BM3013 Managing the Business in Hospitality and Tourism. LM3013 Complying with Legislation in Hospitality and Tourism. BM3023 Managing Hospitality and Tourism Operations. BM3033 Business Entrepreneurship in Hospitality and Tourism. BS3033 Pricing and Promotions for Hospitality and Tourism. Synoptic assessment.
vii. familiarise learners with the links between theory and practice;	All mandatory / option units (see 7.2 / 7.3). Synoptic assessment.
viii. understand ethics applicable to the Hospitality and Tourism sector;	BS3013 Supervising Sales in Hospitality and Tourism. CM3013 Understanding Customer Relationships in Hospitality and Tourism. FP3013 Finance and Budgeting for Business in Hospitality and Tourism. LM3013 Complying with Legislation in Hospitality and Tourism. Synoptic assessment.
ix. acquire key management knowledge that is relevant to supervising in the Hospitality and Tourism sector;	All Business Management units. HM3013 Managing Teams in Hospitality

Unit Knowledge / Activity

and Tourism.

Completion of the qualification.

- x. become a more confident, informed and responsible supervisor; and,
- xi. understand what is required of a supervisor to take ownership of own management style.

All units, with particular emphasis on PD3013 Managing Your Professional Portfolio in Hospitality and Tourism.

5.2 As well as developing knowledge, the Level 3 Diploma assists in developing the ability to:

Unit Knowledge / Activity

- i. analyse and evaluate data and information;
- ii. develop core personal skills including communication, numeracy and IT;
- iii. formulate appropriate responses to resolve defined problems;
- iv. convey data and information clearly, concisely and accurately;
- v. structure information, options and recommendations in a clear and logical order;
- vi. develop skills in examination technique; and,
- vii. apply and build on previous learning and experience.

FP3013 Finance and Budgeting for Business in Hospitality and Tourism. Synoptic assessment.

FP3013 Finance and Budgeting for Business in Hospitality and Tourism. All Human Resources management units.

Synoptic assessment.

All mandatory / option units (see 7.2 / 7.3).

Synoptic assessment.

All mandatory / option units (see 7.2 / 7.3).

Synoptic assessment.

All mandatory / option units (see 7.2 / 7.3).

Synoptic assessment.

Assessment examinations.

Achievement of the qualification.

6. Progression

6.1 The Institute's management qualifications have been designed as a progression pathway from Level 2 to Level 4. Achievement of the Diploma will also provide progression through access to qualifications offered by other awarding organisations regulated by Ofqual.

6.2 The Level 3 Diploma enhances supervisory skills and leads on to the Level 4 Diploma which may also be delivered as a work-based qualification. Further information on unitised qualifications available in the UK can be found at <http://register.ofqual.gov.uk>.

7. Structure of the Level 3 Diploma

- 7.1 The structure of the Level 3 Diploma is made up of 22 units, of which the learner must complete seven Core (Mandatory) Units and seven of 15 Option Units to achieve the qualification.
- 7.2 The Core (Mandatory) units are the following:

CORE (MANDATORY) UNITS
BUSINESS MANAGEMENT
BM3013 Managing the Business in Hospitality and Tourism
BUSINESS MARKETING AND SALES
BS3013 Supervising Sales in Hospitality and Tourism
CONSUMER MANAGEMENT
CM3013 Understanding Customer Relationships in Hospitality and Tourism
FINANCE AND BUSINESS PLANNING
FP3013 Finance and Budgeting for Business in Hospitality and Tourism
HUMAN RESOURCES MANAGEMENT
HM3013 Managing Teams in Hospitality and Tourism
LEGISLATIVE MANAGEMENT
LM3013 Complying with Legislation in Hospitality and Tourism
PROFESSIONAL DEVELOPMENT
PD3013 Managing Your Professional Portfolio in Hospitality and Tourism

- 7.3 The Option units are the following:

OPTION UNITS (Select one unit from each business area)
BUSINESS MANAGEMENT
BM3023 Managing Hospitality and Tourism Operations OR BM3033 Business Entrepreneurship in Hospitality and Tourism
BUSINESS MARKETING AND SALES
BS3023 Merchandising and Selling in Hospitality and Tourism OR BS3033 Pricing and Promotions in Hospitality and Tourism
CONSUMER MANAGEMENT
CM3023 Improving the Customer Experience in Hospitality and Tourism OR CM3033 Quality Assurance for Hospitality and Tourism Customers
FINANCE AND BUSINESS PLANNING
FP3023 Budget and Forecast Preparation for Hospitality and Tourism OR FP3033 Developing a Business Plan in Hospitality and Tourism
HUMAN RESOURCES MANAGEMENT
HM3023 Recruitment and Retention in Hospitality and Tourism OR HM3033 Target Setting and Monitoring Performance in Hospitality and Tourism
LEGISLATIVE MANAGEMENT

OPTION UNITS (Select one unit from each business area)
LM3023 Managing Risk in Hospitality and Tourism OR LM3033 Employment Law in Hospitality and Tourism
PROFESSIONAL DEVELOPMENT
PD3023 Career Planning Tools for Hospitality and Tourism OR PD3033 Information and Research Handling in Hospitality and Tourism OR PD3043 French Language Skills for Hospitality

- 7.4** Where learners are presenting other recognised units or are granted credit for specific Option Units within a business area (see 7.5 – 7.6) up to two Option Units may be selected from other business areas providing that the Core Unit for the business area for which recognition or credit has been granted has been completed (see **Section 13**).
- 7.5** Up to 50% of an award may be made through recognition of units from other relevant qualifications at the same level, subject to mapping by an Institute of Hospitality Awarding Body approved expert providing these fit within the business areas of the qualification. Recognised company training programmes or Institute endorsed programmes may also be permitted.
Application should be made to the Institute of Hospitality Awarding Body for recognition of other unit awards. A fee will be charged for this service.
- 7.6** Accreditation of Prior Certificated Learning (APCL) may be included in place of units provided that suitable and supported evidence of structured learning is presented (see **Section 13**).
- 7.7** Each unit of study within the Level 3 Diploma forms a CPD award in its own right and can be taken independently. A transcript of achievement will be awarded on successful completion of a unit. A unit certificate may be requested which will incur a fee.

8. Strategy for Delivery

- 8.1** The strategy for the delivery of the units that make up the Level 3 Diploma is typically built upon the concept of a one day training programme supported by additional learning time.
- 8.2** The delivery of the programme may vary according to the centre and may be delivered in any format that supports the 10 Guided Learning Hours (GLH) for each unit. The Level 3 Diploma has a total of 140 GLH. This may include training workshops or seminars, in-company training, e-learning, distance learning or self study.

9. Assessment Strategy

- 9.1** The Institute of Hospitality Awarding Body qualifications are assessed both electronically (by approved assessment providers), and through a paper-based synoptic examination. Electronic assessments are delivered via a secure electronic system provided by a third party appointed by the Institute of Hospitality Awarding Body.
- 9.2** The assessment methodology consists of two parts, namely:

Part 1 will consist of assessing each individual unit separately using the assessment methodology of MCQs which is delivered electronically. The features of the MCQ test are:

- a. The formats of MCQs will be determined by the domain of learning (Knowledge, Understanding, and Application) on which the learner is to be assessed.
- b. The examination paper will be marked out of 100 marks.
- c. Each MCQ paper will pose 20 questions to the learner.
- d. Each MCQ paper will be composed of MCQs with different formats, for example, True / False MCQs, Matching MCQs, and more complex MCQs using case study material.
- e. Each MCQ paper will have a maximum of 30 minutes in which it can be completed.
- f. The electronic assessment will be available 24-hours on-demand which allows learners to elect to take the MCQ paper at a time and place suitable to their learning needs.
- g. Results of the MCQ assessment will be made available to learners immediately after completion of the assessment.
- h. Learners will be expected to gain a minimum of 50% (Grade D - see **Section 10.1**) in their assessment to pass the unit.

Part 2, the whole qualification will be assessed using a synoptic examination. This will pose short answer questions exploring themes from across the seven business areas of the structure of the qualification, that is, the mandatory and optional units of the qualification. The features of the synoptic examination are:

- a. The examination will consist of seven compulsory short answer questions. A question may be made up of two or more parts.
- b. The examination paper will be marked out of 100 marks.
- c. Learners will have two hours to complete the examination. Learners will be given, in addition, 10 minutes reading time, in which they can make notes on the Case Study or Examination Question paper.
- d. Learners will be expected to construct answers to these questions.
- e. Learners will be expected to gain a minimum of 50% (Grade D - see **Section 10.2**) in their assessment to pass the unit.

- 9.3** The learner will be expected to pass the MCQ assessment element for all 14 units, and also the synoptic examination to be awarded achievement of the qualification. Each MCQ examination result will be graded, as will the results of the synoptic examination. However, there is no overall grading of the qualification.
- 9.4** Learners may elect to resit either part of their assessments. Upon completion of Part 1 of the assessment methodology (the MCQ component) learners may elect to resit a unit on-demand by contacting the Institute of Hospitality Awarding Body through their approved centre. A resit for Part 2 of the assessment methodology will be delivered on a set date determined by the Institute of Hospitality Awarding Body. Learners may elect to resit either parts of the assessment methodology only in the event if they failed either paper or wish to improve their results.
- 9.5** It is strongly recommended that learners are restricted to taking only two resits for each unit, as well as the synoptic assessment.
- 9.6** The Part 1 assessment may be undertaken at any time once a learner has registered and paid for their unit e-Assessment and subject to the approved centre making them available. This will normally depend upon

the training provider or tutor managing the programme. The Part 2 assessment will be arranged at a specific time and date determined by the Institute of Hospitality Awarding Body. There will be two sittings of the synoptic assessment per year, which will include resits.

10. Grading Scheme

- 10.1 The Institute of Hospitality Awarding Body operates the following grading scheme in respect of assessments undertaken through multiple choices questions (MCQs). The descriptors are indicative of the level of achievement of knowledge, namely:

Grade	Level 3 Diploma in Hospitality and Tourism Management	
	Mark range	Description
A*	Marks of 90% to 100%	Extensive / detailed knowledge of the subject matter.
A	Marks of 80% to 89%	Broad knowledge of the subject matter.
B	Marks of 70% to 79%	Adequate but not complete knowledge of the subject matter.
C	Marks of 60% to 69%	Basic grasp of subject matter.
D	Marks of 50% to 59%	Minimal grasp of subject matter.
Referred	Marks below 49%	Poor grasp of subject matter.

- 10.2 The Institute operates the following grading scheme in respect of assessments undertaken through short answer synoptic assessment:

Grade	Level 3 Diploma in Hospitality and Tourism Management	
	Mark range	Description
A*	Marks of 90% to 100%	Authoritative answer. Full effective response. Critical and committed argument.
A	Marks of 80% to 89%	Clearly structured. Able to deal with the concepts, sources and relevant arguments.
B	Marks of 70% to 79%	Sound and competent. Covers the basic subject matter. Appropriately organised and presented.
C	Marks of 60% to 69%	Factually sound. General grasp of the issues raised. Weak in critical awareness and analytical qualities.
D	Marks of 50% to 59%	Adequate but limited. Some aspects of the question may be answered competently, but others are ignored.
Referred	Marks below 49%	Very limited relevance to the question. Substantial generalisations.

Grade	Level 3 Diploma in Hospitality and Tourism Management	
		Lack of any real argument.

- 10.3** The above grade descriptors give a general description of responses to the level of demand posed by short questions that the examiner expects to see in the answers learners provide. Marks will be allocated according to the mark scheme which will guide how examiners will mark each question. See **Sample Mark Schemes** to see how examination papers are allocated marks.

11. Initial Assessment and Induction

- 11.1** Approved centres will need to undertake an initial assessment of each learner prior to the start of their programme to make sure that the level and type of qualification is appropriate. The initial assessment should identify any specific needs that the learner may have and the support and guidance they will require when working towards the achievement of their qualification. The Institute of Hospitality Awarding Body recommends that learners undertake a relevant induction programme to familiarise them with the requirements of the qualification they will be undertaking, their responsibilities as learners and the responsibilities of the approved centre. A learning contract or professional development plan may be useful in this respect.

12. Entry Requirements

- 12.1** Learners should either be working in or aspiring to join the hospitality or tourism industries. They should normally have:
- Completed any relevant Level 2 qualification
 - A good general education, including GCSE Mathematics and English, A* - C. This may also include achievement of Functional Skills in Mathematics and English
 - A minimum English Language ability level such as Cambridge First Certificate Grade B or TOEFL 550 points or IELTS 5.5 but this will also be subject to the requirements of the approved centre.
- 12.2** Managers with relevant work experience may be able to enrol directly onto this programme which will be assessed and evaluated by the Institute of Hospitality Awarding Body to decide if exemptions may be applicable.

13. Accreditation of Prior Certificated Learning (APCL)

- 13.1** Approved centres should refer to **Section 7: Structure of the Diploma** and should provide appropriate advice and guidance to learners seeking exemptions as a result of prior learning.
- 13.2** Learners who have already completed units at NQF Level 3 or above and who believe that they meet the criteria for APCL may ask for these units to be considered as relevant Option Units for this qualification. Qualifications / units suitable for APCL should normally have been awarded within the last five years. An exemption fee is payable.
- 13.3** Learners should submit details of the units to the Institute of Hospitality Awarding Body giving full details as follows:

- Name and full address of Awarding Organisation
- Country of Registration
- Title of Qualification
- Unit Title (s)
- Date of Award / Certificate conferred
- Name of Learner
- Business Area of the Qualification they would like the units to be offset against (see **Section 16: The Diploma Syllabus**)

13.4 Where an application for exemptions is successful, the Institute of Hospitality Awarding Body will provide confirmation in writing to both the learner and to the approved centre at which they are registered.

14. Qualification Time Constraints

14.1 Learners are registered for 18 months and are required to re-register with the Institute of Hospitality Awarding Body if they have still not completed the full qualification they have registered for within an 18 month period.

14.2 Learners have until the notified end date to complete a full qualification, subject to it being offered by an approved centre; however it is normally anticipated that the Level 3 Diploma will be completed within one academic year. Learners may complete the qualification more quickly subject to the assessments being made available by the approved centre.

15. Centre Requirements

15.1 Only approved organisations may offer Institute of Hospitality Awarding Body qualifications. Approved organisations are known as approved centres. Organisations must apply for approval to become a recognised approved centre. Full details are available from the Institute of Hospitality Awarding Body. The centre approval process will determine whether the centre:

- Meets the approval criteria; and,
- Has the expertise and resources to offer the levels of qualifications to be offered.

15.2 Approved centres must meet a set of criteria defined by the Institute of Hospitality Awarding Body that meet the appropriate Ofqual General Conditions of Recognition (Condition C). These include:

- Recognised quality assurance procedures.
- Appropriately qualified tutors for the particular programmes.
- A nominated centre co-ordinator.
- Suitable teaching and learning facilities.
- Secure assessment facilities.
- Secure information management systems that meet the requirements of the UK Data Protection Act.

15.3 Centre approval visits are undertaken by an External Examiner on behalf of the Institute of Hospitality Awarding Body who will provide support and guidance to assist them with the delivery of the qualification.

16. Certification

Certificate and Transcript

- 16.1** A qualification Certificate and Transcript for the Level 3 Diploma will be awarded to learners who have successfully completed seven Core (Mandatory) Units and seven Option Units from the qualification structure. Each learner must also pass the final written assessment (synoptic test). Learners may substitute recognised units from other qualifications for option units with the prior approval of the Institute of Hospitality Awarding Body (see **Section 12**).
- 16.2** Qualification certificates are applied for by the approved centre which has registered the learners once all units have been successfully completed. Certificates are normally sent to the approved centre where the learner is registered.

Unit Certificates

- 16.3** A unit may be taken as a stand-alone programme of learning. This would normally be the case for a learner who is intending to use it as evidence of Continuing Professional Development (CPD) or who wants to top up their qualification with additional knowledge at the request of their employer to meet the needs of their role. An individual record of results can be printed for a learner by the approved centre at the time of assessment. A Unit Certificate may be awarded on successful completion of a unit, subject to application by the approved centre and the payment of a fee.

17. The Level 3 Diploma Syllabus

- 17.1** There are seven key business areas within the programme of learning within which the syllabus is contextualised specifically for the Hospitality and Tourism sectors, which are:
1. Business Management
 2. Business Marketing and Sales
 3. Consumer Management
 4. Finance and Business Planning
 5. Human Resources Management
 6. Legislative Management
 7. Professional Development
- 17.2** The full syllabus outlining learning outcomes and the indicative content of each unit can be found in a separate document, The Level 3 Diploma in Hospitality and Tourism Management Syllabus.

18. Mapping to other Education Frameworks

- 18.1** The Diploma is mapped against the **UK Qualifications and Credit Framework (QCF)** and the **European Qualifications Framework (EQF)** to assist the learner with the mobility of their achievements against these frameworks, as set out below:

Qualification Title	NQF	QCF	EQF
	Levels		
		Entry Level 1	-

Qualification Title	NQF	QCF	EQF
		Entry Level 2	-
		Entry Level 3	Level 1
		Level 1	Level 2
	Level 2	Level 2 *	Level 3 -
Diploma in Hospitality and Tourism Management	Level 3	Level 3	Level 4
Diploma in Advanced Hospitality and Tourism Management	Level 4	Level 4 *	Level 4 +
		Level 5	Level 5
		Level 6	Level 6
		Level 7	Level 7
		Level 8	Level 8

*N.B. The mapping results for the UK Qualifications Framework and the Recommended European Qualifications Framework are generally expressed as a good fit to a level, however where there is a minus (-) or plus (+) sign present it means that the results were judged to be at the lower (-) or higher (+) end of a particular level. For further details on UK and European qualification mapping see: www.ofqual.gov.uk/2079.aspx

19. Wider Curriculum Mapping for the Diploma

19.1 The study of an Institute of Hospitality Awarding Body qualification provides opportunities for the learner to develop an understanding of spiritual, moral, ethical, social and cultural issues as well as an awareness of environmental issues, health and safety considerations and European developments. The mapping below indicates (although it is not exhaustive) where these wider issues may be taught across the curriculum.

UNIT NUMBER	UNIT NAME	Spiritual, Moral, Ethical, Social, and Cultural	European Developments ²	Environmental Education ³	Health and Safety
BUSINESS MANAGEMENT					
BM3013	Managing the Business in Hospitality and Tourism	✓	✓	✓	✓
BM3023	Managing Hospitality and Tourism Operations	✓	✓	✓	✓
BM3033	Business Entrepreneurship in Hospitality and Tourism	✓	✓		
BUSINESS MARKETING AND SALES					
BS3013	Supervising Sales in Hospitality and Tourism	✓	✓		✓
BS3023	Merchandising and Selling in Hospitality and Tourism	✓	✓		✓
BS3033	Pricing and Promotions in Hospitality and Tourism	✓	✓		
CONSUMER MANAGEMENT					

² (consistent with international agreements)

³ (sustainable development)

UNIT NUMBER	UNIT NAME	Spiritual, Moral, Ethical, Social, and Cultural	European Developments ²	Environmental Education ³	Health and Safety
CM3013	Understanding Customer Relationships in Hospitality and Tourism	✓		✓	
CM3023	Improving the Customer Experience in Hospitality and Tourism	✓	✓	✓	✓
CM3033	Quality Assurance for Hospitality and Tourism Customers	✓	✓		
FINANCE AND BUSINESS PLANNING					
FP3013	Finance and Budgeting for Business in Hospitality and Tourism	✓	✓		
FP3023	Budget and Forecast Preparation for Hospitality and Tourism	✓	✓		
FP3033	Developing a Business Plan in Hospitality and Tourism	✓	✓	✓	✓
HUMAN RESOURCES MANAGEMENT					
HM3013	Managing Teams in Hospitality and Tourism	✓			
HM3023	Recruitment and Retention in Hospitality and Tourism	✓			✓
HM3033	Target Setting and Monitoring Performance in Hospitality and tourism	✓			
LEGISLATIVE MANAGEMENT					
LM3013	Complying with Legislation in Hospitality and Tourism	✓	✓	✓	✓
LM3023	Managing Risk in Hospitality and Tourism	✓	✓	✓	✓
LM3033	Employment Law in Hospitality and Tourism	✓	✓	✓	✓
PROFESSIONAL DEVELOPMENT					
PD3013	Managing Your Professional Portfolio in Hospitality and Tourism	✓	✓		✓
PD3023	Career Planning Tools for Hospitality and Tourism	✓	✓		✓
PD3033	Information and Research Handling in Hospitality and Tourism	✓	✓		✓
PD3043	French Language Skills for Hospitality	✓	✓	✓	✓

20. The Institute of Hospitality Awarding Body policies

- 20.1** The Institute of Hospitality Awarding Body policies are available to approved centres and learners to refer to in the administration of the delivery of the Level 3 Diploma.
- 20.2** Application forms need to be completed for some policies and procedures before the Institute of Hospitality Awarding Body is able to service a Centre's request

21. Accreditation information

- 21.1** The accreditation information for Level 3 Diploma is as follows:

Qualification title	Level 3 Diploma in Hospitality and Tourism Management (VRQ)
Ofqual qualification number	601 / 3211 / 5
Qualification level	3
European Qualifications Framework (EQF) level	4
Regulation start date	1 May 2014
Operational start date	1 May 2014
Offered in	England
Assessment available in English	Yes
Assessment available in Welsh	No
Assessment available in Irish	No
Sector subject area	7.4 Hospitality and Tourism
Purpose	B. Prepare for further learning or training and / or develop knowledge and / or skills in a subject area
Sub-purpose	B2. Develop knowledge and / or skills in a subject area
Guided learning hours	140
Overall grading type	A* – D
Assessment method	Multiple-choice examination and Written Examination
Qualification description	The Level 3 Diploma in Hospitality and Tourism Management (VRQ) consists of seven mandatory and seven option units.
Age range	19+

- 21.2** The Level 3 descriptor is as follows:

DESCRIPTION	
SUMMARY	Achievement at Level 3 reflects the ability to identify and use relevant understanding, methods and skills to complete tasks and address problems

	that, while well defined, have a measure of complexity. It includes taking responsibility for initiating and completing tasks and procedures as well as exercising autonomy and judgement within limited parameters. It also reflects awareness of different perspectives or approaches within an area of study or work.
KNOWLEDGE AND UNDERSTANDING	Use factual, procedural and theoretical understanding to complete tasks and address problems that, while well defined, may be complex and non-routine. Interpret and evaluate relevant information and ideas. Be aware of the nature of the area of study or work. Have awareness of different perspectives or approaches within the area of study or work.
APPLICATION AND ACTION	Address problems that, while well defined, may be complex and non-routine. Identify, select and use appropriate skills, methods and procedures. Use appropriate investigation to inform actions. Review how effective methods and actions have been
AUTONOMY AND ACCOUNTABILITY	Take responsibility for initiating and completing tasks and procedures, including, where relevant, responsibility for supervising or guiding others. Exercise autonomy and judgement within limited parameters.

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ABOUT THE INSTITUTE OF HOSPITALITY

The Institute of Hospitality represents professional managers in the hospitality and tourism industries and has a worldwide membership. The Institute of Hospitality is managed as an educational charity, and exists to benefit its members in their career and professional development, as well as continuing to improve industry sector standards. The primary purpose of the Institute of Hospitality is to:

“promote the highest professional standards of management and education in the international hospitality, leisure and tourism industries”.

The Institute of Hospitality Awarding Body is an awarding organisation regulated and accredited in England by:

Office of Qualifications and Examinations Regulation (Ofqual).

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The Institute of Hospitality Awarding Body documents can be found on the Institute of Hospitality Awarding Body's website www.instituteofhospitality.org and virtual learning website <http://moodle.instituteofhospitality.org> or obtained directly from the Institute of Hospitality Awarding Body.