
Qualification Specification

**CTH Level 2 Diploma (or Extended
Diploma) in Cruise Hospitality Services**

January 2026

QAN: 610/7001/4, 610/7002/6

Gold standard qualifications for Hospitality, Culinary & Tourism



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1. Introduction

Overview

The objective of this Qualification Specification is to provide an overview of the **CTH Level 2 Diploma (or Extended Diploma) in Cruise Hospitality Services** qualification.

This document includes the aim, size, level, structure and content including learning outcomes and assessment criteria for each unit, together with sample assessment/s.

There is guidance relating to the centre approval requirements, and delivery and assessment 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 Delivery and Assessment Handbook.

Purpose of the Qualification

The purpose is to provide a qualification that:

- provides an introduction to the basic skills required in the hospitality industry including customer service, communication and health and safety.
- provides learners with an understanding, theoretical and practical skills in Cruise Hospitality Services, in particular key functions of the Food and Beverage and Housekeeping functions.
- enables learners to be able to progress to further and higher education qualifications.
- enables learners to apply for entry level jobs in the Cruise Hospitality Services and Hospitality industries.

2. Admission & Entry Requirements

The entry requirements below are intended for guidance only as applicants may apply with a wide variety of backgrounds and qualifications.

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

Learners must have an appropriate level of academic skills or be given support by centres to acquire the relevant study skills at degree level for this qualification.

Requirements		Recommended Admission Requirements
All Learners	✓ Minimum Age	16 at enrolment.
	✓ English Language	All learners without English as a first language must hold at least IELTS 4.5 or other evidence of competence in English at this level. The course is taught in English and assessed by written assessments and examinations in the English language; intermediate level language skills are essential.
	✓ Education	This is an open access qualification with admission at the discretion of approved CTH Centres for learners they consider able to successfully complete the qualification. However, all learners should have completed full time secondary education up to age 16, and it is expected that most will have achieved a recognised qualification at Level 2 in some subjects (UK GCSE level or overseas equivalent).

CTH Membership Registration

Centres must register learners as CTH Members within 2 weeks of starting the course.

3. Centre Approval Requirements

- ✓ Centre Approval Application & Approval Meeting
- ✓ Teaching Facilities
- ✓ Centre Staffing
- ✓ Continuing Professional Development

Centre Approval

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

The CTH Approval Committee 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 and maladministration. An online video conversation with CTH academic and quality staff will form part of the initial centre approval application process.

Teaching Facilities

Suitable teaching rooms and IT facilities should be available to learners. 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 learner 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, at least at UK degree level.

CTH will review the CVs of all teaching staff when a potential Centre seeks approval to deliver the qualification. Centres must appoint an Internal Verifier and have a named quality assurance lead.



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.



4. CTH Support

CTH Delivery and Assessment Handbook

Centres approved to deliver this qualification will be provided with a comprehensive Delivery and Assessment Handbook designed for the qualification delivery team of teaching staff, quality assurance staff and administrators.

CTH Workshops

New CTH centres are offered a short induction session (delivered online in most cases) to help them prepare, then deliver their courses leading to CTH qualifications.

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

CTH Members Website and Resources

The CTH Members website is available for both Centre Teaching staff and CTH learners. Staff and learners can access online resources, including relevant e-books and journals from EBSCO. Teaching staff can download past exam papers and assessments and examiner reports.

Please note that any instructional material provided by CTH should be used to assist teaching staff to develop their own material to support delivery and assessment of the qualification.

5. Qualification Sizes and Level

The Office of Qualifications and Examinations Regulation (Ofqual) regulates qualifications, examinations and assessments in England. The **CTH Level 2 Diploma in Cruise Hospitality Services** is an occupational qualification on the Ofqual Regulated Qualification Framework (RQF), and adheres to the regulations set out in the Ofqual Handbook. Ofqual regulated qualifications are recognised and trusted by parents, employers and educational establishments globally due to the stringent controls and quality assurance requirements Ofqual places on awarding organisations, qualifications and approved delivery centres.

Qualification Size

Level 2 Diploma in Cruise Hospitality Services

The qualification is designed to be delivered in **370** hours of TQT (Total Qualification Time) of which **335** are Guided Learning Hours (GLH). TQT is the total amount of time, in hours, expected to be spent by a learner to achieve a qualification.

Level 2 Diploma in Cruise Hospitality Services (Extended Diploma)

The qualification is designed to be delivered in **1010** hours of TQT (Total Qualification Time) of which **335** are Guided Learning Hours (GLH). TQT is the total amount of time, in hours, expected to be spent by a learner to achieve a qualification.

Definitions

- **Guided Learning Hours – GLH**
This is the amount of time the average learner is expected to spend in supervised learning and practice but may vary by learner.
- **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, lectures, seminars, tutorials, supervised assessment, such as 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.



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

Qualification Level

This qualification is at level 2 on the Ofqual Regulated Qualification Framework.

CTH qualifications comply with level descriptors set by Ofqual, which are divided into two categories:

- Knowledge and understanding.
- Skills.

The descriptors below set out the generic knowledge and skills associated with the typical holder of a qualification at that level.

Level 2 Knowledge descriptor: The holder...

- has knowledge and understanding of facts, procedures, and ideas in an area of study or field of work to complete well-defined tasks and address straightforward problems.
- can interpret relevant information and ideas.
- is aware of a range of information that is relevant to the area of study or work.

Level 2 Skills descriptor: The holder can...

- select and use relevant cognitive and practical skills to complete well-defined, generally routine tasks and address straightforward problems.
 - identify, gather, and use relevant information to inform actions.
 - identify how effective actions have been.
-

6. Qualification Structure

The qualification structure, units, sizing information and assessment types for the **CTH Level 2 Diploma (or Extended Diploma) in Cruise Hospitality Services** are set out in the following table. Further details of each unit are included later in the specification.

CTH Level 2 Diploma (or Extended Diploma) in Cruise Hospitality Services					
Students must achieve all 7 (or 8) mandatory units, providing 7 credits at level 1 and 30 (or 94) credits at level 2					
Credit Value (CV): Diploma - 37 Extended Diploma - 101			QAN: Diploma - 610/7001/4 Extended Diploma - 610/7002/6		
Guided Learning Hours (GLH) for Qualification: 335			Total Qualification Time (TQT) for Qualification: Diploma - 370 Extended Diploma - 1,010		
Mandatory Units					
Unit Code	Unit Title	L	CV	GLH	Assessment Method
2ICSO	Introduction to cruise ship operations	2	4	36	Closed book written examination
2ECCS	Excellence in cruise customer service	2	5	45	Closed book written examination
2FBSB	Food & beverage services on board	2	5	45	Closed book written examination
2ERS	Enhanced restaurant service	2	5	45	Closed book written examination
2CHK	Cruise Housekeeping	2	5	45	Closed book written examination
2SLS	Superyacht luxury service	2	5	45	Closed book written examination
2CE	Conversation essentials for crew members (French, Spanish or Mandarin)	1	8	74	Speaking and listening test
Diploma Total (7 units)			37	335	
Additional Unit for Extended Diploma					
2PTI	Practical training internship (Minimum 4 months / 640 internship hours)	2	64	-	Journal, Internship report & oral examination
Extended Diploma Total (8 units)			101	335	

This qualification provides for progression to other qualifications, particularly to CTH's qualifications at Level 3.

7. Qualification Grading Criteria

Learners must successfully pass all units for the qualification to be awarded. Each unit assessed by a written examination will be graded as either Fail, Pass, Merit or Distinction. The internship unit will be graded as either Pass or Fail. Learners will receive a transcript of their results showing the grades for each unit successfully completed. The overall grade for the qualification will be based on the grade achieved in the written examinations, speaking & listening test, and learners will receive the e-Certificate showing either Pass, Merit or Distinction.

CTH operates the following grading scheme in respect of this qualification:

1. Assessment undertaken through **the practical training internship:**

FAIL	PASS
Learners do not meet the requirements of the assessment criteria and learning outcomes.	Learners meet the requirements of the assessment criteria and learning outcomes.

2. Assessments undertaken through **closed book written examinations**, and **speaking & listening test:**

FAIL	PASS	MERIT	DISTINCTION
0% to 39%	40% to 59%	60% to 69%	70% +



The following table explains the generic Ofqual grading criteria at level 2.

Grading Criteria:

Level 2		
PASS 40% to 59%	MERIT 60% to 69%	DISTINCTION 70%+
<p>To achieve a Pass grade, learners must:</p> <ul style="list-style-type: none">• meet the requirements of the assessment criteria and learning outcomes.	<p>To achieve a Merit grade, learners must:</p> <ul style="list-style-type: none">• meet the requirements of the assessment criteria and learning outcomes.• identify the key issues in the area of study.• interpret information and ideas in a rational way.• substantiate judgments and support views with examples.• address problems logically.• produce work that is well presented, clear and well structured, with sources clearly referenced.	<p>To achieve a Distinction grade, learners must:</p> <ul style="list-style-type: none">• meet the requirements of the assessment criteria and learning outcomes.• synthesize information and ideas from different sources.• apply ideas and conclusions validly in different contexts.• identify strengths, weaknesses and illogicalities in situations, ideas, and theories.• demonstrate in-depth understanding and knowledge of relevant issues in the area of study.• use relevant and valid research and investigative techniques to solve problems.• make well-argued conclusions or recommendations.• present work that is neat, clear, well-structured, and coherent, with sources clearly referenced.

8. Qualification Assessments

Assessment Opportunities

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

Centres return the exam papers electronically for marking and moderation by CTH, together with the mark sheets from the internship.

Assessment Methods

Written examinations, speaking and listening tests will be used to measure learners' study progress and overall academic performance. Learners will also need to demonstrate the occupational skills and qualities specified in the learning outcomes within a vocational context via the completion of a mandatory internship.

Learners' work will be measured against the specified learning outcomes and assessment criteria of each unit.

See Section 10 for specimen assessment materials applicable to this qualification.

Assessment Responsibilities

CTH is responsible for:

- processing registrations and payments prior to issuing access details for assessments.

Internship:

- producing all assessment briefs and mark sheets, and making these available to centres.
- using Turnitin to check all written assessments for similarity, then moderating learner work.

Closed Book Written Examinations:

- writing the examination questions which will cover the assessment criteria.
- marking and moderating all examinations.

Language Examinations:

- writing the assessment instruction sheets.
- Moderating all examinations.

CTH Exam Board will review all results before final results are issued in the form of e-Certificates. The CTH Exam Board meets four times a year to review all moderated assessment results, taking

into consideration special considerations and mitigating circumstances, reports from the Malpractice Panel, and other information including previous results over time. The Exam Board will ratify all results before publication.

Centres must:

- ensure all CTH assessment registration fees are paid in full prior to the exam session.
- ensure that all learners have government issued photographic identity documents before enrolment, which must include their date of birth. Acceptable documents include passport, driving licence or identity card. This must be available for verification at the start of each assessment.
- prepare learners for examinations via worked questions in class and mock exams.
- register learners for each assessment submission within the timescales stated on the CTH website.
- hold at least four progress tutorials (one per month) with each learner during their internship which must be fully documented and signed by the centre marker and the learner.
- ensure learners understand how to avoid academic dishonesty and check that work in progress and submitted to CTH is the learners' own.
- mark and internally verify* the internship using the mark sheets and mark scheme provided by CTH.
- send assessment evidence to CTH electronically via SharePoint.

***Internal Verification**

An internal verifier (IV) is a designated person, internal to the centre, who has responsibility for verifying and signing off the assessment outcomes and providing feedback to the assessors. They should have a good understanding of the units/qualifications being assessed.

The Centre internal verifier assures the quality of the assessment process within the Centre. Internal verifiers must sample assessment decisions using a sampling plan, which takes into account a risk assessment which has been conducted as part of the centre's internal QA strategy.

Internal verifiers should also plan the observation of centre markers during any practical assessments, especially to support new centre markers, and provide constructive feedback.

9. Qualification Units

Introduction to Cruise Ship Operations		2ICSO
Unit Purpose and Aim(s)	This unit provides an overview of the basics of cruise ships, cruise geography, types of vessels and its classification of privileges from economy to luxury. It will prepare the learners to live and function as a productive core member. Learners will learn the procedures for embarkation and disembarkation, including the immigration process.	
Unit Level: 2	Guided Learning Hours (GLH): 36 Hours	Credit Value: 4 Credits (1 credit is 10 hours total study/TQT)
Unit Assessment is by:	Closed book written examination.	
Learning Outcome 1	Understand the operation of a cruise ship, including history, layout, types of vessels, and the various classes from economy to luxury.	
Assessment Criteria		
1.1 Explain contemporary cruise operations. 1.2 Describe the layout of the cruise. 1.3 Explain the main aspects of operations on a cruise ship.		
Learning Outcome 2	Understand the process of embarkation and disembarkation, and Health, safety, & security on cruise.	
2.1 Describe the key success factors in embarkation and disembarkation. 2.2 Explain Health, safety and security on cruise.		
Learning Outcome 3	Understand the essentials of working onboard.	
3.1 Define the key life skills needed to be an effective crew member on a cruise ship. 3.2 Explain what it means to exert ethical behaviours and why this is important on the cruise ship. 3.3 Identify roles of responsibilities.		



Excellence in Cruise Customer Service		2ECCS
Unit Purpose and Aim(s)	In this unit, the learner will: <ul style="list-style-type: none">• explore evolving philosophies, definitions, principles, and techniques behind excellent customer service.• examine and address issues of quality and customer service faced by organizations.• be taught the importance of excellent communication in customer service.	
Unit Level: 2	Guided Learning Hours (GLH): 45 Hours	Credit Value: 5 Credits (1 credit is 10 hours total study/TQT)
Unit Assessment is by:	Closed book written examination.	
Learning Outcome 1	Understand the basic principles behind developing excellent customer service.	
Assessment Criteria		
1.1 Define customer service. 1.2 Identify the behaviours required within a customer service department. 1.3 Explain why timekeeping attendance, personal appearance and personal presentation can impact the business and brand reputation.		
Learning Outcome 2	Know the importance of communication in a customer service-oriented organisation.	
Assessment Criteria		
2.1 Explain the benefits of good customer service. 2.2 Explain the consequences of bad customer service.		
Learning Outcome 3	Understand different customer types, needs and expectations within cruise hospitality.	
Assessment Criteria		
3.1 Describe customer types. 3.2 Demonstrate how to provide good customer service according to customer types.		
Learning Outcome 4	Understand how to deal with customer complaints	
Assessment Criteria		
4.1 Explain how to identify a customer has a problem. 4.2 Explain how to show concern to a customer. 4.3 Describe a variety of problems a customer may have. 4.4 Explain how to deal with customers who have a problem. 4.5 Explain how to deal with customers who are angry and are upset.		



Food & Beverage Services on Board		2FBSB
Unit Purpose and Aim(s)	This unit explores all the activities relating to the preparation and serving of food and beverages. Learners will acquire the knowledge and skills needed to work in F&B. Learners will learn standard operating procedure (SOP) including the competencies and expertise needed. They will also know how to maintain effective relationships with both internal and external customers.	
Unit Level: 2	Guided Learning Hours (GLH): 45 Hours	Credit Value: 5 Credits (1 credit is 10 hours total study/TQT)
Unit Assessment is by:	Closed book written examination.	
Learning Outcome 1	Understand the roles and functions of the different outlets in the food and beverage environment.	
<p>Assessment Criteria</p> <ol style="list-style-type: none"> 1.1 Identify the job titles in the F&B sector. 1.2 Identify the linkages between the departments. 1.3 Describe the useful qualities and competencies of F&B staff. 1.4 Identify and explain different types of F&B outlets 1.5 Explain the legal requirements of food hygiene, health, safety and personal presentation when working with food and beverages. 		
Learning Outcome 2	Understand how to prepare a restaurant for service.	
<p>Assessment Criteria</p> <ol style="list-style-type: none"> 2.1 Identify and explain importance of preparation of service. 2.2 Explain how to clean and store crockery and cutlery. 2.3 Lay tables and trays in line with service styles. 2.4 Explain how to check menus and ensure they are available for customer use. 2.5 Explain how to check menus and ensure they are available for customer use. 		
Learning Outcome 3	Understand sequence of service and how to serve customers in line with service style.	
<p>Assessment Criteria</p> <ol style="list-style-type: none"> 3.1 Identify and explain purpose of sequence of service delivery. 3.2 Identify and explain common types of service in the F&B sector. 3.3 Explain how to greet and seat customers and take orders in a restaurant. 3.4 Explain the importance of special dietary and cultural requirements. 		



Learning Outcome 4

Understand the range of beverage operations and how to serve customers in line with service style.

Assessment Criteria

- 4.1 Identify and explain the different types of bars.
- 4.2 Describe the range of alcoholic and non-alcoholic beverages available on a cruise.
- 4.3 Explain how to provide beverage service.
- 4.4 Explain how to serve drinks in line with the appropriate service style and legal requirements.

Learning Outcome 5

Describe the in-room dining services (room service)

Assessment Criteria

- 5.1 State the job functions of staff in room service.
- 5.2 Explain how to organize food and beverage delivery in cabins.

Enhanced Restaurant Service		2ERS
Unit Purpose and Aim(s)	The aim of this unit is to introduce learners to the factors that contribute to enhancing the dining experience, including demonstrating the importance of menu knowledge as well as understanding and demonstrating enhanced service skills.	
Unit Level: 2	Guided Learning Hours (GLH): 45 Hours	Credit Value: 5 Credits (1 credit is 10 hours total study/TQT)
Learning Outcome 1	Understanding the factors that contribute to enhancing the dining experience.	
<p>Assessment Criteria</p> <ul style="list-style-type: none"> 1.1 Describe the factors that contribute to an excellent customer service experience. 1.2 Describe the benefits of enhanced customer service for the customers and the business. 1.3 Explain the key external influences on the food and beverage industry. 1.4 Explain the influence that changes in lifestyles have had on eating and drinking. 1.5 State the meaning of gastronomy in relation to food. 1.6 Explain how people use their senses to help them appreciate the taste and texture of food how they combine to create new flavours. 1.7 Explain how food and drink can enrich and complement each other. 		
Learning Outcome 2	Understand and demonstrate the importance of menu knowledge.	
<p>Assessment Criteria</p> <ul style="list-style-type: none"> 2.1. Describe accurately dishes on the menu to customers. 2.2. Explain how dishes should be served correctly to customers. 2.3. Provide recommendations for alternative dishes to customers. 2.4. Explain the place of origin of ingredients and dishes to customers. 2.5. Identify and explain the main food allergens that cause allergic reactions. 2.6. Explain why it is important to inform customers of any food containing allergens on the menu to prevent allergic reactions. 		
Learning Outcome 3	Understand how to read a wine label, provide accurate information and how to serve customers.	
<p>Assessment Criteria</p> <ul style="list-style-type: none"> 3.1 Explain the key information about wine label to be provided to customers. 3.2 Describe wine tasting terms used to explain the taste of wine, and its characteristics. 3.3 Identify and explain wine and food pairing. 3.4 Describe common faults in wine. 3.5 Explain the knowledge of wine opening and decanting. 		



Learning Outcome 4

Understand enhanced service skills.

Assessment Criteria

- 4.1 Describe a range of culinary skills used by service staff in the restaurant.
- 4.2 Explain how to prepare equipment and ingredients for enhanced food service.
- 4.3 Describe hygienic working practices whilst demonstrating culinary skills.
- 4.4 Explain culinary skills employed in the restaurant.
- 4.5 Explain key points of attentive customer service.



Cruise Housekeeping		2CHK
Unit Purpose and Aim(s)	This unit covers management concepts and responsibilities in the housekeeping division of cruise ships. Learners will get an overview of inventory management of materials and supplies. They will also learn the basics of room management and standard operating procedures for housekeeping. Learners will be taught how to properly handle and use equipment for housekeeping operations.	
Unit Level: 2	Guided Learning Hours (GLH): 45 Hours	Credit Value: 5 Credits (1 credit is 10 hours total study/TQT)
Unit Assessment is by:	Closed book written examination.	
Learning Outcome 1	Understand housekeeping operations, including the structure, procedures, standards, and cleaning terminologies.	
<p>Assessment Criteria</p> <ul style="list-style-type: none"> 1.1 Identify the basic skills required and Do's & Don'ts for housekeeping 1.2 Identify different state rooms 1.3 Explain the interrelationships between housekeeping and the other departments 1.4 Describe the services offered by the housekeeping department to support customers' needs. 		
Learning Outcome 2	Understand the procedures for cleaning and servicing cabins, staterooms, toilets and bathrooms.	
<p>Assessment Criteria</p> <ul style="list-style-type: none"> 2.1 Describe the process of cleaning all types of accommodations including bed making, and using the correct cleaning equipment and materials. 2.2 Describe the procedures for cleaning and servicing toilets and bathrooms. 		
Learning Outcome 3	Understand how to check staterooms have been cleaned and serviced correctly.	
<p>Assessment Criteria</p> <ul style="list-style-type: none"> 3.1 Describe the procedures for checking cabins have been cleaned and serviced correctly to ensure customer satisfaction. 		



Learning Outcome 4

Understand the role of the housekeeping in managing hotel linen and uniforms.

Assessment Criteria

4.1 Explain how linen and staff uniforms are stored, cleaned, and issued.

Learning Outcome 5

Understand how to clean and service a range of housekeeping public areas.

Assessment Criteria

5.1 Identify public areas housekeeping is responsible for cleaning.

Learning Outcome 6

Understand overall health and safety protocols in housekeeping.

Assessment Criteria

- 6.1 Explain the MSDC and SEMS standards and guidelines.
- 6.2 Identify correct safety procedures for handling trolleys, lifting heavy equipment, and for pest control.
- 6.3 Explain the main components of the outbreak prevention and response plan



Superyacht Luxury Service		2SLS
Unit Purpose and Aim(s)	This unit provides superyacht hospitality professionals with the knowledge, technical skills, and personal attributes required to deliver world-class service, maintain interior excellence, and excel as effective members of high-performing yacht crews. It focuses on equipping individuals with industry-leading service expertise, meticulous attention to detail, adaptability, and the interpersonal qualities necessary to exceed guest expectations in the luxury yacht environment.	
Unit Level: 2	Guided Learning Hours (GLH): 45 Hours	Credit Value: 5 Credits (1 credit is 10 hours total study/TQT)
Unit Assessment is by:	Closed book written examination.	
Learning Outcome 1	Understand the superyacht industry, its demands, and professional standards.	
Assessment Criteria		
1.1 Explain the key features of the superyacht industry. 1.2 Describe the primary departments and hierarchy. 1.3 Explain the unique demands of working in the superyacht sector.		
Learning Outcome 2	Understand knowledge of yachting etiquette and safety	
Assessment Criteria		
2.1 Describe crew life onboard and professional standards expected on superyachts. 2.2 Explain Health & Safety on superyacht		
Learning Outcome 3	Understand key interior hospitality skills including housekeeping, laundry, and fine detailing	
Assessment Criteria		
3.1 Describe the key responsibilities in housekeeping 3.2 Describe the key responsibilities in Food & Beverage 3.3 Explain guest experience, personalization, and events on superyacht		



Conversation Essentials for Crew Members (French, Spanish or Mandarin)		2CE
Unit Purpose and Aim(s)	This unit aims to equip beginners, with no prior knowledge of the language, with basic conversational skills in French, Spanish, or Mandarin to communicate effectively in a cruise ship environment. Focusing on real-life scenarios such as check-ins, dining, and excursions, it enables learners to participate in simple interactions with passengers and colleagues, develop confidence and cultural awareness, and acquire the essential terminology and practical skills needed to assist passengers and engage professionally as cruise ship crew members.	
Unit Level: 1	Guided learning Hours (GLH): 74 Hours	Credit Value: 8 Credits (1 credit is 10 hours total study/TQT)
Unit Assessment is by:	One speaking and listening test.	
Learning Outcome 1	Understand and respond to basic greetings and introductions in a cruise ship context.	
Assessment Criteria		
<ol style="list-style-type: none">1.1 Use greetings, farewells, and polite expressions appropriately.1.2 Respond appropriately to common greetings from passengers and colleagues.1.3 Introduce oneself using basic personal information (name, role, department).1.4 Use appropriate formal and informal registers when greeting passengers versus colleagues.1.5 Demonstrate understanding of basic courtesy phrases.		
Learning Outcome 2	Communicate basic information related to passenger check-in and onboarding procedures.	
Assessment Criteria		
<ol style="list-style-type: none">2.1. Understand and respond to simple questions about cabin locations and facilities.2.2. Provide basic directions to key areas of the ship.2.3. Explain basic safety information using simple vocabulary.2.4. Ask and answer simple questions about passenger details.		
Learning Outcome 3	Engage in simple conversations about dining services and food preferences.	
Assessment Criteria		
<ol style="list-style-type: none">3.1 Understand and respond to basic questions about mealtimes and dining options.3.2 Use basic vocabulary to describe common food items and beverages.3.3 Ask about and respond to simple dietary requirements or preferences.3.4 Take simple orders or reservations using appropriate phrases.		



Learning Outcome 4

Provide basic assistance regarding shore excursions and onboard activities.

Assessment Criteria

- 4.1 Understand questions about excursion times, locations, and meeting points.
- 4.2 Communicate basic information about weather conditions and appropriate clothing.
- 4.3 Respond to simple questions about onboard entertainment and activities.
- 4.4 Use numbers, times, and dates accurately in context.

Learning Outcome 5

Be able to demonstrate cultural awareness and appropriate communication behaviours.

Assessment Criteria

- 5.1 Apply basic understanding of cultural norms related to personal space and eye contact.
- 5.2 Show appropriate non-verbal communication skills.
- 5.3 Speak audibly and with intelligible pronunciation.
- 5.4 Maintain appropriate pace, volume, and intonation for clear communication.
- 5.5 Use strategies such as repetition, gestures, or simple paraphrasing to ensure understanding.

Centres can choose to introduce **either** the French, the Spanish **or** the Mandarin language to their learners. CTH expects Centres to inform which language will be part of their curriculum as soon as possible.



Practical Training Internship (Extended Diploma)		2PTI
Unit Purpose and Aim(s)	The purpose of this internship is to enable learners to practice what they learn in the classroom by working in the hospitality industry. The internship will build up their confidence and teach them how to: communicate with customers effectively and with confidence, carry out essential food and beverage functions in a restaurant, and perform all room service duties.	
Unit Level: 2	Guided Learning Hours (GLH): 0 Hour	Credit Value: 64 Credits (1 credit is 10 hours total study/TQT)
Unit Assessment is by:	Journal, internship report and oral examination.	
Learning Outcome 1	Know how to communicate with customers effectively and with confidence.	
Assessment Criteria		
1.1 Demonstrate effective communication skills. 1.2 Demonstrate decision making abilities. 1.3 Master the fundamentals of problem solving.		
Learning Outcome 2	Be able to carry out essential food and beverage functions in a restaurant.	
Assessment Criteria		
2.1 Prepare setup of the restaurant. 2.2 Master event management. 2.3 Take customers order and serve customers at their table.		
Learning Outcome 3	Be able to carry out different beverage service styles and standards within a cruise.	
Assessment Criteria		
3.1 Prepare setup of a bar. 3.2 Demonstrate knowledge of making alcohol and non-alcoholic beverages. 3.3 Take customers order and serve customers at their table or bar counter.		
Learning Outcome 4	Be able to perform all duties within the housekeeping department.	
Assessment Criteria		
4.1 Perform all basic housekeeping tasks. 4.2 Demonstrate the knowledge of cleaning public areas.		



Learning Outcome 5

Be able to perform all duties within the front office department.

Assessment Criteria

- 5.1 Demonstrate how to promote the cruise service and facilities
- 5.2 Handle customer's enquiries

Learners must choose a minimum of **two** departments during their internship from Restaurant, Bar, Housekeeping and Front Office.

10. Sample Assessment

Sample Assessment Material	
Unit	Introduction to Cruise Ships Operations
Assessment Type	Closed book written examination
Time Allowed	120 minutes for the examination.

Examination Instructions

- **Total Marks: 100**
- **Maximum Time Allowed: 2 hours**
- Attempt **ALL** questions.
- **Write your answers clearly in the spaces provided in this booklet.**
- Additional space for answers is provided at the end of this booklet. If you use this space, you must clearly identify the question number you are attempting.
- Use **black** ink only.
- Before leaving the examination room, you must give this booklet to the Invigilator; if you do not, you may lose all the marks for this paper.

Sample Exam Questions

Please note: ALL questions are compulsory and carry a total of 100 marks.

Question 1	Why are ethical behaviours important on a cruise ship? Explain.	10 marks
Question 2	Identify two types of services available on board.	5 marks
Question 3	Explain three strategies to create excellent customer service.	15 marks
Question 4	Why is entertainment an important element on board?	10 marks

11. About CTH

CTH, the Confederation of Tourism & 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.

Policies

CTH policies are available to Approved Centres and learners to refer to in the administration and the delivery of the programme.

Location

CTH's offices are located in central London, United Kingdom, within easy walking distance of underground and bus stops. We always welcome visits from Centres and encourage this wherever possible.

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