
Qualification Specification

**CTH Level 2 Diploma in Cruise
Hospitality Services**

May 2021

QAN: 603/5622/4



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1. Introduction

Overview

The objective of this Qualification Specification is to provide an overview of the **CTH Level 2 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 students with an understanding, theoretical and practical skills in Cruise Hospitality Services, in particular key functions of the Food and Beverage and Housekeeping functions.
- Enables students to be able to progress to further and higher education qualifications.
- Enables students to apply for entry level jobs in the Cruise Hospitality Services and Hospitality industries.

Access & 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 students 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 Students	Minimum Age	16 at enrolment.
	English Language	All students 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.
	Study Skills	Basic study skills including simple referencing of sources is expected or should be provided by centres following enrolment.
	Education	This is an open access qualification with admission at the discretion of approved CTH Centres for students they consider able to successfully complete the qualification. However, all students should have completed full time secondary education up to age 16, and it is expected that most will have achieved a recognised qualification at Level 2 in some subjects (UK GCSE level or overseas equivalent).

2. Centre Approval Requirements

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 CTH approval process or if you wish to discuss your curriculum requirements.

The CTH Approval 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 and maladministration. An online video 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, at least at UK degree level.

CTH will review the CV's 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.

3. 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 Training

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

Assessment Responsibilities

Centres must:

- Register students as CTH Members no later than 4 weeks after starting to teach the course.
- Register students for each assessment submission within the timescales stated on the CTH website.
- Hold at least four progress tutorials (one per month) with each student during their internship which must be fully documented and signed by the centre marker and the student.

- Ensure students understand how to avoid academic dishonesty and check that work in progress and that submitted to CTH is the students' own.
- Centres are responsible for the marking and internal verification of assessments using the mark sheets provided.
- Send the following assessment evidence to CTH electronically via the CTH Hub: student assignments (Word versions only), completed mark sheets, signed student & centre marker declarations of authenticity, and compulsory progress tutorial record forms.
- Prepare students for examinations via worked questions in class and mock exams.

CTH:

Assignments:

- CTH produces all assignment briefs and makes these available to centres.
- CTH uses Turnitin to check all assignments for similarity, then moderates student work.

Examinations:

- All examinations are set by CTH, who distributes these electronically to Centres.
- Student exam scripts are returned to CTH, with attendance sheets, seating plans and any other documentation including special consideration forms, invigilators reports, suspected malpractice reports.
- CTH staff are responsible for the marking and internal verification of examinations using the mark guidelines provided.
- CTH staff moderate all exam scripts.

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.

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.

4. Qualification Level, Size and Structure

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 a vocationally related 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

The qualification is designed to be delivered in 990 hours of TQT (Total Qualification Time) of which 315 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 centre marker.

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.

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

Qualification Level

This qualification is at

- Level 2 on the Regulated Qualifications Framework in England (RQF).

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.



Qualification Structure

The qualification structure, units, sizing information and assessment types for the CTH Level 2 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 in Cruise Hospitality Services						
Students must achieve all 8 mandatory units, providing 94 credits at level 2 and 5 credits at level 1.						
Credit Value (CV): 99				QAN: 603/5622/4		
Guided Learning Hours (GLH) for Qualification: 315				Total Qualification Time (TQT) for Qualification: 990		
Mandatory Units						
Unit Code	Unit Title	L	CV	GLH	URN.	Assessment Method
2BCS	Basics of Cruise Ships	2	5	45	D/618/0052	Written examination
2CSCG	Effective Customer Service & Corporate Grooming	2	5	45	F/618/0044	Written examination
2FBSVS	Food & Beverage Services	2	5	45	J/618/0045	Written examination
2CT	Culinary Theory	2	5	45	L/618/0046	Written examination
2RSM	Restaurant Setting & Management	2	5	45	R/618/0047	Written examination
2ACTH	Alternate Communication in the Tourism & Hospitality Services (Spanish)	1	5	45	Y/618/0048	Written examination
2CH	Cruise Housekeeping	2	5	45	D/618/0049	Written examination
2PTI	Practical Training Internship	2	64	0	Y/618/0051	Journal, internship report and oral examination
Diploma Total (8 units)			99	315		

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

5. Qualification Grading Criteria

Individual units can be graded either as fail, pass, merit or distinction. The qualification is also graded. In terms of certification, this means that students will receive a transcript of their results showing the grades for each unit successfully completed, plus the Diploma that recognises their level of achievement.

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

Level 2		
To achieve a Pass (40% to 59%), students must:	To achieve a Merit grade (60% to 69%), students must:	To achieve a Distinction grade (70%+), students must:
<ul style="list-style-type: none"> Meet the requirements of the assessment criteria and learning outcomes. 	<ul style="list-style-type: none"> Meet the requirements of the assessment criteria and learning outcomes. 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. 	<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.

6. Assessment Methodology

Written examinations will be used to measure students' study progress and overall academic performance. Students 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.

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

See Section 8 for specimen assessment materials applicable to this qualification.

7. Qualification Units

Basics of Cruise Ships				
Ofqual Unit Ref No.	D/618/0052	CTH Unit Ref:	2BCS	
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 students to live and function as a productive core member. Students will learn the procedures for embarkation and disembarkation, including the immigration process.			
Unit Level	2			
Unit Size	Guided Learning Hours (GLH)	45 Hours	Credit Value: (1 credit is 10 hours total study/TQT)	5 Credits
Unit Assessment is by:	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 Describe the key success factors in embarkation and disembarkation. 1.2 Explain the main aspects of operations on a cruise ship. 1.3 Describe the various customer classes on a cruise ship.				
Learning Outcome 2	Know how to be productive crew members and team players.			
Assessment Criteria				
2.1 Define the key life skills needed to be an effective crew member on a cruise ship. 2.2 Explain what it means to exert ethical behaviours and why this is important on the cruise ship. 2.3 Define how to be a high performing crew member.				
Learning Outcome 3	Understand the customer and customer needs.			
Assessment Criteria				
3.1 Define and identify the challenges of customer service. 3.2 Explain the methods and strategies to create excellent customer service. 3.3 Describe ethical behaviours and why it is important on the cruise ship.				



Effective Customer Service and Corporate Grooming				
Ofqual Unit Ref No.	F/618/0044	CTH Unit Ref:	2CSCG	
Unit Purpose and Aim(s)	In this unit, the student 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 communications in customer service. Discuss proper grooming and its impact on customer service. 			
Unit Level	2			
Unit Size	Guided Learning Hours (GLH)	45 Hours	Credit Value: (1 credit is 10 hours total study/TQT)	5 Credits
Unit Assessment is by:	Written examination.			
Learning Outcome 1	Understand the basic principles behind developing excellent customer service.			
Assessment Criteria <ol style="list-style-type: none"> 1.1 Define customer service. 1.2 Identify effective leadership skills in customer service. 1.3 Discuss the process to handle difficult customer queries and problem solving. 1.4 Distinguish the useful qualities and competencies of F&B staffs. 				
Learning Outcome 2	Know the importance of communication in a customer service-oriented organisation.			
Assessment Criteria <ol style="list-style-type: none"> 2.1 Explain the key ingredients of effective customer service. 2.2 Define of listening skills. 2.3 Identify key interpersonal communication skills needed to be an effective cruise employee. 				
Learning Outcome 3	Know how corporate culture affects the workplace and the importance of proper dress and grooming standards.			
Assessment Criteria <ol style="list-style-type: none"> 3.1 Identify how organizational culture is important to the workplace. 3.2 Explain the grooming standards on a cruise ship and state why it is important. 				



Food & Beverage Services

Ofqual Unit Ref No.	J/618/0045	CTH Unit Ref:	2FBSVS
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Unit Purpose and Aim(s)	This unit explores all the activities relating to the preparation and serving of food and beverages. Students will acquire the knowledge and skills needed to work in F&B. Students 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.
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Unit Level	2
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Unit Size	Guided Learning Hours (GLH)	45 Hours	Credit Value: (1 credit is 10 hours total study/TQT)	5 Credits
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Unit Assessment is by:	Written examination.
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Learning Outcome 1	Outline the roles and functions of the different outlets in the food and beverage environment.
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Assessment Criteria

- 1.1 Outline the hierarchy model of the department.
- 1.2 Identify the job titles in the F&B sector.
- 1.3 Identify the linkages between the departments
- 1.4 Recommend teamwork in F&B environment.
- 1.5 Describe the useful qualities and competencies of F&B staffs.

Learning Outcome 2	Know how to develop and follow the sequence of service and style of service.
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Assessment Criteria

- 2.1 Identify and explain the service encounter.
- 2.2 Identify and explain purpose of sequence of service delivery.
- 2.3 Identify and explain importance of common types of service in the F&B sector.
- 2.4 Identify and explain importance of preparation of service.
- 2.5 Explain the importance of special dietary and cultural requirements.

Learning Outcome 3	Be able to describe the bar and beverage service.
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Assessment Criteria

- 3.1 Demonstrate the ability to provide beverage service to tables.
- 3.2 Identify and explain the different types of bar.
- 3.3 Demonstrate the ability to produce both cocktails and mocktails.
- 3.4 Explain the different types of herbal infusion and coffee.



Learning Outcome 4

Be able to work in a wine service environment.

Assessment Criteria

- 4.1 Demonstrate knowledge of wine and tasting.
- 4.2 Identify the evolution of wine.
- 4.3 Analyse wine and food pairing tasting.
- 4.4 Explain the key responsibilities of sommelier.

Learning Outcome 5

Describe the in-room dining services (room service), turn-down service and mini bar services.

Assessment Criteria

- 5.1 State the job functions of staffs in room service.
- 5.2 Explain and prioritize the order taking procedures.
- 5.3 Demonstrate the ability to organize food and beverage delivery in cabins.
- 5.4 Identify the procedures for mini bar service.



Culinary Theory				
Ofqual Unit Ref No.	L/618/0046	CTH Unit Ref:	2CT	
Unit Purpose and Aim(s)	This unit covers basic training and knowledge about the art of cooking. It also includes learning the proper use of Personal Protective Equipment (PPE). Students will learn the proper use of galley equipment, definition of French terminologies, and cooking techniques. Students will also be taught how to implement the United States Public Health requirements and standards.			
Unit Level	2			
Unit Size	Guided Learning Hours (GLH)	45 Hours	Credit Value: (1 credit is 10 hours total study/TQT)	5 Credits
Unit Assessment is by:	Written examination.			
Learning Outcome 1	Understand galley operations and be familiar with recipes and ingredients.			
Assessment Criteria				
<ul style="list-style-type: none"> 1.1 Identify the basic procedures for food preparation. 1.2 Explain the proper use of PPE. 1.3 Distinguish how to use knives properly and safely. 				
Learning Outcome 2	Understand the proper process of receiving, sorting, and storing of vegetables, fruits, dry goods, and dairy products according to standards and standard operating procedure.			
Assessment Criteria				
<ul style="list-style-type: none"> 2.1 Identify the storage area location. 2.2 Identify potentially hazarded foods and how to minimize contamination. 2.3 Explain the food cleaning procedure. 				
Learning Outcome 3	Know about stocks and sauces, their ingredients and measurements.			
Assessment Criteria				
<ul style="list-style-type: none"> 3.1 Establish the cooking procedures for roasting, sautéing, and braising. 3.2 Explain the 3 types of cooking categories. 3.3 Identify the cooking measurements. 				
Learning Outcome 4	Understand how different kinds of breads, pastries, and desserts are prepared.			
Assessment Criteria				
<ul style="list-style-type: none"> 4.1 Establish the bread making process. 4.2 Compare and contrast three different type of doughs. 4.3 Identify the process of chocolate preparation. 				

**Restaurant Setting and Management**

Ofqual Unit Ref No.	R/618/0047	CTH Unit Ref:	2RSM
Unit Purpose and Aim(s)	This unit introduces the different types of restaurants. Students will understand how to manage a restaurant setting including customer relations, booking, marketing, using a point-of-sale system, and scheduling employees. Students will also learn how to effectively deal with difficult customers.		
Unit Level	2		
Unit Size	Guided Learning Hours (GLH)	45 Hours	Credit Value: (1 credit is 10 hours total study/TQT) 5 Credits
Unit Assessment is by:	Written examination.		

Learning Outcome 1	Know the different types of restaurants and understand key responsibilities for restaurant personnel, preparation and developing the menu courses.
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Assessment Criteria

- 1.1 Compare and contrast three main types of restaurants discuss the level of service and other characteristics.
- 1.2 Explain the main aspects of the operation in the restaurant.
- 1.3 Explain the key factors of the setup in the restaurant.
- 1.4 Illustrate the different menu courses.

Learning Outcome 2	Understand the proper functions in the hierarchy system and the different roles in front of the house.
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Assessment Criteria

- 2.1 Identify the main roles of the restaurant personnel and the hierarchy criteria.
- 2.2 Explain the key functions of the point of sales system.
- 2.3 Identify the employee system rotation.

Learning Outcome 3	Be able to communicate to enhance customer service and effectively manage dissatisfied customers.
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Assessment Criteria

- 3.1 Explain what effective customer services means to you.
- 3.2 Identify the active listening process and how it may help better understand customers.

**Alternate Communication in the Tourism and Hospitality Services (Spanish)**

Ofqual Unit Ref No.	Y/618/0048	CTH Unit Ref:	2ACTH	
Unit Purpose and Aim(s)	This unit will help students develop the ability to understand spoken and written Spanish and develop skills to express themselves in basic social situations. Students will learn the basic terminology for a cruise ship and the skills to assist customers in Spanish.			
Unit Level	1			
Unit Size	Guided Learning Hours (GLH)	45 Hours	Credit Value: (1 credit is 10 hours total study/TQT)	5 Credits
Unit Assessment is by:	Written examination.			
Learning Outcome 1	Be able to use basic greeting and leave-taking expressions and know how to introduce and describe oneself along with family members in Spanish.			

Assessment Criteria

- 1.1 Greet, welcome and say goodbye to customers in Spanish.
- 1.2 Exchange personal details in Spanish.
- 1.3 Refer to dates and numbers in Spanish.
- 1.4 Introduce and describe family members in Spanish.

Learning Outcome 2

Be able to produce and understand simple phrases and sentences in the Spanish language and know about the Hispanic culture and its influence in the world.

Assessment Criteria

- 2.1. Tell the time in Spanish.
- 2.2. Talk about work and daily routine in Spanish.
- 2.3. Take orders and order a meal in a restaurant.
- 2.4. Go shopping and talk about clothes in Spanish.
- 2.5. Identify where Spanish-speaking countries are located on a map.
- 2.6. Talk about culture and customs of some Spanish-speaking countries.

Learning Outcome 3

Know how to communicate and interact with cruise ship customers in Spanish.

Assessment Criteria

- 3.1 Identify the different areas, services and working people on a boat.
- 3.2 Know the basis of customer service.
- 3.3 Ask simple open and close-ended questions to customers.
- 3.4 Perform and act out roles in cruise ship role-plays.



Cruise Housekeeping				
Ofqual Unit Ref No.	D/618/0049		CTH Unit Ref:	2CH
Unit Purpose and Aim(s)	This unit covers management concepts and responsibilities in the housekeeping division of cruise ships. Students 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. Students will be taught how to properly handle and use equipment for housekeeping operations.			
Unit Level	2			
Unit Size	Guided Learning Hours (GLH)	45 Hours	Credit Value: (1 credit is 10 hours total study/TQT)	5 Credits
Unit Assessment is by:	Written examination.			
Learning Outcome 1	Understand housekeeping operations, including the structure, procedures, standards, and cleaning terminologies.			
Assessment Criteria				
<ul style="list-style-type: none"> 1.1 Identify the basic skills required for housekeeping. 1.2 Explain the 7 factor processes for cleaning. 1.3 Describe the process of bed making. 1.4 Identify the Do's and Don'ts of housekeeping. 				
Learning Outcome 2	Understand overall health and safety protocols in housekeeping.			
Assessment Criteria				
<ul style="list-style-type: none"> 2.1 Explain the MSDC standards and guidelines. 2.2 Identify proper safety procedures for handling trolleys, lifting heavy equipment, and for pest control. 2.3 Explain the main components of the outbreak prevention and response plan. 				
Learning Outcome 3	Know what to do in inventory management and record keeping.			
Assessment Criteria				
<ul style="list-style-type: none"> 3.1 Identify how linen records and other materials are kept on a cruise ship. 3.2 Explain the timekeeping process for entering and leaving a room and why it is important. 				



Practical Training Internship				
Ofqual Unit Ref No.	Y/618/0051	CTH Unit Ref:	2PTI	
Unit Purpose and Aim(s)	The purpose of this internship is to enable students 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			
Unit Size	Guided Learning Hours (GLH)	0 Hour	Credit Value: (1 credit is 10 hours total study/TQT)	64 Credits
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				
<ul style="list-style-type: none"> 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				
<ul style="list-style-type: none"> 2.1 Perform setup of restaurant. 2.2 Master event management. 2.3 Take customers order and serve customers to their table. 				
Learning Outcome 3	Be able to perform all room service duties.			
Assessment Criteria				
<ul style="list-style-type: none"> 3.1 Perform all basic housekeeping tasks 3.2 Perform in room dining services process. 3.3 Demonstrate knowledge of mini bar management. 				

8. Sample Assessment

Sample Assessment Material	
Unit	Basics of Cruise Ships
Unit Ref. No.	D/618/0052
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** or **blue** ink
- 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.



Basics of Cruise Ships 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

9. 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.

Website

www.cthawards.com

Contact us via

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