

Pearson BTEC Level 1/ Level 2 First Award in Hospitality

Hospitality is one of the largest industries in the UK. It has over two million employees and makes a significant contribution to the UK economy. It is a dynamic industry that responds quickly to changing market needs, through rapid growth, innovation and diversity. This enables the hospitality industry to offer many different types of employment, with opportunities for you to work in this country and around the world.

BTECs are vocationally related qualifications, where learners develop knowledge and understanding by applying their learning and skills in a work-related context. Additionally, they are popular and effective because they engage learners to take responsibility for their own learning and to develop skills that are essential for the modern-day workplace. These skills include: teamworking; working from a prescribed brief; working to deadlines; presenting information effectively; and accurately completing administrative tasks and processes. BTEC Firsts motivate learners, and open doors to progression into further study and responsibility within the workplace.

The Pearson BTEC Level 1/Level 2 First Award:

is a level 2 qualification; the grades are Level 2 Pass, Level 2 Merit, Level 2 Distinction, Level 2 Distinction*. Learners who do not achieve at Level 2 may be graded at Level 1. Learners whose level of achievement is below a Level 1 will receive an unclassified U result.

Rationale for the Pearson BTEC Level 1/Level 2 First Award in Hospitality

The rationale for all qualifications in the BTEC First suite in Hospitality is to:

- inspire and enthuse learners to consider a career in the hospitality industry, rather than just being a customer or patron
- support progression to a more specialised level 3 vocational or academic hospitality and catering course or an apprenticeship in hospitality and catering
- give learners the opportunity to gain a broad understanding and knowledge of, and skills in, the hospitality industry
- give learners the potential opportunity to enter employment within a wide range of junior job roles across the hospitality industry, for example waiter/waitress, assistant front-of-house staff, temporary events/matchday hospitality staff, concessions catering assistants, fast food servers.

The smallest qualification in the suite is the Pearson BTEC Level 1/Level 2 First Award (120-guided-learning-hour (GLH)) qualification. This qualification has been developed to provide an engaging and stimulating introduction to the world of hospitality. It includes two core units and a mandatory unit that form the fundamental knowledge and understanding of hospitality principles followed by a selection of five optional specialist units from which a further unit is chosen.

The core units are:

Unit 1: Introducing the Hospitality Industry – this unit covers the different aspects of the hospitality industry, looking at its component parts and the different products and services that are offered as well as the essential processes involved in operating a hospitality business.

Unit 2: Working in the Hospitality Industry – this unit covers the importance of team working and customer service for working in a variety of roles within the hospitality industry, and looks at other important aspects such as personal appearance and personal attributes necessary to work successfully.

The mandatory unit is:

Unit 3: Food Safety and Health and Safety in Hospitality – where learners will discover the various aspects of health and safety, and food safety law in relation to those working in the hospitality industry. The optional specialist units offered within this qualification build on the core and provide learners with an opportunity to develop a wider understanding and appreciation of the hospitality industry, depending on their interests and motivation.

The specialist unit is:

Unit 7: Food and Beverage Service in the Hospitality Industry – where learners will explore the understanding and skills required to deliver food and beverage service in the hospitality industry.

Assessment approach

The Pearson BTEC Level 1/Level 2 First Award in Hospitality includes one externally assessed unit in the core unit, **Unit 1: *Introducing the Hospitality Industry***, to introduce externality into vocational programmes of study. This will assist learners as they progress either into higher levels of vocational learning, or to academic qualifications, by providing independent evidence of learning and progression alongside the portfolio-based assessment. This approach will also assist learners with developing their transferable skills in analytical writing, and in applying their knowledge in unfamiliar contexts. The remaining units are internally assessed. Internal assessment enables learners to receive feedback on their progress throughout the course as they gather and provide evidence towards meeting the unit assessment criteria.

Qualification structure

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Unit	Core Units	Assessment method	GLH
1	Introducing the Hospitality Industry	External	30
2	Working in the Hospitality Industry	Internal	30
	Mandatory Unit		
3	Food Safety and Health and Safety in Hospitality	External	30
	Specialist Unit		
7	Food and Beverage Service in the Hospitality Industry	Internal	30

Calculation of qualification grade Award (120 GLH)

GRADE	Minimum Points Required
U	0
Level 1	24
Level 2 Pass	48
Level 2 Merit	66
Level 2 Distinction	84
Level 2 Distinction*	90

Unit 1: Introducing the Hospitality Industry

In this unit you will explore different aspects of the hospitality industry by looking at its component parts, gaining an insight into the business of hospitality and the different products and services it provides. You will further explore how these products and services are offered in a range of settings to meet the requirements of different hospitality areas. You will then concentrate on the essential processes involved in operating a hospitality business. A hospitality business does not function in isolation: it is dependent on the support of other industries for its success. You will investigate how hospitality interacts with other industries, gaining knowledge and understanding of these important business relationships. Finally, you will investigate the trends and issues that affect how hospitality businesses function. Here you will explore the significance of a range of distinct factors affecting business operations. You will also discover how the hospitality industry responds and manages the impact of these influences.

Understand the structure and service provision in the hospitality industry

Topic A.1 The structure and services of the hospitality industry

Topic A.2 Business ownership within the hospitality industry

Topic A.3 Type of support given by other industries to the hospitality industry

Understand hospitality operations

Understand how current issues and trends impact on businesses within the hospitality industry

B.1 Operational processes

Understand how current issues and trends impact on businesses within the hospitality industry

Topic C.1 Trends and issues affecting the hospitality industry and how the industry responds to these trends.

Unit Two Working in the Hospitality Industry

How do you have an enjoyable working life in the hospitality industry? What knowledge must you develop to be successful in a demanding job role working with colleagues and customers? This unit gives you the opportunity to explore the importance of team working and customer service required to work successfully in a variety of job roles within the hospitality industry.

Understand effective working skills in the hospitality industry

Topic A.1 Job roles within the hospitality industry

Topic A.2 Working skills in the hospitality industry

Topic A.3 The effect of good working skills on hospitality businesses and staff

Topic A.4 The consequences of poor working skills on hospitality businesses and staff

Topic A.5 Providing consistent and reliable service in hospitality through business procedures

Topic A.6 Complying with legislative and regulatory service requirements in the hospitality industry

Use working skills in a hospitality situation

Topic B.1 Creating a positive first impression with customers

Topic B.2 Working effectively with customers and colleagues

Sample Assignment

What are Working Skills in Hospitality?

Scenario

You are working for a large hospitality company that owns a number of hospitality businesses in different areas of the industry, such as hotels, restaurants, bars. You are the assistant to the manager at one of the hotels. You have been given the task of assisting the hotel manager to prepare training materials for new staff. To do this, you will need to investigate how working skills are applied in other hospitality industry businesses. You will then use your research to create training materials that new staff can use to learn about demonstrating hospitality working skills.

Unit Three Food Safety and Health and Safety in Hospitality

What must you do to ensure your hospitality business complies with food safety and health and safety law? Health and safety law and food safety regulations apply to all businesses, whether big or small. All staff working in hospitality businesses are responsible for food safety and health and safety. In this unit you will learn the importance of following appropriate procedures to maintain food safety. You will learn about the procedures to maintain food safety when storing, preparing, cooking and serving food. Businesses within the hospitality industry adopt these procedures to prevent any problems with potential food safety hazards.

Understand food safety when dealing with food in the hospitality industry

Topic A.1 Procedures to maintain food safety when storing, preparing, cooking and serving food.

Topic A.2 Food safety hazards in hospitality businesses

Topic A.3 Controls and monitoring procedures for food safety hazards in hospitality

Topic A.4 Reasons to follow appropriate procedures to maintain food safety

Understand safety legislation and regulations that control safe working practices in the hospitality industry

Use working skills in a hospitality situation

Topic B.1 Safety legislation regulating working practices in hospitality

Topic B.2 Safety signs, information and documentation used in businesses within the hospitality industry.

Sample Assignment

How to Maintain Food Safety?

Scenario

You are working in the hospitality industry as a catering member of staff. You have been tasked with preparing training materials for new staff. To do this, you will need to investigate how to maintain food safety when dealing with food within different hospitality industry businesses. You will then use your research to create training materials that new staff can use to learn about controls and monitoring procedures for eliminating potential food safety hazards in hospitality businesses when storing, preparing, cooking and serving food.

Unit 7

Have you ever wondered what it would be like to work in a busy, vibrant hospitality business? Have you watched the staff in a restaurant, a bar or a cafe when they are dealing with lots of different tasks, all at the same time, and are still smiling? Providing food and beverage service requires a passion for excellence and means you take pride in giving customers a memorable experience. In this unit you will learn to develop the skills and practices required to work in this area of the hospitality industry. You will learn how to prepare the service area using appropriate personal presentation, professional, safe and hygienic practices, as well as using the appropriate equipment for the service style used.

Understand how to use professional, safe and hygienic practices when preparing the food and beverage service area

Topic A.1 Professional, safe and hygienic practices when preparing the food and beverage service area

Topic A.2 Preparing for food and beverage service

Provide food and beverage service to customers professionally, safely and hygienically

Topic B.1 Providing food and beverage service

Topic B.2 Reviewing effectiveness of food and beverage service provision

Sample Assignment

Professional, Safe and Hygienic Practices When Preparing the Food and Beverage Service Area

Scenario

You are working in the hospitality industry as a food and beverage server. You have been tasked with preparing training materials for new staff. To do this, you will need to investigate professional, safe and hygienic practices when preparing the food and beverage service area. You will use the results of your research to create training materials that new staff can use to learn about demonstrating food and beverage service provision skills in the hospitality industry.

Career Opportunities in Hospitality

A career in Hospitality:

- ▶ The hospitality industry is quite broad. It includes jobs working in hotels, restaurants, theme parks, cruise lines, and other facilities that help customers meet their leisure, recreational needs.
- ▶ Many jobs in the hospitality industry involve dealing with customers face-to-face in a variety of ways. But there are also behind-the-scenes jobs that include positions in sales, marketing, and accounting.

▶ Selection of Hospitality Jobs

- Front-of-House Manager
- Guest Relations Manager
- Guest Services Associate
- Guest Services Supervisor
- Hotel Clerk
- Hotel Receptionist
- Special Events Manager
- Wedding Coordinator
- Cafe Manager
- Food and Beverage Manager
- Restaurant Manager
- Catering Sales Manager
- Director of Hotel Sales
- Director of Sales and Marketing

Further Studies and Progression in Holy Cross College

Post 16 studies in Holy Cross College can lead to studying BTEC Level 3 Subsidiary Diploma in Hospitality which is equivalent to one A' Level.