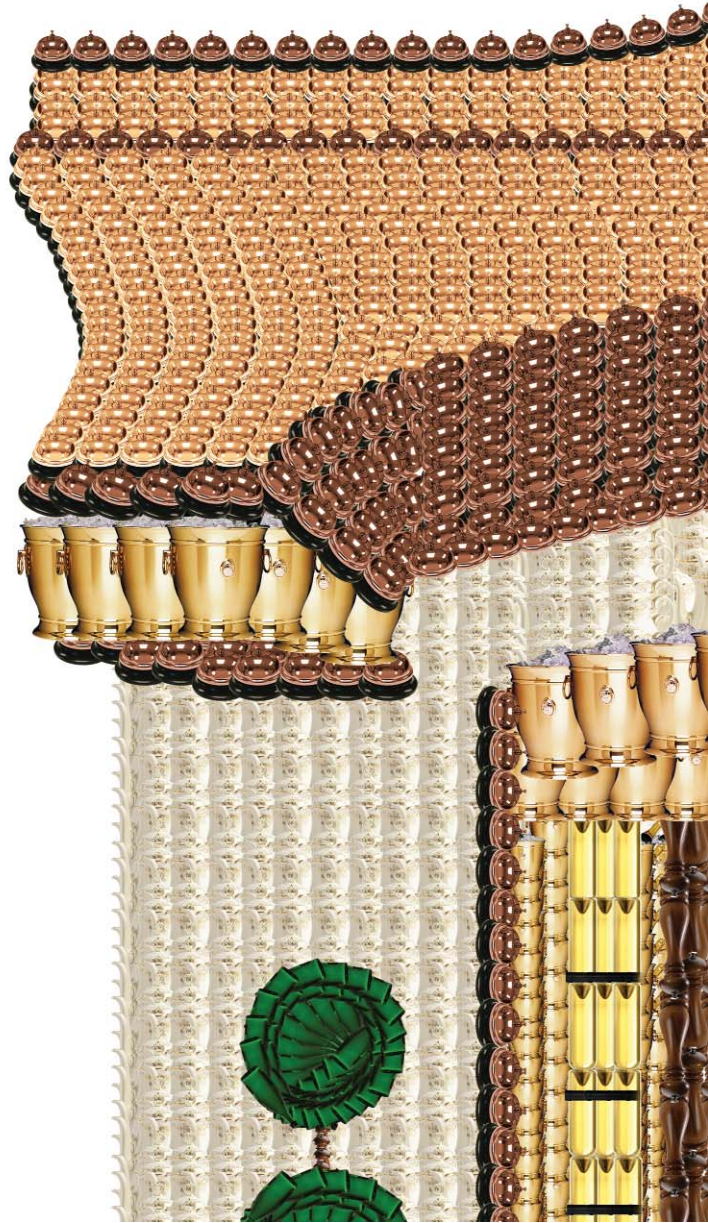


Hospitality  
Diploma Guide



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## Table of Contents

### **Introduction**

**02**

---

### Diploma Structure

### **Principal Learning**

#### Principal Learning Level 1

**03**

---

#### Principal Learning Level 2

#### Principal Learning Level 3

**04**

---

### **Generic Learning**

#### Functional Skills

#### Personal, Learning and Thinking Skills

#### Work Experience

**05**

---

### **Additional and Specialist Learning**

**06**

---

#### Level 1 ASL

**07**

---

#### Level 2 ASL

**08**

---

#### Level 3 ASL

**09**

---

### **Project**

### **Teaching Resource Pack**

**10**

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## Introduction

The AQA-City & Guilds Diploma in Hospitality provides learners with an introduction to this dynamic and growing industry. This qualification was developed with employers and focuses on applied learning opportunities to fully prepare learners for a wide range of careers or further education.

### Why choose AQA-City & Guilds Hospitality Principal Learning?

- minimum of two free personal moderator visits per year, involving direct support and advice
- flexible framework allows scope for responsiveness to industry trends, and local issues
- City & Guilds is recognised as the leading awarding body for catering and hospitality, giving learners an internationally recognised qualification
- industry focussed framework developed in close consultation with People 1st to ensure content is relevant to the current industry, and prepares learners for entry into the workplace
- free teaching materials, resources and training on course planning and moderation to support you with Diploma delivery
- fully embedded Personal, Learning and Thinking Skills (PLTS) within the assessment criteria for you to easily assess when the learners develop these six skills
- clearly signposted Functional Skills to help you assist learners to develop these key employability skills
- opportunities for applied learning, giving you ideas for employer engagement and providing learners with opportunities to gain experience in a work environment
- larger provision for internal assessment to allow for integration into practical assignments, reducing the examination burden.



## Diploma Structure

Diploma Level	Principal Learning	Generic Learning			Additional and Specialist Learning
	Main Subject (eg HOSP)	Project	Functional Skills	Work Experience	May include: - GCSEs, AS/A Levels - Vocational Quals
<b>Foundation Diploma</b> (600 GLH)	Practical Assessments + 1 Exam <b>(240 GLH)</b>	Foundation Project <b>(60 GLH)</b>	L1 - English / Maths / ICT <b>(120 GLH)</b>	Minimum 10 days	Qualifications chosen by the learner <b>(120 GLH)</b>
<b>Higher Diploma</b> (800 GLH)	Practical Assessments + 1 Exam <b>(420 GLH)</b>	Higher Project <b>(60 GLH)</b>	L2 - English/ Maths/ICT <b>(80 GLH)</b>	Minimum 10 days	Qualifications chosen by the learner <b>(180 GLH)</b>
<b>Advanced Diploma</b> (1080 GLH)	Practical Assessments + 2-3 Exam <b>(540 GLH)</b>	Extended Project <b>(120 GLH)</b>	L2 - English/ Maths/ICT	Minimum 10 days	Qualifications chosen by the learner <b>(360 GLH)</b>
<b>Progression Diploma</b> (720 GLH)	Practical Assessments + 2-3 Exam <b>(540 GLH)</b>	Extended Project <b>(120 GLH)</b>	L2 - English/ Maths/ICT	Minimum 10 days	Not included

## Principal Learning

All Principal Learning units are compulsory for Diploma learners. Principal Learning includes at least 50% applied learning which consists of knowledge, understanding, skills and attitudes to support progress through a work-related context. Opportunities to develop and apply generic skills are also integrated into Principal Learning.

### Level 1

#### Level 1 Principal Learning covers the following:

Unit	GLH	Assessment Method
1 Introducing the UK hospitality industry	30	Internal
2 An introduction to customer service in the hospitality industry	60	Internal
3 Skills for success in the hospitality industry	60	Internal
4 Principles of preparing and serving food and beverages	30	External
5 Preparing and serving food and beverages	60	Internal

For example, in unit 1 the learner will:

- understand the broad context of the hospitality industry
- use appropriate research methods and sources
- be able to explain in simple terms, the impact of tourism on the UK hospitality industry
- know the size and composition of the UK hospitality industries
- be able to identify career opportunities in hospitality

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## Level 2

### Level 2 Principal Learning covers the following:

Unit		GLH	Assessment Method
1	Exploring the UK hospitality industry	60	External
2	Customer service skills for the hospitality industry	60	Internal
3	Legislation and regulations for the hospitality industry	30	Internal
4	Effective team work for the hospitality industry	60	Internal
5	Basic business and financial principles for the hospitality industry	60	Internal
6	Hospitality service and current trends within the industry	60	Internal
7	Techniques for food preparation and cooking	30	Internal
8	Preparing and cooking meals for a range of customers	60	Internal

For example, in unit 1 the learner will:

- understand the importance of the hospitality industry to the UK economy
- be aware of how the hospitality industry is affected by changing trends
- be able to identify career opportunities in hospitality

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## Level 3

### Level 3 Principal Learning covers the following:

Unit		GLH	Assessment Method
1	Investigating the social and economic trends in the hospitality industry	60	External
2	Importance of customer service in hospitality	60	Internal
3	Building and developing effective hospitality teams	60	Internal
4	Effective people management skills for the hospitality industry	30	Internal
5	Finance and budgetary control for the hospitality industry	30	Internal
6	Running a hospitality business	90	Internal
7	Sales and marketing of hospitality products and services	60	External
8	Managing a food operation in hospitality	90	Internal
9	Hospitality services	60	Internal

For example, in unit 1 the learner will:

- appreciate the size, range and importance of the hospitality industry
- understand the effects of relevant economic and social trends on the hospitality industry
- be familiar with the relationship between the tourism and hospitality industries
- understand the career management opportunities in the hospitality industry

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## Generic Learning

Generic Learning provides skills relevant to learning, training and working in all lines of learning across all sectors. It includes Functional Skills and Personal, Learning and Thinking Skills (PLTS) which are embedded in and assessed through the Principal Learning component.

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## Functional Skills

We offer Functional Skills qualifications built around developing practical skills in English, Mathematics and Information and Communication Technology (ICT). Functional Skills has been identified as being vital for building confidence and gaining the most out of work, education and everyday life.

Both AQA and City & Guilds are offering Functional Skills independently and are both suitable for Diplomas.

For further information visit:  
[www.aqa.co.uk/qual/gcse/functional\\_skills.php](http://www.aqa.co.uk/qual/gcse/functional_skills.php)  
[www.cityandguilds.com/19824.html](http://www.cityandguilds.com/19824.html)  
[www.qcda.gov.uk/6062.aspx](http://www.qcda.gov.uk/6062.aspx)

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## Personal, Learning and Thinking Skills

As a learner progresses, they will acquire work-relevant skills through activities they undertake. Personal, Learning and Thinking Skills are embedded in the Principal Learning and help learners to develop their potential as:

- Team workers
- Independent enquirers
- Creative thinkers
- Self managers
- Effective participators
- Reflective learners

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## Work Experience

This component is usually linked to the Diploma subject that is being studied but does not always have to be the case. This element is usually taken over 10 days to help learners gain an insight into practical skills, values and attitudes needed in the workplace.



## Additional and Specialist Learning

Additional and Specialist Learning (ASL) provides learners with greater breadth (Additional Learning) and depth (Specialist Learning) of study and enables them to tailor their personal programmes to their own interests and ambitions.

ASL can be taken at the chosen Diploma level through learners selecting a single qualification or a combination of qualifications to meet the required Guided Learning Hours. Learners will select from qualifications at the same level as the Diploma that they are taking, or one higher eg the Foundation Diploma can have ASL at Level 1 or 2. ASL forms part of the Diploma and fits into the overall structure as follows:

	Guided Learning Hours (GLH) Foundation	Guided Learning Hours (GLH) Higher	Guided Learning Hours (GLH) Advanced
Principal Learning	240	420	540
Generic Learning	240	200	180
Additional and Specialist Learning*	120	180	360
10 days work experience			
<b>Total</b>	<b>600</b>	<b>800</b>	<b>1080</b>

\*For ASL the GLH indicated is a minimum requirement for each level.

The National Database of Accredited Qualifications (NDAQ) has a Diploma catalogue that lists all the ASL qualifications for each line of learning.

Visit [www.accreditedqualifications.org.uk](http://www.accreditedqualifications.org.uk)

QCDA Diploma Validator is a useful tool to help curriculum planners check that every Diploma is following a valid programme of study.

Visit <http://diplomavalidator.qcda.gov.uk>



## Level 1

Below are 6 examples of potential routes a learner might take and what qualification/s they could choose as part of their Additional and Specialist Learning.

Option 1	Option 2	Option 3	Option 4	Option 5	Option 6
Leisure and Tourism pathway	Barista pathway (plus any GCSE could be chosen)	Business enterprise pathway	Food manufacturing pathway	Language pathway (any language course could be chosen)	Health and Safety pathway



### Qualification

<b>AQA</b> GCSE in Leisure and Tourism (A) <b>120 GLH</b>	<b>City &amp; Guilds</b> Level 2 Award in Barista Skills (A) <b>20 GLH</b>  and <b>AQA</b> GCSE in Home Economics: Food and Nutrition (A) <b>120 GLH</b>	<b>AQA</b> Level 2 Certificate in Enterprise and Employability (A) <b>80 GLH</b>  and <b>AQA</b> GCSE in Business Studies (Short Course) (A) <b>60 GLH</b>	<b>City &amp; Guilds</b> Level 2 Award in Food Manufacture (A) <b>100 GLH</b>  and <b>City &amp; Guilds</b> Level 1 Award in Customer Service (QCF) (A) <b>30 GLH</b>	<b>AQA</b> GCSE in French (A) <b>120 GLH</b>	<b>City &amp; Guilds</b> Level 2 Progression Award in Health and Safety in the Workplace (A) <b>120 GLH</b>
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### GLH requirement for Diploma Level 1

120	120	120	120	120	120
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(A)- Additional  
(S) - Specialist



## Level 2

Below are 6 examples of potential routes a learner might take and what qualification/s they could choose as part of their Additional and Specialist Learning.

Option 1	Option 2	Option 3	Option 4	Option 5	Option 6
Leisure and Tourism pathway	Barista pathway (plus any AS level could be chosen)	Business enterprise pathway	Food manufacturing pathway	Language pathway (any language course could be chosen)	Health and Safety pathway



### Qualification

<b>AQA</b> GCSE in Leisure and Tourism (Double Award) (A) <b>180 GLH</b>	<b>City &amp; Guilds</b> Level 2 in Barista Skills (A) <b>20 GLH</b> and <b>AQA</b> AS Level in Communication and Culture (A) <b>180 GLH</b>	<b>AQA</b> AS Level in Business Studies (A) <b>180 GLH</b> or <b>City &amp; Guilds</b> Level 2 Certificate in Business and Administration (A) <b>200 GLH</b>	<b>City &amp; Guilds</b> Level 2 Certificate in Food Manufacture (A) <b>200 GLH</b>	<b>AQA</b> AS Level in French (A) <b>180 GLH</b>	<b>City &amp; Guilds</b> Level 2 Progression Award in Health and Safety in the Workplace (A) <b>120 GLH</b> and <b>City &amp; Guilds</b> Level 3 Certificate in Sales (S) <b>60 GLH</b>
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### GLH requirement for Diploma Level 2

180	180	180	180	180	180
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(A) - Additional  
(S) - Specialist



### Level 3

Below are 5 examples of potential routes a learner might take and what qualification/s they could choose as part of their Additional and Specialist Learning.

Option 1	Option 2	Option 3	Option 4	Option 5
Leisure pathway (plus any other AS level could be chosen)	Food manufacturing pathway	Business enterprise pathway	Language pathway (any language course could be chosen)	Customer service pathway



#### Qualification

<b>AQA</b> AS Level in Leisure Studies (Double Award) (A) <b>240 GLH</b>	<b>City &amp; Guilds</b> Level 3 Award in Food Manufacture (A) <b>300 GLH</b>	<b>AQA</b> A Level in Business Studies (A) <b>360 GLH</b>	<b>AQA</b> A Level in Spanish (A) <b>360 GLH</b>	<b>City &amp; Guilds</b> Level 3 Award in Customer Service (QCF) (A) <b>90 GLH</b>
and	and			and
<b>AQA</b> AS Level in Home Economics (A) <b>180 GLH</b>	<b>City &amp; Guilds</b> Level 3 Certificate in Sales (S) <b>60 GLH</b>			<b>City &amp; Guilds</b> Level 3 Certificate in Travel and Tourism (A) <b>50 GLH</b>
				and
				<b>City &amp; Guilds</b> Level 3 Certificate in Sound and Music Technology (A) <b>240 GLH</b>

#### GLH requirement for Diploma Level 3

<b>360</b>	<b>360</b>	<b>360</b>	<b>360</b>	<b>360</b>
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(A)- Additional  
(S) - Specialist

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## Project

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A Project chosen by each individual learner is taught at each level, requiring them to show their ability to plan, deliver and present a piece of work. It offers learners an opportunity to produce an extended piece of work, either in an area that they are studying, or in which they have a particular interest.

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## Teaching Resource Pack

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Benefit from our free of charge Diploma Teaching Resource Pack. These resources will support you on your journey through teaching, planning and delivery. You can get:

### Teaching Materials

- Easy to follow **Principal Learning Specifications** written by practicing teachers and lecturers which include fully embedded Personal, Learning and Thinking Skills within the assessments and clearly signposted Functional Skills
- **Sample External Assessment Materials** for externally assessed units
- **Sample Internal Assessment Materials** for one internally assessed unit at each level
- **Schemes of Work/Guidance Notes for Activities** giving you examples for teaching delivery that can be used at any level
- **Resource lists** with references and links to a wide range of helpful teaching resources
- **Level 2 Student Handbook** an innovative way for your students to track their achievements and plan their progress while studying the Principal Learning component

### Online

- Visit [www.diplomainfo.org.uk](http://www.diplomainfo.org.uk) our dedicated Diploma website
- **Enhanced Results Analysis (ERA)** an online tool giving you at-a-glance analysis of exam results by candidate and giving cohort to cohort comparisons for your own and peer centres
- **Links to other Diploma components** including Functional Skills, Project, Additional and Specialist Learning
- Additional and Specialist Learning and **career pathway information**
- **Diploma Talk Online Forums** provide tutors with a **24/7 online discussion facility** to interact with fellow **tutors** or **subject experts**
- Past **question papers** and **mark schemes** available at a small cost (free through e-AQA)

### Dedicated personal support and events

- Minimum two free **moderator visits** per consortium in your first year
- Direct access to **Subject Support Staff** for advice and guidance
- **Regional Teacher Support Events** led by Subject Experts, Examiners or Moderators
- **Bespoke practitioner workshops** held at a centre within your consortium to address the delivery requirements specific to your needs
- **Inspirational 'Taster Days'** held at a centre within your consortium to support student uptake and parent engagement run by Speakeasy4schools
- **'Flying Start'** teaching delivery days and / or visiting young award winning **Ambassadors from the industry** run by Speakeasy4schools

Visit [www.diplomainfo.org.uk/HOS-Teaching-Resource-Zone.asp](http://www.diplomainfo.org.uk/HOS-Teaching-Resource-Zone.asp)

# Require further information?

AQA-City & Guilds will do our best to help answer any questions that you may have about the Diplomas. We have a dedicated **Diploma Support team** who are here to support you. If you would like to speak to a member of the team or secure a visit please email: **[diplomadvisors@cityandguilds.com](mailto:diplomadvisors@cityandguilds.com)**

Visit:  
**[www.diplomainfo.org.uk](http://www.diplomainfo.org.uk)**

Telephone:  
**08700 242466**