



TQUK Level 4 Diploma in Hospitality and Tourism Management (RQF)

Qualification Specification

Qualification Number: **603/2875/7**



Introduction

Welcome to TQUK.

TQUK is an Awarding Organisation recognised by the Office of Qualifications and Examinations Regulation (Ofqual) in England, CCEA Regulation in Northern Ireland and by Qualifications Wales.

TQUK offers qualifications which are regulated by Ofqual and, in some cases, by CCEA Regulation and/or Qualifications Wales, sit on the Regulated Qualifications Framework (RQF) and are listed on the Register of Regulated Qualifications (<http://register.ofqual.gov.uk/>).

Our qualifications are designed to support and encourage learners to develop their knowledge and skills. This development may result in progression into employment or career development in the workplace. Our qualifications also allow learners to progress onto further qualifications.

Please visit our website www.tquk.org for news of our latest developments.

Qualification Specifications

Each qualification which TQUK offers is supported by a specification that includes all the information required by a centre to deliver a qualification. Information in the specification includes unit information, assessment and learning outcomes.

The aim of the Qualification Specification is to guide a centre through the process for delivering the qualification.

Please read it alongside the TQUK Centre Handbook.

Details of TQUK's procedures and policies can be found on our website www.tquk.org

Qualification specifications can be found also be found on our website www.tquk.org

Please check the website regularly to ensure that you are using the most up to date version.

If you have any further questions, please contact TQUK.

Use of TQUK Logo, Name and Qualifications

TQUK is a professional organisation and use of its name and logo is restricted. TQUK's name may only be used by recognised centres to promote TQUK qualifications. Recognised centres may use the logo for promotional materials such as on corporate/business letterheads, pages of a centre's website relating to TQUK qualifications, printed brochures, leaflets or exhibition stands.

When using TQUK's logo, there must be no changes or amendments made to it, in terms of colour, size, border and shading. The logo must only be used in a way that easily identifies it as TQUK's logo. Any representation of TQUK's logo must be done so as a representation of the true logo.

It is the responsibility of the centre to monitor the use and marketing of TQUK's logos and qualifications on their own materials as well as on those of any re-sellers or third parties that they may use. TQUK should be made aware of relationships with re-sellers or third parties including any additional websites that the centre will use in addition to their own website. If this information is changed TQUK should be notified. TQUK is required to monitor centre's websites and materials to ensure that learners are not being misled.

If a centre is no longer a TQUK recognised centre it must immediately discontinue the use of TQUK's logo, name and qualifications.

Introduction to the Qualification

The TQUK Level 4 Diploma in Hospitality and Tourism Management (RQF) is regulated by Ofqual.

Qualification Purpose

The purpose of the qualification is to develop learners' knowledge and understanding of aspects of management and other topics relevant to the hospitality and tourism industry. Areas covered include:

- Principles of sustainable development and the level of planning involved to achieve sustainable development in tourism.
- Planning and managing tourism across different destinations,
- The hospitality and tourism industry and its operations, including holiday management.
- The nature, development and management of visitor attractions including tourist motivation theories and techniques available to manage visitor attractions and how they can be used to achieve sustainability.
- The function and structure of resort operations, the role and impact of quality systems and procedures in relation to services, health and safety and the legal requirements.
- The employability skills required for effective employment and development. Further knowledge on teams and groups. Leadership and communication skills required is also addressed in this unit.

Entry Requirements

There are no specific entry requirements however it is recommended that learners have a minimum of level three in a related hospitality and/or tourism management qualification.

The qualification is suitable for learners of 18 years of age and above.

Progression

Successful learners can progress to other qualifications such as:

- TQUK Level 5 Diploma in Hospitality and Tourism Management
- Level 5 Diploma in Tourism and Hospitality Management
- Level 5 Advanced Diploma in Hospitality Management
- Level 5 Advanced Diploma in Tourism Management

Structure

Learners must achieve five mandatory units.

Mandatory Units

Title	Unit ref.	Level	Guided Learning Hours	Credit value
Sustainability in hospitality and tourism	F/616/8301	4	60	20
Operations management in hospitality and tourism	J/616/8302	4	60	20
Management of visitor attractions	L/616/8303	4	60	40
Resort operations and management	R/616/8304	4	60	20
Employability and development in hospitality and tourism	Y/616/8305	4	60	20

Total Qualification Time

This is an estimate of the total length of time it is expected that a learner will typically take to achieve and demonstrate the level of attainment necessary for the award of the qualification i.e. to achieve all learning outcomes.

Total Qualification Time is comprised of GLH and an estimate of the number of hours a learner is likely to spend in preparation, study or any other learning including assessment, which takes place as directed by, but not under the supervision of a lecturer, supervisor or tutor. The credit value, where given, for a qualification is determined by TQT, as one credit corresponds to 10 hours of learning.

Total Qualification Time for this qualification is 1200 hours.

Guided Learning Hours

These hours are made up of all real time contact time, guidance or supervision of a learner by a lecturer, supervisor, tutor, trainer or other appropriate provider of education or training.

GLH for this qualification is 300.

Assessment

The qualification is assessed by internally set and marked assessments subject to external quality assurance.

Where indicated in the unit specifications, assessment must meet the requirements of the identified assessment strategy/principles.

Materials for internal assessment must be submitted to TQUK for approval prior to use and must be mapped to the relevant unit, learning outcome and assessment criteria.

All learning outcomes must be met to achieve a pass - there is no grading.

Centre Recognition

To offer any TQUK qualification each centre must be recognised by TQUK and meet qualification approval criteria. Qualification approval must be confirmed prior to any assessment of learners taking place. It is essential that centres provide learners with access to appropriate support in the form of specialist resources.

The TQUK Centre Recognition process requires a centre to have in place a number of policies and procedures to protect the learners undertaking a TQUK qualification and the integrity of TQUK's qualifications. The policies and procedures will also support an approved Centre's quality systems.

Recognised centres must seek approval for each qualification they wish to offer.

The approval process requires centres to demonstrate that they have the resources, including staff, to deliver and assess the qualification.

Support from TQUK

Recognised centres will be able to access support from TQUK whenever necessary. External Quality Assurance activities will be undertaken on a regular basis. TQUK also offers recognised centres the service of a Client Relationship Officer whose role is to support centres with any administration queries or qualification support.

Course Delivery

Pre-Course Information

All learners should be given appropriate pre-course information regarding any TQUK qualifications. The information should explain about the qualification, the fee, the form of the assessment and any entry requirements or resources needed to undertake the qualification.

Initial Assessment

Centres should ensure that any learner registered on a TQUK qualification undertakes some form of initial assessment. The initial assessment should be used to inform a teacher/trainer on the level of the learner's current knowledge and/or skills.

Initial assessment can be undertaken by a teacher/trainer in any form suitable for the qualification to be undertaken by the learner/s. It is the centre's responsibility to make available forms of initial assessment that are valid, applicable and relevant to TQUK qualifications.

Learner Registration

Once approved to offer a qualification the centre should register learners before any assessment can take place. Recognised centres must follow TQUK's procedures for registering learners. For short courses, TQUK offer the option of registering a course and booking a number of places. Learners are then added once the course has taken place, thus acknowledging situations where substitutions are made at short notice to meet business needs.

Trainer/Assessor Requirements

Tutors/trainers who deliver a TQUK qualification must possess a teaching qualification appropriate for the level of qualification they are delivering. This can include the below:

- Further and Adult Education Teachers Certificate
- Cert Ed/PGCE/B Ed/M Ed
- PTLLS/CTLLS/DTLLS
- Level 3 Award/4 Certificate/5 Diploma in Education and Training
- Undergraduate Degree in Hospitality and Tourism Management or equivalent; and proof of at least 30 hours of training in any subject; and

Assessors who assess a TQUK qualification must possess an assessing qualification appropriate for the level of qualification they are delivering. This can include:

- Level 3 Award in Assessing Competence in the Work Environment
- Level 3 Award in Assessing Vocationally Related Achievement
- Level 3 Award in Understanding the Principles and Practices of Assessment
- Level 3 Certificate in Assessing Vocational Achievement
- A1 or D32/D33

Specific requirements for assessors may be indicated in the assessment strategy/principles identified in individual unit specifications.

Internal Quality Assurer Requirements

Centre staff who undertake the role of an Internal Quality Assurer (IQA) for TQUK qualifications must possess or be working towards a relevant qualification. This could include:

- Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice
- Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice
- V1 Conduct internal quality assurance of the assessment process
- D34 Internally verify the assessment process

It is best practice that those who quality assure qualifications also hold one of the assessing qualifications outlined above. IQAs must follow the principles set out in Learning and Development NOS 11 - Internally monitor and maintain the quality of assessment.

All staff members involved with the qualification (training, assessing or IQA) will also need to be '*occupationally competent in the subject area being delivered*'. This could be evidenced by a combination of the below:

- A higher level qualification in the same subject area as the qualification approval request.
- Experience of the delivery/assessment/IQA of the qualification/s requested.
- Work experience in the subject area of the qualifications.

Staff members will also be expected to have a working knowledge of the requirements of the qualification, and a thorough knowledge and understanding of the role of tutors/assessors and internal quality assurance. They are also expected to undertake continuous professional development (CPD) to ensure they are up to date with work practices and developments in the qualifications they are involved with.

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Useful Websites

Health and Safety Executive	www.hse.gov.uk
Office of Qualifications and Examinations Regulation	www.ofqual.gov.uk
Register of Regulated Qualifications	http://register.ofqual.gov.uk
Health and Safety Executive NI	https://www.hseni.gov.uk/
Institute of Hospitality	https://www.instituteofhospitality.org/
British Hospitality Association	http://www.bha.org.uk/about/
Institute of Hospitality and Tourism	http://www.itt.co.uk/
Tourism Industry Council council	https://www.gov.uk/government/groups/tourism- council

For further details regarding approval and funding eligibility please refer to the following websites:

Skills Funding Agency <http://skillsfundingagency.bis.gov.uk/> for public funding information for 19+ learners in England

Learning Aim Reference Service (LARS) <https://www.gov.uk/government/publications/individualised-learner-record-ilr-sources-of-data>

DAQW – Database of Approved Qualifications www.daqw.org.uk for public funding in Wales

Department for the Economy <https://www.economy-ni.gov.uk/> or Department of Education www.deni.gov.uk for public funding in Northern Ireland.

Legrand, W., Sloan, P. and Chen, J. (2013). *Sustainability in the Hospitality Industry 2nd Ed.* Florence: Taylor and Francis.

Gardetti, M. and Torres, A. (2016). *Sustainability in hospitality.* Sheffield: Greenleaf Publishing Limited.

Girling, R., Lanier, P. and Gordy, H. (n.d.). *The good company.*

Kastarlak, B. and Barber, B. (2012). *Fundamentals of planning and developing tourism.* Boston: Pearson.

Middleton, V. and Clarke, J. (2012). *Marketing in Hospitality and Tourism.* Jordan Hill: Taylor and Francis.

Roday, S., Biwal, A. and Joshi, V. (2012). *Tourism operations and management.* New Delhi: Oxford Univ. Pr.

Pender, L. and Sharpley, R. (2005). *The management of tourism.* London: Sage.

Tsiotsou, R. and Goldsmith, R. (2012). *Strategic marketing in tourism services.* Bingley, UK: Emerald.

Fyall, A., Garrod, B., Leask, A. and Wanhill, S. (n.d.). *Managing visitor attractions.*

Weidenfeld, A., Butler, R. and Williams, A. (n.d.). *Visitor attractions and events.*

Albrecht, J. (n.d.). *Visitor management in tourism destinations*.

Singh, S. (2010). *International tourism development*. Jaipur, India: ABD Publishers.

Mill, R. (2012). *Resorts*. Hoboken, N.J.: Wiley.

Murphy, P. (2008). *The business of resort management*. Oxford: Butterworth-Heinemann.

Chuck, K.G. (2012). *World of Resorts: From Development to Management*.: Pearson College Division

Iderman, B. and Milne, P. (2005). *A model for work-based learning*. Lanham, Md.: Scarecrow Press.

Throop, R. and Castellucci, M. (2011). *Reaching your potential*. Australia: Wadsworth/Cengage Learning.

CHAITA, M. (2016). *DEVELOPING GRADUATE EMPLOYABILITY SKILLS*. [S.I.]: UNIVERSAL PUBLISHERS.

Mackall, D. (2004). *Teamwork skills*. New York: Ferguson.

Units

Unit 1

Title:		Sustainability in hospitality and tourism F/616/8301	
Level:		4	
Credit value:		20	
Guided learning hours:		60	
Learning outcomes		Assessment criteria	
The learner will:		The learner can:	
1.	Understand the rationale and the different approaches available for planning and development in the hospitality and tourism industry	1.1	Explain the various stakeholders within the hospitality and tourism industry
		1.2	Explain the need for effective planning in the hospitality and tourism industry and how it benefits the different stakeholders
		1.3	Identify the different partnerships between public and private sectors within the hospitality and tourism industry and explain both the negative and positive elements of these partnerships
		1.4	Identify and analyse the different elements of planning and development in tourism at different levels
		1.5	Evaluate the importance of interactive planning systems and processes in tourism developments and address a minimum of three different methods to measure the impacts of tourism
2.	Understand the concept of sustainability during the planning of tourism development and its importance to achieve sustainable tourism	2.1	Explain the concept of sustainability in tourism development
		2.2	Explain the importance and impact of sustainability at the difference points of planning
		2.3	Identify and analyse factors that may prevent sustainable tourism development and the ways in which it could be managed
		2.4	Identify and evaluate ethical issues which may arise within hospitality and tourism when addressing

			sustainability within the industry
3.	Understand the issues in planning and development of hospitality and tourism	3.1	Analyse the effects of balancing supply and demand in hospitality and tourism
		3.2	Identify situations where conflicts of interests may arise and methods that could be used to resolve the conflict
4.	Understand the impacts of hospitality and tourism in developing countries and emerging destinations.	4.1	Identify developing countries and emerging destinations for the hospitality and tourism industry
		4.2	Analyse current issues as a result of tourism development in context of developing countries and emerging destinations
		4.3	Explain future development opportunities of hospitality and tourism in developing countries and emerging destinations

Unit 2

Title:		Operations management in hospitality and tourism J/616/8302	
Level:		4	
Credit value:		20	
Guided learning hours:		60	
Learning outcomes		Assessment criteria	
The learner will:		The learner can:	
1.	Understand the role of tour operators with the hospitality and tourism industry	1.1	Explain in detail the role of tour operators in the hospitality and tourism sector
		1.2	Identify recent trends and developments impacting the tour operators' industry
		1.3	Analyse the effects the trends identified above has on the industry
2.	Understand stages involved in constructing holidays	2.1	Explain the steps and their stages involved in developing holidays
		2.2	Identify the different methods of contracting and evaluate their suitability in context of the different types of tour operator
		2.3	Explain, using an example holiday, the detailed calculation of its selling price
3.	Understand elements involved in marketing and distribution of marketing in selling holidays	3.1	Produce a detailed plan for the design of a holiday brochure and assess the suitability of alternative methods to a traditional brochure
		3.2	Evaluate the suitability of alternative methods to a traditional brochure
		3.3	Evaluate the suitability of different methods of distribution used to sell a holiday for different types of tour operator
4.	Be able to develop strategic plans in context of tour operators	4.1	Identify benefits of the different strategic decisions made by the different types of tour operator
		4.2	Compare the benefits of two strategic decisions

			identified above
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Unit 3

Title:		Management of visitor attractions L/616/8303	
Level:		4	
Credit value:		40	
Guided learning hours:		60	
Learning outcomes		Assessment criteria	
The learner will:		The learner can:	
1.	Understand the importance of visitor attractions	1.1	Identify the importance of different visitor attractions
		1.2	Explain the different types of visitor attraction marketing tools and how they differ for each type
2.	Understand tourist motivation theories and the different types of visitors to attractions	2.1	Use a minimum of two motivation theories to identify the needs of the different types of visitors <ul style="list-style-type: none"> • Push and Pull concept • Tension reducing • Arousal seeking
		2.2	Evaluate the impact of tourism on visitor attractions
		2.3	Explain how visitor attractions use motivation theories to increase the number of visitors
3.	Understand the issues affecting the management of visitor attraction in relation to the attraction's impact on sustainability	3.1	Explain in detail the processes involved in the development of visitor attractions and the potential issues which could arise
		3.2	Identify and analyse the different visitor management strategies
		3.3	Evaluate a minimum of two management techniques in context of sustainability in visitor attractions

Unit 4

Title:		Resort operations and management R/616/8304	
Level:		4	
Credit value:		20	
Guided learning hours:		60	
Learning outcomes		Assessment criteria	
The learner will:		The learner can:	
1.	Understand the functions and structures of resort operations	1.1	Identify the different functions of resort operations of tour operators
		1.2	Explain the different structures of resort offices for different types of tour operator
2.	Understand quality control systems and procedures, their roles and impacts in a hospitality resort	2.1	Identify the different types of quality control systems and procedures implemented by a chosen tour operator on their operations
		2.2	Explain how a tour operator's quality control systems and procedures have to take into account the different legal requirements of each of its resorts
3.	Understand different incidents and management issues which can arise in hospitality resorts	3.1	Identify different incidents which affect the operations of a hospitality resort
		3.2	Evaluate the procedures implemented by a chosen tour operator in dealing with the different incidents
		3.3	Explain the link between procedures implemented by a tour operator with the guidelines of trade associations and government bodies
		3.4	Explain the conflicts which could arise as a result of a tour operators' policies and procedures and the requirements of trade associations and government bodies

Unit 5

Title:		Employability and development in the hospitality and tourism industry Y/616/8305	
Level:		4	
Credit value:		20	
Guided learning hours:		60	
Learning outcomes		Assessment criteria	
The learner will:		The learner can:	
1.	Understand the importance of knowing own responsibilities and level of performance within the hospitality and tourism industry	1.1	Identify the various roles and responsibilities of those working within the hospitality and tourism industry
		1.2	Explain why it is important to understand own role and responsibilities and those of others with who you work
		1.3	Evaluate different management tools used to identify high potential and monitor employee performance
		1.4	Evaluate the different motivational techniques used for employees within the hospitality and tourism industry and evaluate their effects on improving quality and performance
2.	Understand the importance of communication and interpersonal skills within the hospitality and tourism industry	2.1	Identify, using examples, work-based problems which would require effective communication and interpersonal skills in providing solutions to the problems identified
		2.2	Explain different time management strategies and how these are used to meet customer expectations when dealing with complaints or queries
3.	Understand the dynamics of teams and the different roles played by individuals	3.1	Explain the roles involved in a team and how they benefit a team in achieving shared goals.
		3.2	Explain the importance of team dynamics and how the allocation of roles can prevent conflicts from occurring
		3.3	Explain how a supervisor or manager in resort can support a remote team cohesion and prevent conflict within the team

4.	Understand different strategies for resolving different conflicts which could arise within teams/groups	4.1	Identify and evaluate strategies for resolving conflicts within a group of holiday makers in resort
		4.2	Produce an organisational strategy for dealing with conflicts within teams who are: <ul style="list-style-type: none">• Employees• Holiday makers
		4.3	Evaluate the impact upon the business if the strategy produced above is not in place