



TQUK Level 5 Diploma in Hospitality and Tourism Management (RQF)

Qualification Specification

Qualification Number: **603/2876/9**



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 5 Diploma in Hospitality and Tourism Management (RQF) is regulated by Ofqual.

Qualification Purpose

The purpose of the qualification is to further develop knowledge and understanding of a range of aspects of the tourism and hospitality industry including contemporary issues influencing development. Theories of international development will be considered including sustainability. National and international tourist destinations, the culture involved current trends and their impacts are and the characteristics of the population will be explored. Learners will be encouraged to analyse their entrepreneurial skills and develop research skills. Other areas include developing an understanding of the growth and development of the cultural industry and potential conflicts.

Entry Requirements

There are no specific entry requirements however learners should have a minimum of level two in literacy and numeracy or equivalent. It would be beneficial for learners to have previously achieved a related qualification ideally at level 3 such as the TQUK Level 4 Diploma in Hospitality and Tourism Management.

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 6 Diploma in Business Management
- Level 6 Diploma in Business Management and Marketing
- Level 6 Certificate in Project Management
- Level 6 Award in Advancing Business Ideas and Entrepreneurship
- Level 6 Diploma in Tourism and Hospitality Management
- Level 6 Professional Diploma in Hospitality and Event Management

Structure

Learners must achieve six mandatory units

Title	Unit ref.	Level	Guided Learning Hours	Credit value
Contemporary issues in the hospitality and tourism context	K/616/8387	5	60	20
International development in hospitality and tourism	M/616/8388	5	60	20
Tourism destination management	T/616/8389	5	60	20
Entrepreneurship in tourism and hospitality	K/616/8390	5	60	20
Cultural tourism management	M/616/8391	5	60	20
Business research project	K/616/6770	5	80	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 380.

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.

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 Travel 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.

Recommended Resources

Cooper, C. & Hall, C-M. (2012) *Contemporary Tourism: An international Approach*, 2nd ed, London: Goodfellow

Pearce, P. (2011) *Tourist Behaviour and the Contemporary World*, Bristol: Channel View

Sturman, M., Corgel, J. & Verma, R. (2011) *The Cornell School of Hotel Administration on Hospitality: Cutting Edge Theory and Practice*, London: John Wiley & Sons

Wood, R. (2013) *Key Concepts in Hospitality Management*, London: Sage

Burns, P. & Novelli, M. (2008) *Tourism Development: Growths, Myths and Inequalities*, London: CABI

Kennell, J. & Chaperon, S. (2015) *Tourism and Public Policy*, Abingdon: Routledge

Mowforth, M & Munt, I. (2008) *Tourism and Sustainability: Development, Globalisation and New Tourism in the Third World (Third edition)*, Abingdon: Routledge

Scheyvens, R. (2002) *Tourism for Development: Empowering Communities*, London: Prentice Hall

- EDELHEIM, J. (2016). *TOURIST ATTRACTIONS*. BRISTOL: CHANNEL VIEW MULTI MATTER.
- Howie, F. (2009). *Managing the tourist destination*. London: South-Western Cengage Learning.
- Kozak, M. and Baloglu, S. (2012). *Managing and marketing tourist destinations*. New York: Routledge.
- Papatheodorou, A. (2006). *Managing tourism destinations*. Cheltenham, UK: Edward Elgar Pub.
- Ateljevic, J. and Page, S. (2009). *Tourism and entrepreneurship*.
- Brookes, M. and Altinay, L. (2015). *Entrepreneurship in hospitality and tourism*. Goodfellow Publishers, Limited.
- Rao, Y. and Swamy, G. (2011). *Tourism Entrepreneurship*. New Delhi: Exel Books.
- Rimington, M. (2016). *Entrepreneurship in the hospitality, tourism and leisure industries*. [Place of publication not identified]: Routledge.
- Du Cros, H. and McKercher, B. (2015). *Cultural Tourism*. Abingdon, Oxon: Routledge.
- McKercher, B. and Du Cros, H. (2012). *Cultural tourism*. Abingdon, Oxon: Routledge.
- Richards, G., Dupeyras, A. and Hyungwan, K. (2009). *The impact of culture on tourism*. Paris: OECD.
- Timothy, D. (2016). *Managing heritage and cultural tourism resources*. London: Routledge.
- KEIZER, J. (2016). *BUSINESS RESEARCH PROJECTS*. [Place of publication not identified]: ROUTLEDGE.
- Mayo, F. (2014). *Planning an applied research project in hospitality, tourism, & sports*. Hoboken: Wiley.
- Thomas, G. (2013). *How to do your research project*. Los Angeles, Calif.: SAGE.
- Wilson, J. (2014). *Essentials of business research*. Los Angeles: Sage Publications.

Unit 1

Title:		Contemporary issues in the hospitality and tourism context K/616/8387	
Level:		5	
Credit value:		20	
Guided learning hours:		60	
Learning outcomes The learner will:		Assessment criteria The learner can:	
1.	Understand contemporary issues that influence the development of the hospitality and tourism industry	1.1	Identify and explain the various issues which influence the development of the hospitality and tourism industry
		1.2	Analyse the different issues experienced in a specified organisation in the hospitality and tourism industry
		1.3	Explain the possible impact of the issues identified in 1.2 on the chosen organisation
2.	Understand current trends and their impact on the hospitality and tourism industry	2.1	Address the current trends in society that will influence future development of the tourism and hospitality industry
		2.2	Evaluate the impacts of current trends on the expansion of the industry
		2.3	Show application of the trends and its impacts in an organisational context
3.	Understand and propose responses to current changes and the challenges/impact on the hospitality and tourism sector	3.1	Explain the changes taking place in the hospitality and tourism sector
		3.2	Develop and justify strategies which businesses can use to respond to changes in an organisational context
		3.3	Identify and explain the factors which drive change in the hospitality and tourism sector
		3.4	Assess the likely consequences to businesses in the sector if they fail to respond to market changes

Unit 2

Title:		International development in hospitality and tourism M/616/8388	
Level:		5	
Credit value:		20	
Guided learning hours:		60	
Learning outcomes		Assessment criteria	
The learner will:		The learner can:	
1.	Understand theories of international development in hospitality and tourism	1.1	Describe theoretical approaches in the context of international development
		1.2	Critically evaluate the usefulness of theoretical approaches on international development
		1.3	Contrast and compare the differences between the developed and developing countries
		1.4	Analyse the status of developed and developing countries using the theories identified
2.	Understand the different institutions available in context of international development	2.1	Identify and explain development institutions at the national and international level
		2.2	Explain the roles of NGOs in international development
		2.3	Evaluate the importance of the development institutions for the hospitality and tourism sector
3.	Understand the measures of development on countries which focus towards hospitality and tourism for development	3.1	Explain a range of development measures
		3.2	Apply development measures to two countries of choice and make judgements on the development statuses
		3.3	Propose ways in which development statuses of the chosen countries could be improved
4.	Be able to analyse the role of tourism in international development	4.1	Analyse the relationship between tourism and sustainable development
		4.2	Assess how tourism supports international development goals

Unit 3

Title:		Tourism destination management T/616/8389	
Level:		5	
Credit value:		20	
Guided learning hours:		60	
Learning outcomes		Assessment criteria	
The learner will:		The learner can:	
1.	Understand national and international tourist destinations	1.1	Identify and analyse major tourist destinations of the world in terms of visitor numbers and income generation
		1.2	Examine the tourist destination trends and using statistics and propose future trends
2.	Understand the features of tourist destinations	2.1	Analyse the cultural, social and physical features of tourist destinations
		2.2	Apply the features addressed in context of tourists and explain their appeal
		2.3	Compare and contrast the features of developing tourist destinations and leading tourist destinations
3.	Be able to analyse the characteristics of destinations and their impact on tourists and tourism	3.1	Identify the characteristics of the leading tourist destinations with that of the developing tourist destinations
		3.2	Analyse two contrasting destinations in context of the tourists
		3.3	Evaluate how the characteristics of a chosen tourist destination affect its appeal
4.	Understand the issues which affect the popularity of tourist destinations	4.1	Identify and analyse issues that affect the popularity of tourist destinations
		4.2	Evaluate the concept of responsible tourism in a country of your choice and recommend approaches for enhancement
Assessment requirements:			

Unit 4

Title:		Entrepreneurship in tourism and hospitality K/616/8390	
Level:		5	
Credit value:		20	
Guided learning hours:		60	
Learning outcomes The learner will:		Assessment criteria The learner can:	
1.	Demonstrate entrepreneurial skills and characteristics related to the tourism and hospitality sector	1.1	Analyse the skills needed for a successful entrepreneurship
		1.2	Carry out a self-appraisal that recognises strengths and weaknesses in own entrepreneurial skills
		1.3	Propose strategies to improve own entrepreneurial skills
2.	Understand the development of enterprises in the tourism and hospitality sector	2.1	Analyse the process of developing a business enterprise
		2.2	Evaluate success factors in the development and implementation of a business plan.
		2.3	Address any issues which may arise in the development and implementation of the business explaining how these could be managed to achieve the goals
3.	Be able to formulate a business start-up plan for a niche market in a hospitality and tourism context	3.1	Explain the main concepts in formulating the business start-up plan in the travel and tourism context.
		3.2	Evaluate the sources of funds available for businesses in the travel and tourism sector
		3.3	Develop and present a business start-up plan in a suitable format.

Unit 5

Title:		Cultural tourism management M/616/8391	
Level:		5	
Credit value:		20	
Guided learning hours:		60	
Learning outcomes The learner will:		Assessment criteria The learner can:	
1.	Understand the development and purpose of the heritage and cultural industry	1.1	Evaluate the growth and development of the heritage and cultural industry
		1.2	Analyse potential conflicts in the management of heritage and cultural resources
		1.3	Measure the purpose of heritage and cultural attractions in meeting the needs of different customers
2.	Understand the roles and responsibilities of the organisations in the heritage and cultural industry	2.1	Evaluate the impact of different types of ownership on the management of heritage and cultural sites
		2.2	Explain the roles and responsibilities of organisations in the heritage and cultural industry
3.	Understand the role and methods of interpretation within the heritage and culture industry	3.1	Analyse the significance of interpretation of visitor experience
		3.2	Explain the role of methods of interpretation within the industry
		3.3	Identify and evaluate the methods and media used for interpretation for tourists

Title:		Business research project K/616/6770	
Level:		5	
Credit value:		20	
Guided learning hours:		80	
Learning outcomes The learner will:		Assessment criteria The learner can:	
1.	Be able to use research methodologies involved in the research process	1.1	Identify important theoretical frameworks for research
		1.2	Develop systematic research propositions as the basis for research
		1.3	Utilise theories and models involved in developing a systematic approach for research
		1.4	Develop a research problem or hypothesis
2.	Be able to conduct and analyse research relating to a business research project	2.1	Analyse the phases of research using secondary or primary research
		2.2	Select sample types and sample size appropriate for the research
		2.3	Use a range of methods to conduct an ethical research
		2.4	Explain how the ethical aspects are addressed and reported.
3.	Be able to inform stakeholders of the research results	3.1	Identify key stakeholders who will be informed of the research results
		3.2	Analyse modes of communicating research outcomes to stakeholders
		3.3	Analyse how to develop persuasive arguments for various audiences.
4.	Be able to reflect on research methodologies and concepts involved	4.1	Evaluate performance of research methodologies and developing arguments through use of evidence
		4.2	Reflect on the advantages and disadvantages of the

			chosen research methods
		4.3	Evaluate potential drawbacks of the selected research methods
		4.4	Predict future behaviour and deliberations through reflection