

## Pearson Edexcel Level 4 Diploma in Hospitality Management (QCF)

**Qualification Number: 600/6684/2**

### What is the purpose of this qualification?

This Pearson Edexcel Level 4 Diploma in Hospitality Management is a recognised qualification for those working in the hospitality sector across various areas/disciplines. The qualification is designed to assess and confirm occupational competence for the roles of Hospitality Manager. This qualification requires learners to be working in the sector in a management role.

This qualification is based on the National Occupational Standards for the hospitality industry as defined by people 1st, the Sector Skills Council. The qualification is accredited on the Qualifications and Credit Framework.

People 1<sup>st</sup> and CFA recognise this qualification as the competence component of the Higher Apprenticeship for Hospitality Management

### What does this qualification cover?

The qualification comprises of 59 credits and has a range of 196 - 310 guided learning hours.

Learners will complete four mandatory units worth 22 credits in the following subjects:

- Manage the performance of teams and individuals
- Work as part of a hospitality management team to achieve strategic goals
- Manage compliance with regulatory and legislative requirements in hospitality
- Manage own professional development within an organisation

Learners will then choose a minimum of 14 credits from the following units:

- Maximise sales and profit from hospitality services
- Manage hospitality functions
- Manage purchasing costs in hospitality
- Manage the payroll costs of a hospitality team
- Devise and implement training and development plans
- Manage staffing rotas for a hospitality team
- Manage feedback from customers of hospitality services
- Information systems management in hospitality
- Manage operational aspects of hospitality premises refurbishment programmes
- Determine market opportunities for hospitality services
- Manage supplier contracts
- Recruit and select hospitality staff
- Manage a budget for own area or activity of work
- Use customer service as a competitive tool
- Organise the promotion of additional services or products to customers
- Know how to follow disciplinary procedures
- Review the quality of customer service
- Managing grievance procedures
- Handle referred customer complaints
- Manage physical resources
- Implement change in own area of responsibility
- Manage the environmental impact of work activities
- Manage a team meeting
- Employment Rights and Responsibilities in the Hospitality, Leisure, Travel and Tourism Sector

Learners will then complete a minimum of 8 credits from a final group of optional units, including options such as:

- Design, implement and manage a food safety management system
- Manage room availability to maximise revenue potential
- Plan and design food production areas
- Manage arrivals and departures of guest to maximise revenue
- Develop enhanced levels of food and beverage service
- Manage the provision of additional services
- Manage the billing and payment processes
- Develop and create innovative dishes and recipes
- Manage the presentation and portion size of dishes
- Manage the reservation systems
- Develop menus to meet the organisation's cost requirements
- Manage the linen service
- Manage the organisation of the food and beverage service area
- Manage customer profile information to improve service
- Manage front of house and guest relations
- Current hospitality industry and food trends
- Implement and manage housekeeping procedures in hospitality
- Manage the supply of uniforms and housekeeping of staff areas
- Develop beverage lists to complement menus
- Manage statutory fire and security procedures for a hospitality establishment
- Manage the security and privacy of hospitality guests
- Manage a team to prepare, cook and present food
- Manage a food and beverage service
- Manage the production and presentation of menus
- Monitor maintenance and repair work within a hospitality premises
- Manage cellar and beverage operations

**Any remaining credits needed can be taken from the second or third group of optional units.**

### **How is the Qualification Assessed?**

Learners will undertake assessments devised by their centres which will include observation of them carrying out elements of the job.

### **Who could take this qualification?**

This qualification is for all learners aged 18 and above who are capable of reaching the required standards. It is expected that have been working in the hospitality industry and have gathered knowledge and experience aligned to the level 3 roles, perhaps Level 3 Hospitality Supervision and Leadership. Learners would need to be working within a management role so that they can demonstrate skills, knowledge, evidence the assessment criteria and demonstrate competency against the demands of the qualification.

Although this qualification is part of the Higher Apprenticeship for Hospitality Management, some learners may need or wish to take the qualification on its own, for example, learners who may not meet the requirements to undertake and Apprenticeship but wish to upskill and demonstrate competency in the areas covered by the qualification.

**What are the potential job roles for those working towards this qualification:**

- **Deputy General Manager** Supporting the General Manager in running the business. Responsibilities include developing plans for improved service and financial performance, influencing and improving food service, monitoring day to day management and assessing departments.
- **Front Office Manager** Regular contact with the guests, welcoming and registering arrivals, answering queries, taking bookings, preparing bills and taking payments. Maintaining a close liaison with the housekeeping department. Encouraging guests to use the facilities available to them.
- **Operations Manager** Ensuring the effective day to day management of all operational aspects of the business, looking to ensure effective customer service is provided. Maximising profits and improving customer satisfaction through consistent delivery of the brand and effective management of on-site maintenance.
- **Unit Manager** Leading, managing and developing the team in achieving the set objectives. Leading the relationship with the client and continually reviewing the service standards and the food offer at the unit. Continually manage the image of the business in line with organisational standards.

**What could this qualification lead to?**

Learners who achieve the Level 4 Diploma in Hospitality Management will be able to demonstrate competency in their job role and may see them moving towards taking on further managerial responsibility. They could also progress on to roles such strategic hospitality manager/area manager. They may also take related qualifications, for example:

- Pearson BTEC Level 5 Certificate in Management and Leadership (QCF) 601/3803/8

**Who supports this qualification?**

This qualification is highly valued by the Craft Guild of Chefs: <http://craftguildofchefs.org/>.