

Delivering BTEC during Coronavirus (COVID-19)



September 2020 to August 2021

Hospitality

Guidance for BTEC Nationals, Technicals, Firsts and
QCF Entry 3/Level 1

Teaching and learning guidance

Last updated 27 October 2020



Introduction

It is expected that COVID-19 will continue to impact upon teaching, learning and assessment through the academic year, impacting those learners who are part-way through their qualifications and those who are commencing this academic year. We are committed to ensuring that learners continue to benefit from the breadth of content of BTEC qualifications through adaptations in teaching and learning.

This document is intended to provide you with guidance for how you **might adapt delivery** for the sector's BTEC qualifications in the academic year of 2020-2021.

We continue to work with our regulators and relevant sector bodies on any possible adaptations or accommodations in line with the OFQUAL and DfE consultations.

Key aspects such as social distancing, safety, lost teaching time, subject content and practical activities have been considered from a sector perspective for your reference. However, it should be noted that all of the guidance provided here must only be followed within the context of the guidance issued by your own centre, relevant governing and industry bodies, local and national government.

For further advice and guidance, please refer to the Teaching, Learning and Assessment pages on [Pearson's website](#) or contact us [via the Customer Support portal](#).

We look forward to continuing to support you and your learners throughout this challenging time and wish you well for the coming year.



Contents

Hospitality

- **Overview of impact on sector**
- **Teaching and learning guidance**
 - BTEC Firsts in Hospitality (2012) Award size
 - BTEC Nationals in Hospitality QCF (2010)
 - BTEC Level 2 Technical in Professional Cookery (2017)
 - BTEC Level 2 Technical in Patisserie and Confectionery (2017)
 - BTEC Level 2 Technical in Food and Beverage Service (2017)
 - BTEC Level 3 Technical in Food and Beverage Service Supervision (2017)
 - BTEC Level 3 Technical in Professional Cookery for Professional Chefs – Chef de Partie/Kitchen and Larder (2017)
 - BTEC QCF Entry 3 and Level 1 in Hospitality
 - BTEC QCF Level 1 and Level 2 in Home Cooking Skills



Overview: Hospitality

Adaptations to Assessments in 2021

Please refer to the assessment section on the [2020/2021 Teaching and Assessment page](#), for adaptations to assessments and qualifications for the 2021 Academic Year. Here you will find:

- External Assessment Adaptations
- Tech Award Assessment Evidence Adaptations
- Work Experience and Employer Engagement
- Exam timetables
- FAQs

Please note that not all qualifications will be adapted, and it is important that you refer to the relevant adaptation guidance for 2021.

Some qualifications will not be adapted for one of the following reasons:

- An adaptation would impact the reliability and validity of the qualification
- The qualification is a licence to practice or primary purpose is progression to the workplace

Please note all adaptations apply to assessments completed by 31 July 2021.



Social Distance

The delivery and assessment of these programmes does not usually require group work or close proximity between learners.

Practical elements can be undertaken in a socially distanced manner by having fewer learners in the kitchen, restaurant or other relevant hospitality context. Where the assessment guidance for units allow for role play to be used, such as providing customer service, social distancing can be applied.

For mandatory units where the hosting of an event is required, it is recommended that the unit be delayed to the end of the year when measures might be reduced.

Safety

Care is needed if an attempt is made to carry out practical work at home. This may not be possible. Practical work will probably require fewer learners in the kitchen, restaurant or other relevant hospitality context, which may make the situation safer.

Lost time teaching

Centres must focus on ensuring that the learners have an adequate foundation for the units that will be delivered in 2020-21. Learners will probably have missed some teaching during early to mid 2020 and tutors will need to in-fill as they deliver the programmes during 2020-21. This will require careful planning, particularly on programmes in which the learners were in other settings during 2019-20 and are likely to have had varied experiences (e.g. those who start BTEC level 3 in FE or sixth form colleges in September 2020).

Flexibility of delivery and assessment

There is considerable latitude for the use of diverse delivery models and assessment models. Most assessments can employ written reports, presentations, posters, video or audio recordings and other methods and these can be used in remote delivery. Visits to industries are valuable but not mandatory and work experience is not required in these programmes.



What is important to retain the validity of the sector's qualifications?

Practical work is fundamental to BTECs in Hospitality. This is essential for developing the proficiency in the skills which are required in these vocational qualifications. It is also valuable for demonstrating and illustrating theoretical concepts.

As contact time between staff and learners may be limited, centres may find that they should use this time for practical work as theory can be delivered remotely. Centres may decide to deliver optional units which do not require practical work in assessment for those qualifications in the Hospitality sector that accommodate this.

Are there other methodologies that can be used to support the purpose of the qualification?

As long as practical work is employed where required, a wide range of delivery and assessment methods can be used in these programmes. However, time-constrained assessments are likely to be a poor substitute for other methods as they present inappropriate barriers to the demonstration of required learning outcomes.



Teaching and learning guidance: Hospitality

Unit Title	Remote delivery possible (✓ / X)	Socially distance possible (✓ / X)	Comments
BTEC Firsts in Hospitality (2012) Award size			
Unit 1: Introducing the Hospitality Industry	✓	✓	Delivery can take place remotely. Assessed by written exam, no practical in assessment.
Unit 2: Working in the Hospitality Industry	✓	✓	Learning Aim A is knowledge based and can be delivered remotely.
	✓	✓	Learning Aim B does require group work as learners are required to use verbal and non-verbal communication skills in a team in two contrasting situations. Social distancing is possible.
Unit 3: Food Safety and Health and Safety in Hospitality	✓	✓	Learning aims are knowledge based and can be delivered remotely. Visits to hospitality businesses are usually encouraged so that knowledge can be applied. Representatives from business could be encouraged join learners on-line for a virtual tour of facilities and a presentation.
Unit 4: Costing and Controlling Finances in the Hospitality Industry	✓	✓	Learning aims are knowledge based and can be delivered remotely.
Unit 5: Enterprise in the Hospitality Industry	✓	✓	All learning aims can be delivered remotely.



Unit 6: Planning, Preparing, Cooking and Finishing Food	✓	✓	<p>All learning aims have both knowledge and practical elements.</p> <p>The knowledge elements can be completed remotely.</p> <p>Practical element can be undertaken in a socially distanced manner by having fewer learners in kitchen. There is no requirement for the menus to be served to paying customers. Learners can use family member to gain feedback.</p>
Unit 7: Food and Beverage Service in the Hospitality Industry	✓	✓	The assessment guidance allows for role play to be used to which social distancing can be applied.
Unit 8: Front Office Services in the Hospitality Industry	✓	✓	The assessment guidance allows for role play to be used to which social distancing can be applied.



BTEC Nationals in Hospitality QCF (2010)

Unit 1: The Hospitality Industry (Mandatory for all sizes)			
Unit 2: Principles of Supervising Customer Service Performance in Hospitality, Leisure, Travel and Tourism (Mandatory for 90, 360, 720, 1080 sizes)			
Unit 4: Financial Control in Hospitality (Mandatory for 720, 1080 sizes)	✓	✓	All elements for these units can be delivered remotely, using a range of methodologies, as there are no practical elements.
Unit 8: The Principles of Food Safety Supervision for Catering (option)			
Unit 14: Environment and Sustainability in Hospitality (option)			
Unit 15: Principles of Nutrition for Healthier Food and Special Diets (option)			



<p>Unit 17: E-business for Hospitality (option)</p> <p>Unit 18: Marketing for Hospitality (option)</p> <p>Unit 20: Human Resources in Hospitality (option)</p> <p>Unit 21: Events Organisation in Hospitality (option)</p> <p>Unit 25: Personal and Professional Development in Hospitality (option)</p> <p>Unit 26: Industry-related Project in Hospitality (option)</p>	<p>✓</p>	<p>✓</p>	<p>All elements for these units can be delivered remotely, using a range of methodologies, as there are no practical elements.</p>
<p>Unit 3: Providing Customer Service in Hospitality (Mandatory for 90, 360, 720, 1080 sizes)</p>	<p>✓</p>	<p>✓</p>	<p>Learning Outcome 1 is knowledge based and can be delivered remotely.</p> <p>Learning Outcome 2 is practical. Role play exercises can be used. Practical situations should be used as much as possible as a vehicle for the provision of customer service. It is important for learners to have a suitable range of skills and a sound understanding of customer service provision. Understandably, real workplace situations may not currently be available, so role plays can be used. These can be particularly useful for handling complaints, solving problems and dealing with customers who have specific needs.</p>



Unit 5: Supervisory Skills in the Hospitality Industry	✓	✓	The practical elements of this unit can be carried out on an individual basis e.g. carry out risk assessments
Unit 6: Food and Drinks Service	✓	✓	This unit is practical. However, the assessment guidance states that evidence can be generated through simulation so social distancing can be applied throughout delivery and assessment.
Unit 7: Alcoholic Beverage Service	✓	✓	This unit is practical. However, the assessment guidance states that evidence can be generated through simulation so social distancing can be applied throughout delivery and assessment.
Unit 9: Food Service Organisation	✓	✓	The practical elements of this unit can be carried out on an individual basis e.g. carry out a workflow analysis
Unit 10: European Food	✓	✓	The practical elements of this unit can be delivered in a socially distanced manner by having fewer learners in kitchen.
Unit 11: Asian Food	✓	✓	The practical elements of this unit can be delivered in a socially distanced manner by having fewer learners in kitchen.
Unit 12: Contemporary World Food	✓	✓	The practical elements of this unit can be delivered in a socially distanced manner by having fewer learners in kitchen.
Unit 13: Advanced Skills and Techniques In Producing Desserts and Petits Fours	✓	✓	The practical elements of this unit can be delivered in a socially distanced manner by having fewer learners in kitchen.
Unit 16: Hospitality Business Enterprise	✓	✓	The practical elements of this unit can be delivered in a socially distanced manner. Bake sales etc, which are a popular 'enterprise' can be hosted and social distancing applied.
Unit 19: Personal Selling and Promotional Skills for Hospitality	✓	✓	The practical elements of this unit can be delivered in a socially distanced manner. The assessment guidance states that evidence can be generated through simulation so social distancing can be applied throughout delivery and assessment.



Unit 22: Planning and Managing a Hospitality Event	✓	✓	<p>Learners will need an understanding of the hospitality industry before they do this unit. The research, knowledge and planning activities can be delivered remotely.</p> <p>As the hosting of an event is required, it is recommended that this unit be delayed towards the end of the year where measures might be reduced.</p>
Unit 23: Accommodation Operations in Hospitality	✓	✓	<p>The knowledge elements of this unit can be delivered remotely using a range of methodologies. The practical elements of this unit can be carried out on an individual basis.</p>
Unit 24: Front Office Operations in Hospitality	✓	✓	<p>The knowledge elements of this unit can be delivered remotely using a range of methodologies. The practical elements of this unit can be carried out on an individual basis.</p>



BTEC Level 2 Technical in Professional Cookery (2017)			
Unit 1: Working in the Hospitality Industry	✓	✓	Delivery can take place remotely. Assessed by online exam, no practical work in assessment.
Unit 2: Kitchen Operations	✓	✓	Delivery can take place remotely. Assessed by written exam, no practical work in assessment.
Unit 3: Prepare and Cook Stocks, Soups and Sauces	✓	✓	Tutors can produce a presentation or demonstrate the production of a range of dishes and products. However, the units are largely practical and require learners to produce these. Practical elements can be undertaken in a socially distanced manner by having fewer learners in kitchen.
Unit 4: Prepare and Cook Fruit and Vegetable Dishes	✓	✓	Tutors can produce a presentation or demonstrate the production of a range of dishes and products. However, the units are largely practical and require learners to produce these. Practical elements can be undertaken in a socially distanced manner by having fewer learners in kitchen.
Unit 5: Prepare and Cook Meat, Poultry and Offal Dishes	✓	✓	Tutors can produce a presentation or demonstrate the production of a range of dishes and products. However, the units are largely practical and require learners to produce these. Practical elements can be undertaken in a socially distanced manner by having fewer learners in kitchen.
Unit 6: Prepare and Cook Fish and Shellfish Dishes	✓	✓	Tutors can produce a presentation or demonstrate the production of a range of dishes and products. However, the units are largely practical and require learners to produce these. Practical elements can be undertaken in a socially distanced manner by having fewer learners in kitchen.



Unit 7: Prepare and Cook Rice, Pasta, Grain and Egg Dishes	✓	✓	Tutors can produce a presentation or demonstrate the production of a range of dishes and products. However, the units are largely practical and require learners to produce these. Practical elements can be undertaken in a socially distanced manner by having fewer learners in kitchen.
Unit 8: Produce Hot and Cold Desserts	✓	✓	Tutors can produce a presentation or demonstrate the production of a range of dishes and products. However, the units are largely practical and require learners to produce these. Practical elements can be undertaken in a socially distanced manner by having fewer learners in kitchen.
Unit 9: Produce Pastry Products	✓	✓	Tutors can produce a presentation or demonstrate the production of a range of dishes and products. However, the units are largely practical and require learners to produce these. Practical elements can be undertaken in a socially distanced manner by having fewer learners in kitchen.
Unit 10: Provide a Professional Kitchen Service	✓	✓	Whilst Learning Aims A and C can be delivered remotely, for Learning Aim B the organising and working of an event is required. It is recommended that this unit be delayed to the end of the year when measures might be reduced.



BTEC Level 2 Technical in Patisserie and Confectionery (2017)			
Unit 1: Working in the Hospitality Industry	✓	✓	Delivery can take place remotely. Assessed by online exam, no practical work in assessment.
Unit 2: Produce Biscuits, Cakes, Sponges and Desserts	✓	✓	Tutors can produce a presentation or demonstrate the production of a range of dishes and products. However, the units are largely practical and require learners to produce these. Practical elements can be undertaken in a socially distanced manner by having fewer learners in kitchen.
Unit 3: Produce Dough and Pastry Products	✓	✓	Tutors can produce a presentation or demonstrate the production of a range of dishes and products. However, the units are largely practical and require learners to produce these. Practical elements can be undertaken in a socially distanced manner by having fewer learners in kitchen.
Unit 4: Patisserie and Confectionery Catering Operations	✓	✓	Whilst Learning Aims A and C can be delivered remotely, for Learning Aim B the servicing of an event is required. It is recommended that this unit be delayed to the end of the year when measures might be reduced.



BTEC Level 2 Technical in Food and Beverage Service (2017)			
Unit 1: Working in the Hospitality Industry	✓	✓	Delivery can take place remotely. Assessed by online exam, no practical work in assessment.
Unit 2: Food and Beverage Service Principles	✓	✓	Delivery can take place remotely. Assessed by online exam, no practical work in assessment.
Unit 3: Enhancing the Customer Experience	✓	✓	Whilst a largely practical unit, delivery of the theory behind these could be delivered remotely. Role-plays and simulations can be used for the formative assessment of skills allowing social distancing to take place. It is recommended that this unit be delayed to the end of the year for summative assessment when measures might be reduced.
Unit 4: Food Service Skills	✓	✓	Whilst a largely practical unit, the theory behind these could be delivered remotely. Role-plays and simulations can be used for the formative assessment of skills allowing social distancing to take place. It is recommended that this unit be delayed to the end of the year for summative assessment when measures might be reduced.
Unit 5: Hot and Cold Beverage Service Skills	✓	✓	Whilst a largely practical unit, the theory behind these could be delivered remotely. Role-plays and simulations can be used for the formative assessment of skills allowing social distancing to take place. It is recommended that this unit be delayed to the end of the year for summative assessment when measures might be reduced.



Unit 6: Handling Payments and Maintaining a Payment Point	✓	✓	Whilst a largely practical unit, the theory behind these could be delivered remotely. Practical elements can be undertaken in a socially distanced manner or undertaken individually.
Unit 7: Running a Hospitality Event	✓	✓	Whilst Learning Aims A and C can be delivered remotely, for Learning Aim B the servicing of an event is required. It is recommended that this unit be delayed to the end of the year when measures might be reduced.



BTEC Level 3 Technical in Food and Beverage Service Supervision (2017)			
Unit 1: Exploring Gastronomy	✓	✓	Delivery and assessment can take place remotely.
Unit 2: Supervision of Safety in Hospitality	✓	✓	Delivery can take place remotely. Assessed by online exam, no practical work in assessment.
Unit 3: Leadership and Supervision in Hospitality	✓	✓	Delivery can take place remotely. Assessed by online exam, no practical work in assessment.
Unit 4: Principles of Food and Beverage Service Supervision	✓	✓	Delivery can take place remotely. Assessed by online exam, no practical work in assessment.
Unit 5: Food and Beverage Business Operations	✓	✓	Delivery and assessment can take place remotely
Unit 6: Supervising Restaurant Reception	✓	✓	Learning Aims A and B can be delivered and assessed remotely. However, Learning Aim C involves the supervision of staff. The theoretical part of this can be delivered remotely.
Unit 7: Planning and Delivering Hospitality Events	✓	✓	Whilst Learning Aims A and C can be delivered remotely, for Learning Aim B the organisation and supervision of an event is required. It is recommended that this unit be delayed to the end of the year when measures might be reduced.



BTEC Level 3 Technical in Professional Cookery for Professional Chefs – Chef de Partie/Kitchen and Larder (2017)*			
Unit 1: Exploring Gastronomy	✓	✓	Delivery and assessment can take place remotely.
Unit 2: Supervision of Safety in Hospitality	✓	✓	Delivery can take place remotely. Assessed by online exam, no practical work in assessment.
Unit 3: Leadership and Supervision in Hospitality	✓	✓	Delivery can take place remotely. Assessed by online exam, no practical work in assessment.
Unit 4: Sustainability in a Professional Kitchen	✓	✓	Delivery can take place remotely. Assessed by online exam, no practical work in assessment.
Unit 5: Advanced Skills and Techniques in Meat Dishes*	✓	✓	Tutors can produce a presentation or demonstrate the production of a range of dishes and products. However, the units are largely practical and require learners to produce these. Practical elements can be undertaken in a socially distanced manner by having fewer learners in kitchen.
Unit 6: Advanced Skills and Techniques in Vegetable and Vegetarian Dishes*	✓	✓	Tutors can produce a presentation or demonstrate the production of a range of dishes and products. However, the units are largely practical and require learners to produce these. Practical elements can be undertaken in a socially distanced manner by having fewer learners in kitchen.
Unit 7: Advanced Skills and Techniques in Poultry and Game Dishes*	✓	✓	Tutors can produce a presentation or demonstrate the production of a range of dishes and products. However, the units are largely practical and require learners to produce these. Practical elements can be undertaken in a socially distanced manner by having fewer learners in kitchen.



Unit 8: Advanced Skills and Techniques in Fish and Shellfish Dishes*	✓	✓	Tutors can produce a presentation or demonstrate the production of a range of dishes and products. However, the units are largely practical and require learners to produce these. Practical elements can be undertaken in a socially distanced manner by having fewer learners in kitchen.
Unit 9: Advanced Skills and Techniques in Producing Paste Products	✓	✓	Tutors can produce a presentation or demonstrate the production of a range of dishes and products. However, the units are largely practical and require learners to produce these. Practical elements can be undertaken in a socially distanced manner by having fewer learners in kitchen.
Unit 10: Advanced Skills and Techniques in Producing Dough and Batter Products	✓	✓	Tutors can produce a presentation or demonstrate the production of a range of dishes and products. However, the units are largely practical and require learners to produce these. Practical elements can be undertaken in a socially distanced manner by having fewer learners in kitchen.
Unit 11: Advanced Skills and Techniques in Biscuits, Cakes and Sponges	✓	✓	Tutors can produce a presentation or demonstrate the production of a range of dishes and products. However, the units are largely practical and require learners to produce these. Practical elements can be undertaken in a socially distanced manner by having fewer learners in kitchen.
Unit 13: Chef de Partie Prof Cookery Operations /Unit 9: Kitchen and Larder Prof Cookery Operations*	✓	✓	Whilst Learning Aims A and C can be delivered remotely, for Learning Aim B the hosting of an event is required. It is recommended that this unit be delayed to the end of the year when measures might be reduced.



Thematic Guidance	Remote delivery (✓ / X)	Socially distanced (✓ / X)	Comments
BTEC QCF E3 and L1 in Hospitality			
<p><u>Knowledge units</u></p> <p>Unit 1: Introduction to the Hospitality Industry (E3) Unit 7: Introduction to the Hospitality Industry (L1) Unit 13: Introduction to Food Commodities (L1) Unit 14: Introduction to Healthy Eating (L1) Unit 17: Food Safety in Catering (L2)</p>	✓	✓	<p>These units are knowledge based units and can be delivered remotely or with a mixture of remote learning and delivery at the centre assuming social distancing guidelines are observed as appropriate.</p> <p>Learners will need access to a library and/or a learning resource centre that has a range of up-to-date materials on the various aspects of the Hospitality industry.</p> <p>Learners will also need access to computers and the internet to source information.</p>
<p><u>Knowledge unit with some practical application - role play allowed</u></p> <p>Unit 2: Customer Service in the Hospitality Industry (E3)</p>	✓	✓	<p>This unit is a combination of knowledge and practical application of skills.</p> <p>Learners should have access to a library or learning resource centre, and/or access to the internet.</p> <p>The assessment guidance states that the evidence for the practical elements of this unit can be generated through role play, suitably evidenced by observation or witness testimonies or recordings.</p>



<p><u>Practical units</u></p> <p>Unit 3: Serving Food and Drink (E3) Unit 4: Basic Food Preparation (E3) Unit 5: Basic Cooking (E3) Unit 11: Basic food Preparation and Cooking (L1) Unit 12: Using Kitchen Equipment (L1)</p>	<p>✓</p>	<p>✓</p>	<p>These are practical units and although the relevant practical skills could be demonstrated by tutors remotely and/or by the use of video recordings, learners do need to demonstrate these skills. Learners will need access to an equipped kitchen area to develop the skills required. The kitchen area does not, however, have to be designed and equipped to professional industrial standards but does need to comply with food safety requirements as required by legislation.</p> <p>Whilst it is possible for learners to practice these skills at home, health and safety considerations would need to be taken into account.</p> <p>The practical elements of these units can be delivered in a socially distanced manner by having fewer learners in the kitchen/working environment.</p>
<p><u>Knowledge units with some practical application – simulation allowed</u></p> <p>Unit 6: Guest Services in the Hospitality Industry (E3) Unit 8: Customer Service in the Hospitality Industry (L1) Unit 9: Food Service (L1) Unit 10: Preparing and Serving Drinks (L1) Unit 15: Housekeeping and Guest Services (L1) Unit 16: Front Office Operations (L1)</p>	<p>✓</p>	<p>✓</p>	<p>These units are a combination of knowledge and practical application of skills.</p> <p>Learners should have access to a library or learning resource centre, and/or access to the internet.</p> <p>Centres must consider how learners’ evidence will be generated for the practical aspects of these units. The most satisfactory sources are real or realistic working environments. However, the assessment guidance states that evidence can be generated through simulation so social distancing can be applied throughout delivery and assessment.</p> <p>The practical elements of this unit can be delivered in a socially distanced manner by having fewer learners in the kitchen/realistic working environment.</p>



Unit Guidance	Remote delivery (✓ / X)	Socially distanced (✓ / X)	Comments
BTEC QCF L1 and L2 in Home Cooking Skills			
<p>Unit 1: Home Cooking Skills Level 1</p> <p>and</p> <p>Unit 2: Home Cooking Skills Level 2</p>	✓	✓	<p>This unit aims to give learners the knowledge, skills and confidence to enjoy cooking meals at home and is based on the proposition that being able to cook is an essential life skill which empowers people to make changes that have benefits to health and wellbeing.</p> <p>Centres must have appropriate physical resources (for example, equipment, IT, learning materials, teaching rooms) to support the delivery and assessment of the qualifications.</p> <p>Although the relevant practical skills could be demonstrated by tutors remotely and/or by the use of video recordings, learners do need to demonstrate these skills and therefore require access to adequate facilities to prepare and cook food. Whilst it is possible for learners to practice these skills at home, health and safety considerations would need to be taken into account.</p> <p>The practical elements of the unit can be delivered in a socially distanced manner in the centre by having fewer learners in the kitchen.</p>