DIPLOMA GUIDE

gateway qualifications

Access to HE Diploma
(Hospitality and Business Management)

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About this Access to HE Diploma guide

This Access to Diploma specification is intended for Tutors, Assessors, Internal Quality Assurers, Quality Managers and other staff within Gateway Qualifications Access to HE approved providers/or prospective providers.

It sets out what is required of the learner in order to achieve the Access to HE Diploma. It also contains information specific to managing and delivering the Access to HE Diploma (s) including specific quality assurance requirements.

The guide should be read in conjunction with the Gateway Qualifications Access to HE Provider Handbook and other publications available on the website which contain more detailed guidance on assessment and verification practice.

In order to offer this Access to HE Diploma you must be a Gateway Qualifications recognised centre and approved to offer Access to HE Diplomas.

If your centre is not yet recognised, or diploma approved, please contact our Development Team to discuss

Telephone: 01206 911211
Email: enquiries@gatewayqualifications.org.uk
Website: https://www.gatewayqualifications.org.uk/advice-guidance/delivering-our-qualifications/become-recognised-centre/

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1. Diploma Information

1.1 Overview of the Access to Higher Education Diploma

The Access to Higher Education (HE) Diploma is a nationally recognised qualification with common requirements relating to the description of learner achievement. The Diploma is:

- a level 3 qualification, regulated by the Quality Assurance Agency (QAA) for Higher Education
- a unitised qualification, based on units of assessment which are structured in accordance with the Access to HE unit specification
- a credit-based qualification, operated in accordance with the terms of the Access to HE credit specification
- a graded qualification, as determined by the Access to HE Grading Scheme

Details of the credit framework and requirements relating to the award of credit are provided within the Quality Assurance Agency Recognition Scheme for Access to Higher Education: The Access to Higher Education Diploma specification 2013.

Individual named Diplomas are identified by separate titles and are validated at by Gateway Qualifications as an Access Validating Agency (AVA) recognised by the Quality Assurance Agency for Higher Education (QAA). Each Diploma has its own approved set of units of assessment, governed by rules of combination, which are appropriate to the subject of the particular Diploma. The common grading requirements apply to all individual Diplomas

1.2 Purpose

The primary purpose of Access to HE Diplomas is to provide higher education progression opportunities for adults who, because of social, education or individual circumstances, may have achieved few, if any, prior qualifications.

1.3 Aims

The qualification aims to:

- reintroduce learners to education recognising prior skills and experience and the particular needs of those returning to learn
- offer learners a responsive, supportive return to learn experience at a level appropriate for entry to HE
- develop the appropriate skills such as study skills that are necessary to enable learners to succeed in their HE career
- address issues of widening participation and social inclusion
- raise learner awareness of the opportunities that a return to study and lifelong learning can bring.

1.4 Objectives

The objective of the Diploma is to enable learners to:

- satisfy the general academic requirements for entry to Higher Education
- prepare learners for HE level study generally and in subject areas appropriate to an intended HE course destination
- demonstrate appropriate levels of competence in subject specific skills and knowledge
- demonstrate practical, transferable and academic skills
- develop their confidence and ability to cope with a return to education at an advanced level
- enhance personal and career opportunities
- develop as independent and lifelong learners.

1.5 Sector Subject Area

7.4 Hospitality and Catering

1.6 Target groups

a) Adults who, because of social, educational or individual circumstances may have achieved few, if any, prior qualifications and wish to progress to HE
b) Adults who have gone straight into industry (perhaps following apprenticeship routes) who wish to progress to HE.

1.7 Delivery methods

Delivery methods for the Access to HE Diploma (Hospitality and Business Management) could include:

Face to face
Blended learning
Practical learning - learners should have the opportunity to experience, where possible, work related / practical learning. Suggested visits to hospitality companies to allow learners to widen their understanding of the sector.

Work placements would also be beneficial and visits to hotels or entertainment venues could be used to produce the evidence for some of the more practical based units.

Assessment methods:

Essays, exams, observation, projects, presentations, self-evaluation, group discussions, business analysis techniques e.g. PESTLE analysis, case studies, short answer questions, worksheets, production and analysis of complex spreadsheets (depending on optional units chosen).

1.8   Achievement methodology

The Diploma will be awarded to learners who successfully achieve an approved combination of units through a Portfolio of Evidence that has been successfully verified and monitored through Gateway Qualifications' Quality Assurance process.

The qualification is therefore determined by successful achievement of all required unit assessments with no further requirement for additional/terminal assessment.

1.9   Geographical coverage

This qualification has been approved by for delivery in England.

1.10 Progression opportunities

Following successful completion of the Access to HE Diploma (Hospitality and Business Management) learners may progress to the following:

BSc (Hons) Business and Hospitality Management
Foundation Degree in International Hospitality Management
BA (Hons) International Hospitality Management
BA (Hons) Hospitality Management
BA (Hons) Hospitality Business Management
BA (Hons) Business Management

The qualification does not provide guaranteed entry to UK higher education.

1.11 Equality, Diversity and Inclusion

It is Gateway Qualifications' aim that there shall be equal opportunities and so meet the organisation's legal responsibilities to prevent discrimination.

In accordance it is the organisation's intention that there should be no discrimination on the grounds of a protected characteristic including age, disability, gender assignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex, sexual orientation. It is acknowledged that this is not an exhaustive list.

2. Learner Entry Requirements

2.1 Age

The course is designed to meet the needs of adults who have been out of full time education for a significant period of time and who have not achieved some or any formal qualifications. This generally would apply to learners over the age of 19.

2.2 Prior qualifications

There is no requirement for learners to have achieved prior qualifications or units prior to undertaking this qualification.

Providers may ask learners for GCSEs as a mark of ability at Level 2 as an appropriate entry requirement to a Level 3 course. This also establishes HEI destination qualifications for Nursing, teaching etc. where these are required as part of the HEI application.

2.3 Prior skills/knowledge/understanding

There is no requirement for learners to have prior skills, knowledge or understanding. However, learners would be expected to be able to demonstrate the skills and ability to study at Level 3.

2.4 Access to qualifications for learners with disabilities or specific needs

Gateway Qualifications and recognised providers have a responsibility to ensure that the process of assessment is robust and fair and allows the learner to show what they know and can do without compromising the rigour of the assessment used to evidence the criteria.

Gateway Qualification has a duty to permit a reasonable adjustment where an assessment arrangement would disadvantage a learner with a disability, medical condition or learning need.

The following adaptations are examples of what may be considered for the purposes of facilitating access, as long as they do not impact on any competence standards being tested:

- adapting assessment materials
- adaptation of the physical environment for access purposes
- adaptation to equipment
- assessment material in an enlarged format or Braille
- permitting readers, signers, scribe, prompter, practical assistant
- changing or adapting the assessment method
- extra time, e.g. assignment extensions
- transcript

- use of assistive software where the software does not influence the learners' ability to demonstrate the skills, knowledge or understanding e.g. use of spellchecker in an English assessment
- using assistive technology
- use of CCTV, coloured overlays, low vision aids
- use of a different assessment location
- use of ICT/responses using electronic devices.

It is important to note that not all of the adjustments (as above) will be reasonable, permissible or practical in particular situations. The learner may not need, nor be allowed the same adjustment for all assessments.

Learners should be fully involved in any decisions about adjustments/adaptations. This will ensure that individual needs can be met, whilst still bearing in mind the specified assessment criteria for a particular qualification.

A reasonable adjustment for a particular learner may be unique to that individual and may not be included in the list of available access arrangements specified above.

Details on how to make adjustments for learners is set out in the Reasonable Adjustment and Special Considerations Policy and Procedures.

2.5   Additional requirements/guidance

Learners must have a UK address (including BFO) to be registered on an Access to HE Diploma.

2.6   Recruiting learners with integrity

It is vital that providers recruit with integrity. Providers must ensure that learners have the correct information and advice on their selected qualification(s) and that the qualification(s) will meet their needs.

The recruitment process must include the provider undertaking the assessment of each potential learner and making justifiable and professional judgements about the learner's potential to successfully complete the assessment and achieve the qualification. Such an assessment must identify, where appropriate, the support that will be made available to the learner to facilitate access to the qualification.

3. Achieving the Access to HE Diploma

3.1 Qualification Specification

The generic requirements for the Access to HE Diploma are that learners must achieve a total of 60 credits of which 45 credits must be achieved at level 3 from graded units that are concerned with academic subject and the remaining 15 credits can be achieved at level 2 or level 3 from units which are ungraded. It is recommended you include no more than 6 ungraded 'academic subject content' credits. The ungraded credits can be mandatory or optional within the Diploma. The approved Rules of Combination for this qualification are detailed below.

Where there is a selection of optional units within the permitted rules of combination, the selection of units to be used to form the Diploma course must be made before the learners are registered. Learners must be registered with Gateway Qualifications within 12 weeks of the start of the course or before application to UCAS, whichever is soonest.

3.2 Rules of Combination

The structure sets out the units required to be achieved the Access to Diploma, comprising of:

- Graded Academic mandatory units – Level 3
- Graded Academic optional units - Level 3
- Graded Research units - Level 3
- Ungraded units – Level 2/3.

Learners must achieve a total of 60 credits and meet unit group requirements.

Mandatory Graded Units

Learners must achieve 33 credits from this group.

Unit Code	Unit Title	Level	Credits	Content	Grade Descriptors	Suggested Assessment Methods	Assessment Volume
QU018625	Business Skills for the Hospitality Industry	3	6	A	1, 7	1 case study Individual presentation Group discussion with self-reflection	2000 words 10 minutes 15 minutes & 500 words
QU018627	Careers within the Hospitality Industry	3	3	A	1, 7	Project	1500 words
QU020657	Customer Service in Hospitality	3	6	A	1, 3, 5, 7	1 x case study with individual presentation, 2 x role play (one linked to the case study) supported by reflective writing	1500 words & 10 minutes, 2 x 10 minutes & 500 words
QU020664	Leadership and Management Practice for the Hospitality Sector	3	6	A	1, 7	Linear notes Essay plan Essay	200 words 200 words 2500 words
QU020672	Legislation within the Hospitality Sector	3	3	A	1, 7	Exam	1.5 hours open book
QU018310	Research: Practical Investigation Project	3	6	A	2, 3, 4, 6, 7	Risk assessment Project diary Project proposal Research review Report Evaluation	250 words 500 words 250 words 500 words 1250 words 250 words

Unit Code	Unit Title	Level	Credits	Content	Grade Descriptors	Suggested Assessment Methods	Assessment Volume
QU020670	Understanding the Hospitality Sector	3	3	A	1, 7	Case study analysis with Individual Presentation and peer review Short answer questions	750 words & 10 minutes 250 words

Optional Graded Units - Learners must complete 12 optional credits with at least 3 credits from the Hospitality Optional Group and at least 3 credits from the Business Optional Group. Remaining credits can be achieved from either group.

Hospitality Optional Group - Learners must achieve at least 3 credits from this group

Unit Code	Unit Title	Level	Credits	Content	Grade Descriptors	Suggested Assessment Methods	Assessment Volume
QU017364	Event Management	3	6	A	1, 3, 7	Project	Project Plan 250 words Report 1000 words Reflection 250 words and project delivery
QU020659	Health, Safety and Welfare Systems in Hospitality and Catering	3	3	A	1, 2, 3, 7	Risk assessment with evaluative report	1500 words
QU020674	Principles of Hospitality Accommodation Management	3	3	A	1, 2, 7	Case study analysis Short answer questions	1000 words 500 words
QU020668	Principles of Food Safety in the Hospitality Sector	3	3	A	1, 2, 7	1 x report based on a case study analysis and action plan	1500 words
QU006034	Understanding Nutrition and Healthy Eating	3	3	A	1, 2, 7	Individual Healthy Lifestyle Plan including rationale, at least three exercise sessions and a	1500 words

Unit Code	Unit Title	Level	Credits	Content	Grade Descriptors	Suggested Assessment Methods	Assessment Volume
						balanced diet for a week	
QU020666	Understanding the Principles of Supervising Food and Drink Service	3	3	A	1, 7	Report	1500 words

Business Optional Group - Learners must achieve at least 3 credits from this group

Unit Code	Unit Title	Level	Credits	Content	Grade Descriptors	Suggested Assessment Methods	Assessment Volume
QU018251	Applied Business Marketing	3	3	A	1, 2, 4, 5, 7	SWOT and POWER SWOT analysis Short answer questions - analysing business environments Research Case study essay - marketing approaches	SWOT and POWER SWOT analysis 250 words Short answer questions 500 words Research review 250 words Case study 1000 words
QU016671	Business Planning and Budgets	3	6	A	1, 2, 4, 5, 7	Case Study analysis Research Report Individual presentation Self-evaluation Worksheets	Case study 500 words Research review 500 words Report 1500 words Presentation 15 minutes Worksheets 250 words Self-evaluation 250 words
QU016681	Effective Business Processes	3	6	A	1, 2, 4, 5, 7	Research and Project proposal Project report Worksheets	Research and project proposal 500 words

Unit Code	Unit Title	Level	Credits	Content	Grade Descriptors	Suggested Assessment Methods	Assessment Volume
						Individual presentation with support materials	Report 1500 words Worksheets 500 words 15 mins, support materials 500 words
QU016763	Project Management	3	3	A	1, 3, 7	Short answer question Project Evaluation	250 words, 500 words, project activities, 250 words
QU011726	Spreadsheets	3	3	A	3, 7	Case study analysis and creation of spreadsheets to meet customer needs Manipulation of data within spreadsheets Create graphs, charts and pivot tables Report	Case study analysis 500 words, report including data from spreadsheets, graphs and charts1000, pivot table
QU016673	Understand Human Resource Management	3	3	A	1, 2, 7	Worksheets, Research, Project, self-evaluation	Worksheets,200, Research review and project plan 250 Project 1000, Self-evaluation 250

Ungraded Units

Learners must complete 15 ungraded credits at level 2 or 3 from 'academic subject content' or 'other' units.

Unit Code	Unit Title	Level	Credits	Content	Assessment Methods	Assessment Volume
QU025276	Academic Writing Skills	3	3	O	Notes from a range of sources Essay Plan Essay	300 words 200 words 1000 words
QU007560	Communication - Speaking and Listening	3	3	O	Oral presentation Group discussion Self-evaluation	15 minutes 15-20 minutes Supporting materials 500 words 200 words
QU025278	Developing Personal Attributes	3	3	O	Essay SWOT analysis	1000 words 300 words
QU025532	Preparation for Higher Education	3	3	O	Analysis UCAS Statement Preparing for interview questions Chart	1500 words in total
QU018630	Problem Solving In the Workplace	3	3	O	Project	1500 words
QU025796	Professional Interpersonal Skills	3	3	A	SWOT Analysis, Case Study, Reflective account	250 words 750 words 500 words
QU028487	Promoting Wellbeing and Building Resilience	3	3	O	Report	1500 words
QU018318	Study Skills	3	3	O	Study Plan Worksheets Reflective account, assignment planning	200 words, 500 words worksheets, 500 words self-reflection, 250 words assignment plan

3.3   Additional completion requirements

Learners will probably require a pass in maths and English at Level 2 / GCSE to progress onto a degree course. Delivery providers should make learners aware of HEI course entry requirements.

3.4   Recognition of Prior Learning

Recognition of prior learning is a process that considers if a learner can meet the specified assessment requirements through knowledge, understanding or skills that they already possess and that can contribute towards the attainment of a qualification for which they are undertaking.

For further information please refer Annex C, Access to HE Diploma Specification, https://www.accesstohe.ac.uk/AboutUs/Publications/Documents/Access-Diploma-Specification.pdf

4. Access to HE Units of Assessment

4.1   Unit specification

A common unit specification applies to all units with Access to HE Diplomas the unit specification follows a standard template covering the following elements:

- title
- level
- credit value
- unit code
- learning outcomes
- assessment criteria
- grade descriptors
- type of unit (academic subject content or not).

The units of assessment for the Access to HE Diploma (Hospitality and Business Management) are contained within this Access to HE Diploma Guide.

4.2   Academic subject content

A unit is classified as having academic subject content, if the unit's knowledge and skills are directly related to the subject of the name of the Access to HE Diploma. Units will not meet the academic subject content requirement if they are principally concerned with personal development, generic English or mathematics, or study skills.

4.3   Graded and ungraded units

Graded units – grading operates at unit level and only applies to units which have been approved by Gateway Qualifications within a named Access to HE Diploma. Learner achievement for graded units is recorded as Pass, Merit or Distinction for each unit, as set out in the QAA Access to HE Grading Scheme, 2012. Graded units will also satisfy the criteria of academic subject content.

There is a common set of broad generic grade descriptors which are used as the basis for all grading judgements on all courses:

1 Understanding the subject
2 Application of knowledge
3 Application of skills
4 Use of knowledge
5 Communication and presentation
6 Autonomy / Independence
7 Quality.

The seven grade descriptors are not subject specific. They can, however, through careful selection and in appropriate combinations, be used on all courses, with all units and for all

assignments. The descriptors to be used with a particular unit are selected with reference to the main aspects of learner performance that need to be taken into account when grading decisions are made for that unit. They are formally assigned to the unit when it is validated.

Each of the seven grade descriptors comprises two sets of components, one which describes characteristics or qualities typical of performance at merit, and a parallel set of components which describes typical performance in the same areas at distinction. (There are no components for pass, because a pass grade is gained when a learner meets the learning outcomes but does not achieve the standard required for merit.) Some of these components are more relevant to certain subjects than others and some particular terms are also more relevant for use with particular types of assessment than others. In order to ensure the grade descriptors are relevant for specific assignments, tutors identify the components of the descriptors being used that are most relevant for the particular assignment. The selected components of the descriptors (at merit and distinction) are then included in the assignment brief(s).

The grading scheme is not based on an assumed one-to-one relationship between the grade descriptors and learning outcomes (although it is possible that in some units, because of the way the learning outcomes have been structured, something close to a one-to-one relationship may emerge). In general, however, judgements about learner work in relation to grading apply across the work for a unit, whether that unit is assessed through one, or more than one, assignment.

The full Grade Descriptors can be accessed by the following link, which also provides detailed information on grading:

http://www.accesstohe.ac.uk/AboutUs/Publications/Documents/Access-Grading-Scheme-Section-B.pdf

4.4   Revisions to Access to HE Units of Assessment

Gateway Qualifications reserves the right to review and amend units of assessment and will issue providers notification of the changes to the units of assessment. Gateway Qualifications undertakes regular unit reviews to ensure currency of units, providers are required to use updated versions where units are replaced.

5. Assessment and Quality Assurance

5.1   Provider requirements

Providers must be approved by Qualifications as centre and are required to ensure that:

- the main base is in the UK
- systems are in place to ensure that only learners with a UK address (including BFO) are registered for an Access to HE Diploma
- there are clear arrangements for the day-to-day operational management and coordination of Access to HE delivery.
- there are appropriate facilities and resources at each site, and for each mode of delivery
- staff have the professional competence and skills to teach and assess necessary to teach and assess the units available on the Diploma
- arrangements are in place to provide pre-course guidance to applicants and criteria for selection and admission to Access to HE Diplomas, and are consistent with QAA requirements with respect to admissions. https://www.accesstohe.ac.uk/AboutUs/Publications/Documents/Guidance-admission-of-learners-AHE-07.pdf.
- expertise and resources to provide information, advice and guidance on HE applications and progression opportunities.
- Systems for maintaining secure records of individual learners' registration and achievement
- internal moderation arrangements that meet Gateway Qualification requirements.
- arrangements for internal course monitoring and self-evaluation and feedback
- procedures and criteria for the recognition of prior learning that meet Gateway Qualifications requirements.
- quality assurance procedures relating to the delivery of provision, including transparent processes for handling appeals and complaints.

Providers should refer to the Gateway Qualifications' Access to HE Provider Handbook for further information on centre requirements.

5.2   Staffing requirements

Providers are required to ensure that:

- staff have the professional competence and skills to teach and assess necessary to teach and assess the units available on the Diploma
- staff have expertise to provide information, advice and guidance on HE applications and progression opportunities.

5.3   Facilities and resources

Practical learning - learners should have the opportunity to experience, where possible, work related / practical learning. Suggested visits to hospitality companies to allow learners to widen their understanding of the sector. Work placements would also be beneficial and visits

to hotels or entertainment venues could be used to produce the evidence for some of the more practical based units.

5.4   Quality Assurance requirements

Gateway Qualifications applies a quality assurance model to the Access to HE Diploma of:
- internal assessment and internal verification by the provider
- moderation by Gateway Qualifications comprising of centre moderation and subject moderation.

These processes are set out within Quality Assurance section of the Gateway Qualifications' Access to HE Provider Handbook.

5.5   Additional requirements/guidance

There are no additional requirements that Learners must satisfy in order for assessment to be undertaken and the unit/qualification to be awarded.

6. Unit Details

Mandatory Graded Units

Access to HE Diploma Unit

Unit Code:	QU018625
Title:	Business Skills for the Hospitality Industry
Unit Level:	Level 3 **Unit Credit:** 6
Grading type:	Graded
Grade descriptors:	• GD1-Understanding the subject • GD7-Quality
Academic subject content/other:	Academic subject content
Suggested assessment details:	1 case study ~2000 words Individual presentation ~ 10 minutes Group discussion with self-reflection ~ 15 minutes & 500 words

This unit has 5 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	**The learner can:**
1 Know about marketing in the hospitality industry.	1.1 Explain the importance of marketing within the hospitality industry. 1.2 Analyse core marketing skills used within the hospitality industry.
2 Know the importance of effective customer service in the hospitality industry.	2.1 Explain the importance of effective customer service within the hospitality industry. 2.2 Analyse the range of customer service skills required within the hospitality industry.
3 Know about business planning and strategy within the hospitality industry.	3.1 Explain the importance of business planning and strategy to the hospitality industry. 3.2 Analyse ways in which business planning and strategy skills are used

			in a chosen aspect of the hospitality industry.
4	Know about people management in the hospitality industry.	4.1	Explain the importance of people management skills within the hospitality industry.
		4.2	Analyse the effectiveness of people management skills within the hospitality industry.
5	Know financial and legal considerations within the hospitality industry.	5.1	Explain the importance of understanding financial and legal considerations when working in the hospitality industry.
		5.2	Analyse financial and legal considerations impacting on the hospitality industry.

Access to HE Diploma Unit

Unit Code:	QU018627
Title:	Careers within the Hospitality Industry
Unit Level:	Level 3	**Unit Credit:**	3
Grading type:	Graded
Grade descriptors:	• GD1-Understanding the subject • GD7-Quality
Academic subject content/other:	Academic subject content
Suggested assessment details:	Project ∼ 1500 words

This unit has 3 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	**The learner can:**
1 Know career opportunities within the hospitality sector.	1.1 Evaluate career opportunities within the hospitality sector.
2 Know progression routes within the hospitality sector.	2.1 Compare and contrast the skills, experience and qualifications required to access progression opportunities within the hospitality sector. 2.2 Analyse the importance of personal skills and experience to progression opportunities within the hospitality sector.
3 Understand how market trends within the hospitality industry may impact on career opportunities.	3.1 Analyse the impact of market trends on career progression and opportunities within the hospitality sector.

Access to HE Diploma Unit

Unit Code:	QU020657
Title:	Customer Service in Hospitality
Unit Level:	Level 3 **Unit Credit:** 6
Grading type:	Graded
Grade descriptors:	• GD1-Understanding the subject • GD3-Application of skills • GD5-Communication and presentation • GD7-Quality
Academic subject content/other:	Academic subject content
Suggested assessment details:	1 x case study with individual presentation ~ 1500 words 2 x role play (one linked to the case study) supported by reflective writing ~ 2 x 10 minutes & 500 words

This unit has 4 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	**The learner can:**
1 Know how to deliver effective customer service.	1.1 Evaluate the customer service skills required in the hospitality sector when communicating with customers: a. face to face b. over the telephone c. using written communication.
2 Understand customer requirements in the hospitality sector.	2.1 Analyse customer requirements within the hospitality sector including: a. information or advice b. security c. sales
3 Understand customer relations practices within the hospitality sector.	3.1 Evaluate the use of customer relations practices within the hospitality sector including:

	a. customer feedback forms b. complaints procedures c. meeting customer expectations.
4 Be able to develop customer service skills.	4.1 Apply own customer service skills in practical situations. This could be in work placements, site visits or role play situations. 4.2 Demonstrate use of non-verbal communication skills when dealing with customers. This could be in work placements, site visits or role play situations. 4.3 Evaluate own use of customer service skills. This could be backed up by a video diary, diary, blog or other permanent record.

Access to HE Diploma Unit

Unit Code:	QU020664		
Title:	Leadership and Management Practice for the Hospitality Sector		
Unit Level:	Level 3	**Unit Credit:**	6
Grading type:	Graded		
Grade descriptors:	• GD1-Understanding the subject • GD7-Quality		
Academic subject content/other:	Academic subject content		
Suggested assessment details:	Linear notes 200 words Essay plan 200 words Essay 2500 words		

This unit has 3 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	**The learner can:**
1 Understand how leadership styles and motivational theories impact on the responsibilities and performance of a manager in the hospitality industry.	1.1 Evaluate the skills and attributes of: a. a leader b. a manager. 1.2 Evaluate the responsibilities of the manager in: a. ensuring safety of staff and customers b. ensuring quality requirements are met c. ensuring productivity targets are achieved. 1.3 Evaluate the responsibilities of the manager in hospitality organisations in: a. ensuring behavioural standards of staff are appropriate b. contributing to the achievement of project and business plans c. applying organisational procedures relating to poor performance and behaviour.

2	Understand the differences and relationships between leadership and management	2.1	Analyse why a manager in the hospitality industry needs to display the behaviours of both leadership and management.
		2.2	Evaluate the manager's role in ensuring team objectives and outcomes are met.
		2.3	Analyse the application of a range of leadership styles.
		2.4	Identify and prioritise areas for own personal development to improve leadership skills.
3	Understand the role of quality management in hospitality organisations.	3.1	Evaluate quality standards for both internal and external customers.

Access to HE Diploma Unit

Unit Code:	QU020672		
Title:	Legislation within the Hospitality Sector		
Unit Level:	Level 3	**Unit Credit:**	3
Grading type:	Graded		
Grade descriptors:	• GD1-Understanding the subject • GD7-Quality		
Academic subject content/other:	Academic subject content		
Suggested assessment details:	Exam - 1.5 hours open book		

This unit has 3 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	**The learner can:**
1 Understand how legislation and regulations affect organisations within the hospitality sector including: • food safety • public safety • trade descriptions • licensing.	1.1 Analyse the impact of legislation on organisations within the hospitality sector. 1.2 Evaluate the statutory duties of employers and employees related to legislation within the hospitality sector. 1.3 Explain ethical and social impacts on organisations within the hospitality sector.
2 Understand the requirements of legislation relating to security and confidentiality of information within organisations operating in the hospitality sector.	2.1 Analyse how systems used within the hospitality sector conform with legislation related to: a. data protection b. copyright c. freedom of information d. security and safeguarding of customers.
3 Understand the impact of employment and equal opportunities legislation on the hospitality sector.	3.1 Critically analyse how employment legislation can impact on organisations within the hospitality sector.

	3.2 Evaluate the extent to which equality legislation impacts on organisations within the hospitality sector.

Access to HE Diploma Unit

Unit Code:	QU018310
Title:	Research: Practical Investigation Project
Unit Level:	Level 3 **Unit Credit:** 6
Grading type:	Graded
Grade descriptors:	• GD2-Application of knowledge • GD3-Application of skills • GD4-Use of information • GD6-Autonomy/Independence • GD7-Quality
Academic subject content/other:	Academic Subject Content
Suggested assessment details:	Refer to assessment grid.

This unit has 4 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	**The learner can:**
1 Be able to plan a practical investigation project.	1.1 Identify and agree a practical investigation project, located within a knowledge domain relevant to the named Diploma. 1.2 Produce a hypothesis and clear aims for the investigation project. 1.3 Identify any ethical, practical or safety issues and how these will be managed/overcome. 1.4 Produce a risk assessment. 1.5 Maintain a record of project progress through all stages of research, development and completion.
2 Be able to undertake a practical investigation.	2.1 Carry out research from a wide range of sources. 2.2 Develop an appropriate investigation. 2.3 Identify the variables and explain how they can be controlled, where necessary.

		2.4	Carry out the investigation safely, using appropriate practical skills and techniques.
		2.5	Analyse the results of the investigation with reference to relevant theory.
3	Know how to present the project.	3.1	Present the body of work in a style appropriate to the knowledge domain with clear conclusions.
		3.2	Use appropriate technical terminology fluently.
		3.3	Reference all findings using a recommended style of referencing.
4	Be able to evaluate own research project.	4.1	Reflect on the design and methodology of the project.
		4.2	Evaluate the body of work in relation to aims and hypothesis.
		4.3	Identify recommendations for the future.

Access to HE Diploma Unit

Unit Code:	QU020670
Title:	Understanding the Hospitality Sector
Unit Level:	Level 3 **Unit Credit:** 3
Grading type:	Graded
Grade descriptors:	• GD1-Understanding the subject • GD7-Quality
Academic subject content/other:	Academic Subject Content
Suggested assessment details:	Case study analysis with Individual Presentation and peer review ~ 750 words & 10 minutes Short answer questions ~ 250 words

This unit has 2 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	**The learner can:**
1 Understand the characteristics of hospitality markets.	1.1 Explain characteristics of service styles used within the hospitality industry and their benefits and limitations to the organisation. E.g. plate service, platter service, family-style service, silver service. 1.2 Explain current trends in service styles and potential developments in the hospitality sector. 1.3 Explain how organisations can respond to the characteristics of hospitality markets.
2 Be able to analyse hospitality markets.	2.1 Analyse current and future micro and macro environment trends within the hospitality sector. 2.2 Evaluate potential areas of opportunity for growth within the sector.

	2.3 Analyse direct and indirect sources of competition within the market for a specific organisation.

Optional Graded Units - Hospitality Optional Units

Access to HE Diploma Unit

Unit Code:	QU017364
Title:	Event Management
Unit Level:	Level 3	**Unit Credit:**	6
Grading type:	Graded
Grade descriptors:	• GD1-Understanding the subject • GD3-Application of skills • GD7-Quality
Academic subject content/other:	Academic subject content
Suggested assessment details:	Refer to assessment grid.

This unit has 5 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	**The learner can:**
1 Know how to plan an event for a given target audience.	1.1 Justify the choice of an event for a given target audience. 1.2 Devise an action plan for the event that identifies a. resources required b. SMART targets c. deadlines. 1.3 Evaluate the effectiveness of the action plan.
2 Understand the team qualities needed to effectively deliver the event.	2.1 Analyse the personal skills and qualities needed within a team to effectively plan, promote and deliver the event.
3 Understand the impact of effective promotion on the success of an event.	3.1 Evaluate methods that could be used to promote the event. 3.2 Select a method of promotion and justify the choice.

4 Be able to manage an event.	4.1 Promote an event using chosen method(s).
	4.2 Prepare to manage an event.
	4.3 Manage an event.
5 Be able to evaluate the management of an event.	5.1 Reflect on the approaches used: a. to plan the event b. to promote the event c. to manage the event.

Access to HE Diploma Unit

Unit Code:	QU020659	
Title:	Health, Safety and Welfare Systems in Hospitality and Catering	
Unit Level:	Level 3	**Unit Credit:** 3
Grading type:	Graded	
Grade descriptors:	• GD1-Understanding the subject • GD2-Application of knowledge • GD3-Application of skills • GD7-Quality	
Academic subject content/other:	Academic Subject Content	
Suggested assessment details:	Risk assessment with evaluative report ~ 1500 words	

This unit has 3 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	**The learner can:**
1 Know health and safety regulations, roles and responsibilities in hospitality and catering environments.	1.1 Summarise health and safety legislation, regulations and guidelines which must be followed in hospitality and catering environments. 1.2 Summarise responsibilities under health and safety legislation of the: a. employer b. employees. 1.3 Evaluate the role of organisations providing health and safety information relevant to hospitality and catering environments.
2 Understand how to operate health, safety and welfare systems in the workplace.	2.1 Evaluate how to take responsibility for personal health and safety in the workplace. 2.2 Explain how to ensure that health, safety and welfare equipment and resources are maintained to meet statutory requirements.

		2.3	Evaluate how to comply with systems which meet statutory requirements for a. identifying and reducing hazards b. reporting accidents and emergencies c. preventing reoccurrences of accidents and emergencies.
3	Know how to identify hazards and assess risks in the workplace.	3.1 3.2 3.3 3.4	Analyse hazards in the workplace arising from: a. work products b. processes c. equipment. Explain how to obtain accurate information relating to identified hazards. Examine how to assess the significance of the hazards. Undertake a risk assessment to support the principles of prevention and protection within the workplace.

Access to HE Diploma Unit

Unit Code:	QU020668
Title:	Principles of Food Safety in the Hospitality Sector
Unit Level:	Level 3 **Unit Credit:** 3
Grading type:	Graded
Grade descriptors:	• GD1-Understanding the subject • GD2-Application of knowledge • GD7-Quality
Academic subject content/other:	Academic Subject Content
Suggested assessment details:	1 x report based on a case study analysis and action plan ~ 1500 words

This unit has 3 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	**The learner can:**
1 Understand how organisations within the hospitality sector can ensure compliance with food safety legislation.	1.1 Explain the responsibilities of employers and employees in respect of food safety legislation and procedures for compliance. 1.2 Explain how the legislation is enforced.
2 Understand the importance of applying and monitoring good hygiene practice.	2.1 Justify the importance of high standards of personal hygiene. 2.2 Explain procedures for cleaning and disinfection including the need for workplace and equipment schedules. 2.3 Explain procedures to control contamination and cross-contamination. 2.4 Evaluate methods of waste disposal with particular reference to pest control.
3 Understand how to implement food safety management procedures.	3.1 Explain the consequences for food safety from hazards including: a. microbes b. chemicals

	c. physical hazards
	d. allergies.
	3.2 Evaluate methods and procedures for controlling food safety to include:
	    • critical control points
	    • critical limits
	    • corrective actions.

Access to HE Diploma Unit

Unit Code:	QU020674		
Title:	Principles of Hospitality Accommodation Management		
Unit Level:	Level 3	**Unit Credit:**	3
Grading type:	Graded		
Grade descriptors:	• GD1-Understanding the subject • GD2-Application of knowledge • GD7-Quality		
Academic subject content/other:	Academic Subject Content		
Suggested assessment details:	Case study analysis ~ 1000 words Short answer questions ~ 500 words		

This unit has 2 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	**The learner can:**
1 Understand the provision of accommodation services in diverse contexts.	1.1 Explain styles of accommodation offered within the hospitality sector. 1.2 Explain front of house services offered within the hospitality sector 1.3 Explain the legal and statutory requirements that apply to accommodation services. 1.4 Analyse the roles and responsibilities of staff involved in: a. accommodation services b. front of house operations.
2 Understand the impact of current management issues on the effective performance of accommodation services.	2.1 Explain the key aspects of planning and management of accommodation services for a specific hospitality organisation 2.2 Analyse key operational issues affecting the efficient management and business performance of the accommodation services of a specific hospitality organisation.

Access to HE Diploma Unit

Unit Code:	QU020666
Title:	Understanding the Principles of Supervising Food and Drink Service
Unit Level:	Level 3 **Unit Credit:** 3
Grading type:	Graded
Grade descriptors:	• GD1-Understanding the subject • GD7-Quality
Academic subject content/other:	Academic subject content
Suggested assessment details:	Report ~ 1500 words

This unit has 4 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	**The learner can:**
1 Understand the role of the food and beverage service supervisor	1.1 Evaluate the role of the supervisor in food and beverage services. 1.2 Explain the importance of effective communication when supervising food and beverage services. 1.3 Evaluate different methods of communication used when supervising food and beverage service.
2 Understand methods of motivating team members.	2.1 Explain how to motivate teams to achieve the required standards of quality. 2.2 Explain how to motivate individuals to achieve the required standards of quality.
3 Understand how to manage the environmental impact of food and beverage operations.	3.1 Analyse the risks posed by the food and beverage operation to the environment. 3.2 Explain how to manage the impact resources used within food and

		beverage services may have on the environment including both: a. positive impacts b. negative impacts.
4	Understand the importance of stock control within food and beverage services.	4.1 Explain the importance of using approved suppliers. 4.2 Explain how effective stock control can contribute to the financial stability of the organisation.

Access to HE Diploma Unit

Unit Code:	QU006034		
Title:	Understanding Nutrition and Healthy Eating		
Unit Level:	Level 3	**Unit Credit:**	3
Grading type:	Graded		
Grade descriptors:	• GD1-Understanding the subject • GD2-Application of knowledge • GD7-Quality		
Academic subject content/other:	Academic Subject Content.		
Suggested assessment details:	Refer to assessment grid.		

This unit has 4 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	**The learner can:**
1 Understand the function of food.	1.1 Explain the main functions of food. 1.2 Describe the basic principles of digestion and absorption. 1.3 Describe the components of food and explain how these are needed in every day diets.
2 Understand the relationship between food and health.	2.1 Explain the concept of a balanced diet. 2.2 Assess different sorts of diet.
3 Understand the basic principles of weight control.	3.1 Describe the principles of fat weight loss, lean weight gain and weight maintenance. 3.2 Evaluate the links between exercise and weight control. 3.3 Design appropriate practical exercise sessions.
4 Understand why a balanced diet is required to maximise performance.	4.1 Explain why a balanced diet is required to maximise performance. 4.2 Design a balanced diet to maximise performance in a given activity.

Optional Graded Units - Business Optional Units

Access to HE Diploma Unit

Unit Code:	QU018251		
Title:	Applied Business Marketing		
Unit Level:	Level 3	**Unit Credit:**	3
Grading type:	Graded		
Grade descriptors:	• GD1-Understanding the subject • GD2-Application of knowledge • GD4-Use of information • GD5-Communication and presentation • GD7-Quality		
Academic subject content/other:	Academic Subject Content		
Suggested assessment details:	Refer to assessment grid.		

This unit has 4 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	**The learner can:**
1 Know the role of the marketing environment and the tools and methods used to analyse it.	1.1 Analyse the differences between micro and macro environmental factors and apply to business situations. 1.2 Distinguish between Primary and Secondary research methods illustrating their advantages and limitations.
2 Know the significance of marketing strategy.	2.1 Analyse the use of the Boston and Ansoff Matrix applying it to business situations. 2.2 Analyse the use of Porter's Generic strategies in business situations.
3 Know the use of marketing tactics	3.1 Analyse consumer buying behaviour and the adoption process. 3.2 Analyse the role of the marketing mix.

	3.3	Analyse the product life cycle.
	3.4	Critically compare different pricing strategies.
	3.5	Analyse the significance of place and different distribution techniques.
4 Know the role of marketing in the service sector.	4.1	Explain how marketing has changed with growth of the service sector.
	4.2	Demonstrate the importance of people in service marketing.
	4.3	Draw conclusions about the significance of physical evidence for the buying public.
	4.4	Analyse the range of processes in the service sector.

Access to HE Diploma Unit

Unit Code:	QU016671
Title:	Business Planning and Budgets
Unit Level:	Level 3 **Unit Credit:** 6
Grading type:	Graded
Grade descriptors:	• GD1-Understanding the subject • GD2-Application of knowledge • GD4-Use of information • GD5-Communication and presentation • GD7-Quality
Academic subject content/other:	Academic subject content.
Suggested assessment details:	Refer to assessment grid.

This unit has 5 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	**The learner can:**
1 Know about business plans.	1.1 Explain the purpose of a business plan. 1.2 Outline the relationship between the business plan and business objectives. 1.3 Identify key elements of an effective business plan.
2 Know how to use data to meet business objectives.	2.1 Evaluate methods to determine a business' current market position. 2.2 Analyse how market research data can determine a business' ability to meet current and new market opportunities, including those in the global market place. 2.3 Analyse potential business constraints that could impact on business performance.

3	Understand business strategy and tactics.	3.1	Explain the differences between strategy and tactics.
		3.2	Analyse strategies and tactics used in a business.
		3.3	Explain the need to continually analyse and compare business strategies and tactics against business objectives.
4	Understand financial forecasting.	4.1	Define financial forecasting.
		4.2	Explain the role of budgets within a business.
		4.3	Outline the impact of external funding on strategic financial forecasts and business plans.
		4.4	Analyse areas of financial risk to a business.
		4.5	Explain methods of improving financial forecasts and plans
		4.6	Evaluate different sources of business finance.
5	Know how a business can expand internationally.	5.1	Explain the international business environment in which a selected business operates.
		5.2	Describe factors that impact on UK businesses operating overseas.
		5.3	Explain the process of international expansion for a selected aspect of a business.
		5.4	Propose ways for a UK business to expand internationally.

Access to HE Diploma Unit

Unit Code:	QU016681		
Title:	Effective Business Processes		
Unit Level:	Level 3	**Unit Credit:**	6
Grading type:	Graded		
Grade descriptors:	• GD1-Understanding the subject • GD2-Application of knowledge • GD4-Use of information • GD5-Communication and presentation • GD7-Quality		
Academic subject content/other:	Academic subject content.		
Suggested assessment details:	Refer to assessment grid.		

This unit has 3 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	**The learner can:**
1 Understand the principles of effective business process design.	1.1 Explain the principles of effective process management that relate to managing business processes. 1.2 Evaluate business process measures that relate to managing business processes in a specific type of business environment. 1.3 Analyse the importance of ensuring that processes and resources are sustainable and cost effective when managing business processes. 1.4 Explain the difference between outputs and outcomes that relate to managing business processes in at least two types of business environments.
2 Understand how to implement new business processes.	2.1 Explain the importance of designing business processes that support an organisation's vision, purpose and values.

		2.2	Analyse the importance of communicating business processes effectively to stakeholders and colleagues.
3	Understand how to deal with problems when managing business processes.	3.1	Analyse the importance of contingency planning when managing business processes.
		3.2	Compare analytical and problem-solving tools that relate to managing business processes in different business environments.
		3.3	Evaluate problem solving approaches to issues that can arise when managing business processes in at least two different business environments.

Access to HE Diploma Unit

Unit Code:	QU016763
Title:	Project Management

Unit Level:	Level 3	**Unit Credit:**	3

Grading type:	Graded
Grade descriptors:	• GD1-Understanding the subject • GD3-Application of skills • GD7-Quality
Academic subject content/other:	Academic subject content
Suggested assessment details:	Refer to assessment grid.

This unit has 3 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	**The learner can:**
1 Understand why organisations use project management.	1.1 Analyse differences between routine and project work. 1.2 Analyse key elements of project work. 1.3 Evaluate the benefits of project management to an organisation.
2 Be able to plan projects.	2.1 Define clear goals for a project. 2.2 Justify project resource requirements. 2.3 Use project planning tools effectively. 2.4 Create a project schedule. 2.5 Evaluate project communication needs. 2.6 Assess potential risks to the successful completion of a project. 2.7 Explain actions to minimise risk.
3 Understand the importance of reviewing projects at all stages.	3.1 Analyse different methods used for monitoring projects. 3.2 Justify reasons for reviewing projects during and after completion.

Access to HE Diploma Unit

Unit Code:	QU011726
Title:	Spreadsheets

Unit Level:	Level 3	**Unit Credit:**	3

Grading type:	Graded
Grade descriptors:	• GD3-Application of skills • GD7-Quality
Academic subject content/other:	Academic Subject Content
Suggested assessment details:	Refer to assessment grid.

This unit has 7 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	**The learner can:**
1 Know how to design and store a spreadsheet.	1.1 Design a spreadsheet appropriate to a user's requirements. 1.2 Create and store the spreadsheet. 1.3 Evaluate the spreadsheet in terms of meeting the user's needs.
2 Be able to retrieve and modify an existing spreadsheet.	2.1 Modify the spreadsheet design/content in response to user feedback.
3 Know how to print a spreadsheet.	3.1 Print or display whole or part spreadsheets/formulae with a variety of print layout options.
4 Be able to enhance user readability.	4.1 Use suitable formatting options for displaying text and numeric values. 4.2 Define and use conditional formatting to limit input error and give suitable messages to users.

5 Understand spreadsheet functions.	5.1	Develop a spreadsheet solution using a range of mathematical functions.
6 Understand graphical facilities.	6.1 6.2	Use an appropriate graph type. Draw pie, bar, line graphs with appropriate labels attached.
7 Know how to use additional features within the spreadsheet environment.	7.1 7.2	Use advanced sorting, protecting and filtering facilities on a spreadsheet. Analyse data using pivot tables.

Access to HE Diploma Unit

Unit Code:	QU016673
Title:	Understand Human Resource Management
Unit Level:	Level 3 **Unit Credit:** 3
Grading type:	Graded
Grade descriptors:	• GD1-Understanding the subject • GD2-Application of knowledge • GD7-Quality
Academic subject content/other:	Academic subject content.
Suggested assessment details:	Refer to assessment grid.

This unit has 3 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	**The learner can:**
1 Understand the differences between the traditional view of personnel management and the new approach of human resource management.	1.1 Compare and contrast "personnel management" and "human resource management". 1.2 Assess the role, tasks and activities of the human resource practitioner within a business. 1.3 Evaluate the role and responsibilities of line managers in human resource practices.
2 Understand the procedures and practices used for recruiting and selecting suitable employees.	2.1 Explain the need for human resource planning within a business. 2.2 Analyse the stages involved in this process. 2.3 Evaluate a range of selection methods available when recruiting staff.
3 Understand the principles and procedures for monitoring and rewarding employees.	3.1 Analyse the link between motivational theory and reward. 3.2 Evaluate different organisational approaches to monitoring staff performance.

Ungraded Units

Access to HE Diploma Unit

Unit Code:	QU025276		
Title:	Academic Writing Skills		
Unit Level:	Level 3	**Unit Credit:**	3
Grading type:	Ungraded		
Academic subject content/other:	Other		
Suggested assessment details:	Refer to assessment grid.		

This unit has 5 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	**The learner can:**
1 Be able to record information from a range of sources.	1.1 Use note taking skills to prioritise key points from a range of sources.
2 Be able to plan and develop a structured framework for extended writing.	2.1 Develop a detailed plan to organise the content of extended writing. 2.2 Produce a draft which shows evidence of appropriate editing. 2.3 Develop a coherent and structured framework for extended writing which conveys ideas and meaning effectively.
3 Be able to present information and opinion in a written format.	3.1 Communicate with clarity and detail to convey meaning. 3.2 Write with accuracy following conventions of sentence structure, punctuation, paragraphing, spelling and grammar. 3.3 Present assignments in an appropriate format.

4	Be able to use language, style and conventions appropriate to academic writing.	4.1	Use appropriate style and register which shows an awareness of audience.
		4.2	Use first, second and third person as appropriate and consistently.
5	Understand a standard form of referencing.	5.1	Use accurately a standard form of referencing that reflects a range of sources.

Access to HE Diploma Unit

Unit Code:	QU007560
Title:	Communication - Speaking and Listening
Unit Level:	Level 3 **Unit Credit:** 3
Grading type:	Ungraded
Academic subject content/other:	Other
Suggested assessment details:	Refer to assessment grid.

This unit has 2 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	**The learner can:**
1 Give a short presentation about a straight forward subject.	1.1 Speak clearly using language, tone and style appropriately to the purpose, subject, audience and situation. 1.2 Present information in a structured sequence so that ideas and concepts are easily followed by the audience. 1.3 Use appropriate supporting material to illustrate presentation. 1.4 Respond appropriately and sensitively to questions from the audience.
2 Take part in discussions.	2.1 Give and obtain information and exchange ideas in discussion on both familiar and unfamiliar subjects. 2.2 Organise contributions to match the demands of the discussion, use vocabulary precisely, deal with sensitive issues appropriately and take account of the audience, subject, situation and purpose of the discussion and own role in it. 2.3 Take forward the discussion and create opportunities for others to contribute by asking follow up

| | questions, listening to and interpreting other points of view sensitively or inviting others to contribute their views. |
| | 2.4   Respond appropriately to questions. |

Access to HE Diploma Unit

Unit Code:	QU025278
Title:	Developing Personal Attributes
Unit Level:	Level 3 **Unit Credit:** 3
Grading type:	Ungraded
Academic subject content/other:	Other
Suggested assessment details:	Refer to assessment grid.

This unit has 4 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	**The learner can:**
1 Understand the difference between positive and negative professional attributes.	1.1 Evaluate both positive and negative professional attributes. 1.2 Link positive attributes to the role of a professional.
2 Be able to reflect on own professional attributes and areas for development.	2.1 Produce SWOT analysis of own professional attributes. 2.2 Evaluate SWOT analysis. 2.3 Produce an individual professional development plan linked to the SWOT analysis.
3 Understand which attributes are considered important by employers in a specific sector and are valued in the workplace.	3.1 Analyse which professional attributes are valued highly by employers within a specific sector. 3.2 Analyse why these professional attributes are important in a sector specific workplace.
4 Understand the link between professional attributes and emotional intelligence.	4.1 Analyse the links between professional attributes and emotional intelligence.

Access to HE Diploma Unit

Unit Code:	QU025532
Title:	Preparation for Higher Education
Unit Level:	Level 3 **Unit Credit:** 3
Grading type:	Ungraded
Academic subject content/other:	Other
Suggested assessment details:	Refer to assessment grid.

This unit has 4 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	**The learner can:**
1 Understand how to identify opportunities for Higher Education.	1.1 Use information sources to research Higher Education courses. 1.2 Analyse processes and procedures necessary to gain entry to Higher Education and be proactive in using them. 1.3 Analyse information on Higher Education courses and make appropriate realistic choices. This can also include Higher and Degree Apprenticeships.
2 Understand the process of completing a Higher Education application form.	2.1 Complete an application form with excellent attention to detail, meeting a given deadline. 2.2 Summarise and evaluate personal experiences, achievement and goals and communicate these clearly in a personal statement.
3 Understand preparation required for the interview process.	3.1 Conduct further personal research into courses at relevant institutions. 3.2 Prepare provisional answers to anticipated questions, making

	excellent use of previous experience and recent study.
4 Understand the need to prepare for the transition to Higher Education.	4.1 Analyse the personal and academic qualities needed for successful study in Higher Education and monitor own personal strengths and weaknesses. 4.2 Explain likely practical problems and barriers and seek strategies for overcoming these. 4.3 Analyse the nature of study in Higher Education.

Access to HE Diploma Unit

Unit Code:	QU018630		
Title:	Problem Solving in the Workplace		
Unit Level:	Level 3	Unit Credit:	3
Grading type:	Ungraded		
Academic subject content/other:	Other		
Suggested assessment details:	Refer to assessment grid.		

This unit has 3 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	**The learner can:**
1 Understand factors that may influence problem solving in the workplace.	1.1 Analyse factors which influence the choice of solution for problems.
2 Know how to solve problems in the workplace.	2.1 Analyse the nature of specific workplace problems. 2.2 Explain the actions that need to be taken to solve the workplace problems. 2.3 Analyse the potential consequences and impact of proposed actions.
3 Be able to apply solutions to workplace problems.	3.1 Select preferred solution to workplace problems. 3.2 Justify the choice of solution.

Access to HE Diploma Unit

Unit Code:	QU025796		
Title:	Professional Interpersonal Skills		
Unit Level:	Level 3	**Unit Credit:**	3
Grading type:	Ungraded		
Academic subject content/other:	Other		
Suggested assessment details:	Refer to assessment grid.		

This unit has 3 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	**The learner can:**
1. Understand how verbal and non-verbal communication is used in a professional interpersonal interaction.	1.1 Analyse the verbal and non-verbal skills used in a range of contexts within a given profession.
2. Understand the importance of an awareness of cultural diversity for a given profession.	2.1 Evaluate the importance of an awareness of cultural diversity across a range of contexts for a given profession.
3. Be able to evaluate own interpersonal skills, analysing strengths and areas to develop.	3.1 Evaluate own interpersonal skills, analysing strengths and areas to develop. 3.2 Evaluate ways of addressing areas to develop.

Access to HE Diploma Unit

Unit Code:	QU028487		
Title:	Promoting Wellbeing and Building Resilience		
Unit Level:	Level 3	**Unit Credit:**	3
Grading type:	Ungraded		
Academic subject content/other:	Other		
Suggested assessment details:	Refer to assessment grid.		

This unit has 4 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	**The learner can:**
1. Understand the physical and psychological impact of pressure and stress on mental wellbeing.	1.1 Explain the physical and psychological impact of pressure and stress on mental wellbeing.
2. Understand the connection between mental wellbeing and resilience.	2.1 Analyse the connection between mental wellbeing and resilience.
3. Understand the factors that can improve wellbeing and build resilience.	3.1 Explain factors that can improve wellbeing. 3.2 Explain factors that can negatively affect wellbeing and how to avoid them. 3.1 Explain factors that can improve wellbeing. 3.2 Explain factors that can negatively affect wellbeing and how to avoid them.
4. Understand how to manage an individual's mental wellbeing and the support available to them.	4.1 Evaluate the methods for managing and maintaining mental wellbeing and building resilience. To include practical and theoretical methods such as breathing exercises

| | to reduce stress, mindfulness techniques. |
| | 4.2 Analyse the types of support available from different sources. |

Access to HE Diploma Unit

Unit Code:	QU018318
Title:	Study Skills
Unit Level:	Level 3 **Unit Credit:** 3
Grading type:	Ungraded
Academic subject content/other:	Other
Suggested assessment details:	Refer to assessment grid.

This unit has 5 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	**The learner can:**
1 Know how to manage and organise study time.	1.1 Produce, revise and evaluate a personal schedule of study that accommodates own time constrains. 1.2 Where necessary, prioritise and reschedule study plan explaining changes. 1.3 Prioritise and meet assignment deadlines, negotiating new deadlines if needed. 1.4 Devise a strategy for organising coursework.
2 Know how to participate in learning activities.	2.1 Prepare efficiently for tutorials and classroom activities. 2.2 Participate appropriately in classroom activities.
3 Understand assignment requirements.	3.1 Analyse assignment effectively identifying aims and objectives. 3.2 Determine suitable format for assignment, effectively explaining decisions made.

4 Understand learning preferences.	4.1 Analyse different methods of learning.

	4.2 Analyse methods of identifying own learning preferences.
5 Be able to retrieve information from a range of sources.	5.1 Retrieve information from a range of written texts using a range of reading skills. 5.2 Scan source material, critically evaluating information, selecting accurate and detailed notes to suit purpose. 5.3 Demonstrate the use of a recognised referencing system for retrieved information.

7. What to do next

For existing centres please contact your named Development Manager or Development Officer.

For organisations, not yet registered as a Gateway Qualifications centre please contact:

Gateway Qualifications
Gateway House
3 Tollgate Business Park
Colchester
CO3 8AB

Tel: 01206 911211

Email: enquiries@gatewayqualifications.org.uk

8. Gateway Qualifications

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We support flexible, responsive and quality assured learning opportunities whether it's in the classroom, at work, in the community or through distance learning.

We are recognised by Ofqual, to design, develop and submit qualifications to the Regulated Qualifications Framework (RQF) and by the Quality Assurance Agency for the development and approval of Access to Higher Education Diplomas.