UNIVERSITY OF CENTRAL LANCASHIRE

Programme Specification

This Programme Specification provides a concise summary of the main features of the programme and the learning outcomes that a typical student might reasonably be expected to achieve and demonstrate if he/she takes full advantage of the learning opportunities that are provided.

Sources of information on the programme can be found in Section 17

1.	**Awarding Institution / Body**	University of Central Lancashire
2.	**Teaching Institution and Location of Delivery**	Hugh Baird College
3.	**University School/Centre**	School of Management
4.	**External Accreditation**	N/A
5.	**Title of Final Award**	Foundation Degree in Hospitality Management
6.	**Modes of Attendance offered**	Full time and Part time
7.	**UCAS Code**	8S24
8.	**Relevant Subject Benchmarking Group(s)**	Foundation Degree Qualification Benchmark (2010) http://www.qaa.ac.uk/en/Publications/Documents/Foundation-Degree-qualification-benchmark-May-2010.pdf
9.	**Other external influences**	AA food accolades Michelin food accolades Institute of Hospitality
10.	**Date of production/revision of this form**	16th March 2017

11. Aims of the Programme

- To equip students with academic knowledge, vocational skills and personal skills development to enhance their ability to understand and apply the context and issues relevant to their current and future work in Hospitality Supervision/Management and People Management within the Visitor Economy.
- To enable students to analyse and apply relevant academic theories, concepts and self-reflection techniques to enhance their work performance; their personal and cultural awareness and ability to work across organisational boundaries; and adapt to a changing environment in the hospitality industry and the Visitor Economy.

- To equip students with a range of subject-specific and transferable knowledge and technical skills to support their continuing personal, professional and academic development.

12. Learning Outcomes, Teaching, Learning and Assessment Methods

A. Knowledge and Understanding

A1. Identify the theory and practice underpinning the organisation and context of provision and integration of hospitality standards and people leadership within the hospitality industry.

A2. Analyse and apply theories of communication to the development of relationships and work with Individuals and groups.

A3. Analyse and apply theories relevant to working within a hospitality environment.

A4. Explore the application of relevant knowledge, ethical awareness and experience to the analysis of issues and practice in relation to equal opportunity, social inclusion, cultural diversity, human rights, external awarding body engagement and work with colleagues.

A5. Integrate and apply relevant knowledge and skills and application to skills in practise.

A6. Utilise evidence, support and shared experience to develop effective practice and decision making

A7. Reflect on own life and work experience to enhance knowledge & skills.

A8. Identify and develop skills relevant to personal, professional, career and academic learning and development in a changing environment.

A9. Identify the importance of group and individual communication/interaction styles.

A10. Assess the knowledge of motivational techniques and people management.

A11. Analyse the appropriate use of staff development methods and procedures.

Teaching and Learning Methods

Lectures, workshops, tutorials, practical, VLE, blogs.

Assessment methods

Assessed formatively and summatively through individual and group discussions, essays, case studies, reports, presentations, blogs.

B. Subject-specific skills

B1. Identify personal styles of communication and their relevance to a successful hospitality operation.

B2. Demonstrate an awareness of the concept of hospitality standards in performance and service.

B3. Demonstrate an understanding of different perspectives of staff management and leadership emerging from a variety of philosophies and cultures.

B4. Review and explore the concepts of customer care and with relevance to hospitality organisation and professional practice.

B5. Evaluate the research base of industry legislation and the extent of its impact on hospitality management.

B6. Develop a questioning approach to hospitality operations in order to explore and evaluate approaches that foster staff awareness and development.

B7. Demonstrate underpinning knowledge of hospitality legislation and its impact on the industry.

Teaching and Learning Methods

Self-directed study, Lectures, VLE, group work, practical sessions.

Assessment methods

Presentations, case study, reports, blogs and written assignments.

C. Thinking Skills

C1. Demonstrate breadth and depth of relevant knowledge.

C2. Understand, apply and critically evaluate key concepts, theories and evidence.

C3. Evaluate and select approaches to problem solving.

C4. Apply problem solving approaches to well-defined problems.

C5. Present knowledge to support structured arguments.

C6. Communicate information and arguments in various forms.

C7. Develop and apply relevant knowledge and skills in the work place.

C8. Discuss relevant issues and practices.

C9. Reflect on experience to enhance knowledge and skills.

Teaching and Learning Methods
Lectures, workshops, tutorials, practical, VLE, blogs

Assessment methods
Assessed formatively and summatively as above plus, research, written assignments and oral presentations

D. Other skills relevant to employability and personal development

D1. Information collection, analysis and presentation.
D2. Development and presentation of arguments
D3. Planning and carrying out research
D4. Oral, written and visual communication
D5. Use of numbers
D6. Use of information technology
D7. Working with others
D9. Problem solving
D10. Personal and career development and self-management

Teaching and Learning Methods
Lectures, workshops, tutorials, practical, VLE, blogs

Assessment methods
Assessed formatively and summatively as above plus study skills and research

13. Programme Structures*				14. Awards and Credits*
Level	**Module Code**	**Module Title**	**Credit rating**	
Level 5	HO2014	Business and Accounting Principles for Hospitality	20	**Foundation Degree in Hospitality Management** Requires 120 credits including a minimum of 100 at Level 5
	HO2015	Human Resource Management and the Legal Framework	20	
	HO2016	Performance Management in Hospitality	20	
	HO2017	Services Marketing for Hospitality	20	
	HO2019	Plan and Manage a Hospitality Event	20	
	HO2021	Accommodation and the Front Office	20	
Level 4	HO1011	Introduction to the Visitor Economy	20	**Foundation Certificate in Hospitality Management** Requires 120 credits at Level 4 or above
	HO1012	Managing People within the Hospitality Sector	20	
	HO1013	Academic, Personal and Employability Skills Development	20	
	HO1014	Food Trends	20	
	HO1015	Licensed Hospitality	20	
	HO1016	Delivering the Customer Experience	20	

15. Personal Development Planning

We aim to prepare and train you to take responsibility for your own learning and career development, to be able to evaluate your strengths and weaknesses and general key skills base, for example: the use of English, literacy and writing skills, numeracy, communication skills and use of IT. You will be encouraged to evaluate your strengths and areas for improvement on a continual basis as you progress through the year.

PDP is designed to enable you to work towards a point you would like to be on graduation; to help you acquire the skills needed for your chosen career; or further study, evaluate your strengths and plan to deploy them in a range of situations after graduation. The modules that include PDP are HO1013, HO1014 and HO1016 and provide evidence of your continuing professional development throughout the duration of the course.

16. Admissions criteria *
(including agreed tariffs for entry with advanced standing)
Correct as at date of approval. For latest information, please consult the University's website.

Entry onto the FdA Hospitality Management course will be via a successful interview.

We would normally expect applicants to produce evidence of a number of the following:

- A minimum of 64 UCAS points
- NVQ Level 3 in Hospitality Supervision/Customer Service or equivalent
- A Level or equivalent
- National Diploma in a related subject or equivalent

Mature students may not meet the standard entry requirements but they may still be considered for a place on the course. Mature students with no qualifications may offer experience in other forms such as life experience, work experience and continued personal and professional development. All students are interviewed and selected on merit. This course offers the opportunity for mature students who may have been out of education for a while, or without traditional qualifications, to up-skill.

UK and EU Entry: Equivalent international qualifications will be considered towards meeting the general entry requirements. Additionally, EU students, for whom English is not the first language, will be required to evidence an IELTS score or 6.0 or equivalent. Equivalences include:
- TOEFL written examination score of 550 plus a test of written English (at 4)
- TOEFL Computer Equivalent score of 230
- Proficiency in English (Cambridge) at Grade C or above

17. Key sources of information about the programme

- www.hughbaird.ac.uk
- Hugh Baird College
- www.ucas.com
- Student Handbook
- www.uclan.ac.uk

18. Curriculum Skills Map

Please tick in the relevant boxes where individual Programme Learning Outcomes are being assessed

Level	Module Code	Module Title	Core (C), Compulsory (COMP) or Option (O)	A1	A2	A3	A4	A5	A6	A7	A8	A9	A10	A11	B1	B2	B3	B4	B5	B6	B7	C1	C2	C3	C4	C5	C6	C7	C8
LEVEL 4	HO1011	Introduction to the Visitor Economy	Comp	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓		✓	✓	✓	✓	✓	✓	✓				✓	✓		✓
LEVEL 4	HO1012	Managing People within the Hospitality Sector	Comp	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
LEVEL 4	HO1013	Academic, Personal and Employability Skills Development	Comp	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
LEVEL 4	HO1014	Food Trends	Comp				✓	✓	✓	✓						✓	✓	✓	✓	✓	✓	✓				✓	✓	✓	✓
LEVEL 4	HO1015	Licensed Hospitality	Comp	✓			✓	✓	✓	✓	✓					✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓
LEVEL 4	HO1016	Delivering the Customer Experience	Comp	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
LEVEL 5	HO2014	Business and Accounting Principles for Hospitality	Comp		✓		✓	✓	✓	✓	✓								✓		✓	✓	✓	✓	✓	✓	✓	✓	✓
LEVEL 5	HO2015	Human Resource Management and the Legal Framework	Comp	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
LEVEL 5	HO2016	Performance Management in Hospitality	Comp	✓	✓	✓	✓	✓	✓	✓	✓					✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
LEVEL 5	HO2017	Services Marketing for Hospitality	Comp	✓	✓		✓	✓	✓		✓					✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
LEVEL 5	HO2019	Plan and Manage a Hospitality Event	Comp	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓				✓	✓	✓	✓
LEVEL 5	HO2021	Accommodation and the Front Office	Comp	✓	✓	✓	✓	✓	✓	✓	✓	✓				✓	✓	✓	✓	✓	✓	✓	✓		✓	✓		✓	✓

Programme Learning Outcomes groupings:
- Knowledge and understanding (A)
- Subject-specific Skills (B)
- Thinking Skills (C)
- Other skills relevant to employability and personal development (D)

Level	Module Code	Module Title	Core (C), Compulsory (COMP) or Option (O)	Programme Learning Outcomes									
				Knowledge and understanding (A)		Subject-specific Skills (B)					Thinking Skills (C)	Other skills relevant to employability and personal development (D)	
				D1	D2	D3	D4	D5	D6	D7	D8	D9	D10
LEVEL 4	HO1011	Introduction to the Visitor Economy	Comp	✓		✓	✓		✓				
	HO1012	Managing People within the Hospitality Sector	Comp	✓	✓	✓	✓		✓	✓		✓	
	HO1013	Academic, Personal and Employability Skills Development	Comp		✓		✓		✓		✓	✓	✓
	HO1014	Food Trends	Comp	✓		✓	✓		✓				
	HO1015	Licensed Hospitality	Comp	✓		✓	✓		✓	✓			✓
	HO1016	Delivering the Customer Experience	Comp	✓	✓		✓		✓	✓		✓	✓
Level 5	HO2014	Business and Accounting Principles for Hospitality	Comp		✓		✓	✓	✓			✓	✓
	HO2015	Human Resource Management and the Legal Framework	Comp	✓	✓	✓	✓		✓			✓	✓
	HO2016	Performance Management in Hospitality	Comp	✓	✓		✓	✓	✓	✓		✓	
	HO2017	Services Marketing for Hospitality	Comp	✓	✓	✓	✓	✓	✓	✓		✓	✓
	HO2019	Plan and Manage a Hospitality Event	Comp	✓			✓	✓	✓	✓		✓	✓
	HO2021	Accommodation and the Front Office	Comp	✓		✓	✓	✓	✓				✓

Note: *Mapping to other external frameworks, e.g. professional/statutory bodies, will be included within Student Course Handbooks*

19. LEARNING OUTCOMES FOR EXIT AWARDS:

For **each exit award available**, list learning outcomes relating to the knowledge and understanding, subject specific skills, thinking, other skills relevant to employability and personal development that a typical student might be expected to gain as a result of successfully completing each level of a course of study.

Learning outcomes for the award of: Foundation Certificate in Hospitality Management

- A1. Identify the theory and practice underpinning the organisation and context of provision and integration of hospitality standards and people leadership within the hospitality industry.
- A6. Utilise evidence, support and shared experience to develop effective practice and decision making
- A7. Reflect on own life and work experience to enhance knowledge & skills.
- A8. Identify and develop skills relevant to personal, professional, career and academic learning and development in a changing environment.
- A9. Demonstrate an awareness of individual communication/interaction styles.
- A10. Demonstrate knowledge of motivational techniques and people management.
- B1. Identify personal styles of communication and their relevance to a successful hospitality operation.
- B2. Demonstrate an awareness of the concept of hospitality standards in performance and service.
- B3. Demonstrate an understanding of different perspectives of staff management and Leadership emerging from a variety of philosophies and cultures.
- B4. Review and explore the concepts of customer care and with relevance to hospitality organisation and professional practice.
- B6. Develop a questioning approach to hospitality operations in order to explore and evaluate approaches that foster staff awareness and development.
- B7. Demonstrate underpinning knowledge of hospitality legislation and its impact on the industry.
- C1. Demonstrate breadth and depth of relevant knowledge.
- C2. Understand, apply and critically evaluate key concepts, theories and evidence.
- C3. Evaluate and select approaches to problem solving.
- C5. Present knowledge to support structured arguments.
- C6. Communicate information and arguments in various forms.
- C8. Discuss relevant issues and practices.
- D1. Information collection, analysis and presentation.
- D3. Planning and carrying out research
- D4. Oral, written and visual communication
- D5. Use of numbers
- D6. Use of information technology
- D7. Working with others