

BTEC Level 3 Subsidiary Diploma in Hospitality

Who should take the course?

This is a two-year course which is suitable for students who are wanting to a future career in the Hospitality industry.

What is the course about?

This course allows learners to develop the core specialist knowledge, understanding and skills, including knowledge and understanding of the scale, structure and organisation of provision of the hospitality industry, the principles of supervising customer service, how to provide customer service and why good customer service is essential for hospitality businesses to succeed, required by the sector.

Over the two years students will complete 7 units:

- The Hospitality Industry
- Principles of Supervising Customer Service Performance in Hospitality, Leisure, Travel and Tourism
- Providing Customer Service in Hospitality
- Financial control in Hospitality
- Marketing for Hospitality
- Human Resources in Hospitality
- Personal and Professional development in Hospitality

How is it assessed?

This course is assessed through 100% coursework which gets externally verified.

Grading

The level of attainment will be marked individually for each unit of the course, in line with BTEC guidelines. The grades will be:

- Distinction *
- Distinction
- Merit
- Pass

Overall grades will be awarded for the qualifications based on the performance in each unit per course.