

BTEC Level 3 Certificate in Hospitality and Catering

Why choose Btec level 3 Certificate in Hospitality and Catering?

- It provides opportunities to progress into employment as hospitality staff
- It makes links between theory and the world of work
- It is recognised by a large number of organisations in a wide range of sectors
- It offers an engaging vocational programme
- It provides opportunities to develop a range of skills and techniques, including personal, learning, thinking and functional skills
- It is the equivalent to an AS qualification
- Students can progress to the level 3 Subsidiary Diploma in Hospitality (equivalent to 2 A levels)

What does the course consist of?

- 180 guided learning hours spread over 1 year.
- 3 units of work, each worth 10 credits:

What will you learn?

*The scale and diversity of the hospitality industry.
The classification systems and their standards.
The organisation and structure of hospitality businesses.
The purpose and support functions in hospitality businesses.
Equipment, commodities and methods required to prepare and cook.
Styles of food and types of dishes
Preparation and cooking skills.
Evaluation of the quality of dishes.
Plan menus
Commodities used in world food.*

How is the Btec assessed?

- There is no written exam.
- In order to pass the unit, a portfolio of evidence must be provided to demonstrate skills, knowledge and understanding. This can be oral, visual, observational, written, and practical or involve multi-media.
- There are three grading criteria: Pass, Merit and Distinction

BTEC Level 3 Subsidiary Diploma in Hospitality

In the second year, additional units can be taken, adding up to 60 credits in total. 2 of the units are mandatory. An example of the course structure in the second year:

Unit	Unit name	Credits	Learning Outcomes
Unit 2 (mandatory)	Principles of Supervising Customer Service Performance in Hospitality, Leisure, Travel and Tourism	2	How to develop a customer service culture within a business. How to build teams and motivate colleagues through techniques such as on-site coaching. How to effectively monitor and communicate levels of customer service performance
Unit 3 (mandatory)	Providing Customer Service in Hospitality	8	The role of communication, presentation and teamwork in customer service hospitality. Be able to provide customer service to meet the needs of customers in different hospitality situations.
Unit 6	Food and Drinks Service	10	The importance of the meal experience in food and drink service operations. The organisation, preparation and layout of a food and drink service operation. Be able to provide food and drink service and customer service in a professional, safe and hygienic manner. Be able to review food and drink service provision.
Unit 9	Food Service Organisation	10	The organisation of staff and service methods within food service operations. Food service practices and procedures and liaison with other departments. The importance of legislation and regulations within food service organisation. Be able to carry out a workflow system analysis of food service environments