

**DIPLOMA IN
HOSPITALITY AND TOURISM OPERATIONS**

Introductory Level Programme
QCF Level 2 / SCQF Level 5
Doc No: IOH_MKT02

INSTITUTE OF HOSPITALITY

Diploma in Hospitality and Tourism Operations

Qualification reference number (QCF): 501/1406/2

Why choose the Diploma in Hospitality and Tourism Operations?

The Institute of Hospitality Awarding Body is an established UK accredited awarding body providing professional management qualifications for the international hospitality and tourism industries. With an influential presence as an awarding body for over 50 years, the Institute of Hospitality is dedicated to the development and support of education and training for the industries it serves.

The *Diploma in Hospitality and Tourism Operations* is an introductory level qualification (QCF Level 2 / SCQF Level 5) focussing on the operational aspects of the hospitality and tourism industries. It has been designed to meet the needs of individuals working in the sector or aspiring to work in the sector who wish to improve their knowledge and qualifications. It provides:

- A solid foundation in business and management skills
- Sound underpinning business knowledge
- Appropriate Continuing Professional Development (CPD)
- A progression route to the *Diploma in Hospitality and Tourism Management* (intermediate level)
- A structured pathway for career progression and promotion

There are seven key business areas within the programme and the syllabus is contextualised specifically for the hospitality and tourism sectors:

Business Areas		
1.	BM	Business Management
2.	BS	Business Marketing and Sales
3.	CM	Consumer Management
4.	FP	Financial and Business Planning
5.	HM	Human Resources Management
6.	LM	Legislative Management
7.	PD	Professional Development

Entry requirements

You should be working in or aspiring to join the hospitality or tourism industries.

You should normally have:

- A good general education including Mathematics
- A minimum English Language ability level such as Cambridge First Certificate Grade B or TOEFL 550 points or IELTS 5.5 but this will also be subject to the requirements of the centre you apply to.

Where can I study?

You can enrol at one of our **Approved Centres**, further details can be found on our website.

How is the syllabus structured?

The Diploma comprises 140 guided learning hours (GLH). Each unit is 10 GLH and candidates must select ONE Mandatory and ONE Optional Unit from each of the seven business areas making a total of 14 units. Further details are provided in the *Rules of Combination* in the *Handbook and Syllabus* for the qualification. Some private study will also normally be required in order to successfully pass the graded assessments.

Syllabus for the Diploma in Hospitality and Tourism Operations QCF Level 2 / SCQF Level 5	
MANDATORY UNITS	OPTIONAL UNITS (select ONE unit from each business area)
1. Business Management	
BM2201 Introduction to Business Operations for Hospitality and Tourism	BM2202 Hospitality and Tourism Operations BM2203 Understanding the Business Environment in Hospitality and Tourism
2. Business Marketing and Sales	
BS2201 Introduction to Services Marketing for Hospitality and Tourism	BS2202 Understanding Sales Techniques in Hospitality and Tourism BS2203 The Service Encounter in Hospitality and Tourism
3. Consumer Management	
CM2201 Understanding the Hospitality and Tourism Customer	CM2202 Customer Service Skills for Hospitality and Tourism CM2203 Customer Complaint, Handling and Feedback in Hospitality and Tourism
4. Finance and Business Planning	
FP2201 Financial and Business Skills for Hospitality and Tourism	FP2202 Introductory Costing Concepts for Hospitality and Tourism FP2203 Introduction to Business Planning for Hospitality and Tourism
5. Human Resources Management	
HM2201 Introduction to Managing People in Hospitality and Tourism	HM2202 Team and Communication Skills for Hospitality and Tourism HM2203 Personal Effectiveness in Hospitality and Tourism
6. Legislative Management	
LM2201 The Law and Business in Hospitality and Tourism	LM2202 Safety and Security in Hospitality and Tourism LM2203 Food Health and Safety Regulations
7. Professional Development	
PD2201 Introduction to Personal Development in Hospitality and Tourism	PD2202 Personal and Career Development in Hospitality and Tourism PD2203 Effective Study Skills

Assessment

All units are assessed individually via an online multiple choice assessment at one of our Approved Centres. This will normally be through the Centre that you register with.

Fees

Candidates pay an annual Registration and Certification Fee together with an Assessment Fee per unit of study and these fees are set by the Institute of Hospitality. Tuition Fees are set by the Centre where the qualification is delivered and cover classroom teaching by Institute of Hospitality approved tutors. Membership of the Institute gives access to a wide range of supporting online resources (including e-Books and e-Journals) and other specialist materials.

Further information:

Institute of Hospitality Awarding Body

Tel: + 44 (0) 20 8661 4908

Email: awardingbody@instituteofhospitality.org

Website: www.instituteofhospitality.org