

Online
**Business
School**

" The Online Learning Revolution"



**Hotel and Hospitality
University 1st and 2nd Year (Level 4 and 5)**
Student information Pack

The Level 4/5 Diploma in Hotel and Hospitality offers the ideal platform to further your hospitality skills and other hotel related knowledge. This qualification is for you if you are seeking to develop yourself professionally in order to attain a higher standing within the Hospitality Sector.

Year 3

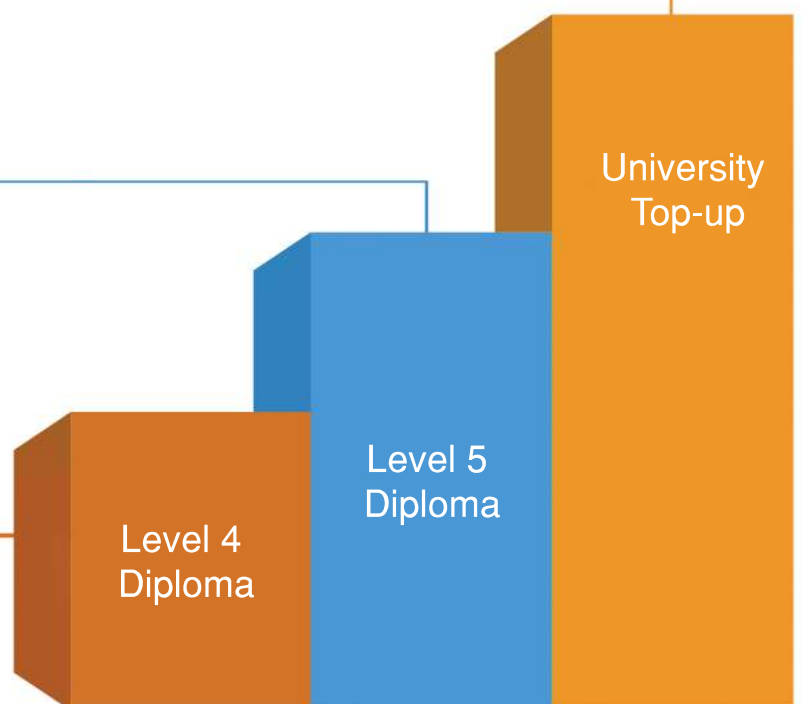
Upon completion of both Level 4 and Level 5, students will be eligible to apply for a Top-up at many of the UK's top universities. Once enrolled they will need to complete the third and final year of studies in order to be awarded their degree. With this qualification and the knowledge gained during studies they will be prepared for their career in hospitality.

Year 2

Level 5 Diploma in
Hotel and Hospitality
(120 credits)

Year 1

Level 4 Diploma in
Hotel and Hospitality
(120 credits)



About Online Business School

- OBS programmes are delivered 100% online.
- Short 30-40 learning hour interactive modules set against RQF (Regulated Qualifications Framework) learning outcomes.
- Additional resources to aid learning are also available, on a paid for basis such as Ebooks, Webinars and one to one dedicated tutor support.
- All modules have an online multiple choice assessment (30 questions with a pass mark of 50%).
- On completion of all the modules students will then write case studies and complete presentations and exams set by BAA, once done they will receive a BAA diploma which can be used as University Credits.
- Completely off-campus and agreed top-up routes to a range of UK universities.
- OFQUAL Approved partners



Support systems provided to students

Online Business School provide students with multiple support systems throughout their learning journey. All of these are accessible through the student dashboard which is found on the website www.onlinebusinessschool.com

Students will have access to the following:

Blogs - Online Business School periodically create blogs relevant to our students and courses.

Webinars - Students have access to live webinars, covering lessons within the modules, as well as a bank of previously recorded lessons.

E-books - We provide students with an extensive library of online e-books covering a range of subjects.

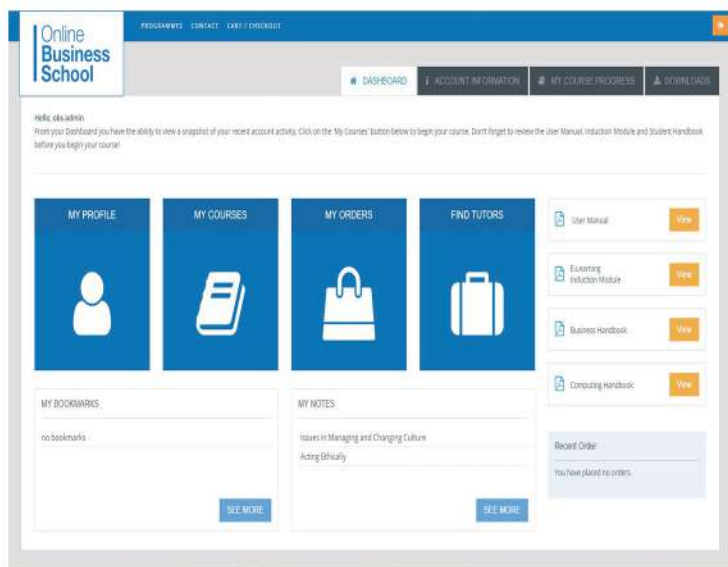
Interactive Forums - Students are able to connect with their peers in order to ask questions or share resources they may find useful.

Tutors - Online Business School have dedicated tutors who are available for personal online tutoring sessions.

External Resources - A bank of links to relevant external resources is available and updated regularly.

Online Tests - Multiple choice tests are provided within the online modules to help students assess their own learning.

Student Advisors - Advisors are available via telephone, email or the online chat option. They are available to answer queries relating to learning or any technical difficulties that students may encounter.



Course Information For Level 4

Overview

Equivalent of the first year of an Undergraduate degree giving the student 120 credits on completion. It is also a startingpoint for students embarking on a career in Hospitality.

Entry requirements

A student has to be 18 or over and have a High School Education or with suitable vocational experience.

Study Hours

10 modules totalling 120 credits, each requiring an average of 40 hours of study per module. Average study time is around 8/10 months. It is flexible study so you study the course at your own pace. On completion of all the modules you will create case studies, presentations and take exams.



Module listing

Food and Beverage Operations

Students will gain an understanding of the processes involved in food and beverage operations, including practical aspects of food and beverage production and service.

Food Safety and Hygiene

Students will understand the need to comply with regulations and effectively manage procedures for ensuring food safety.

Hospitality and Hotel Housekeeping

Students will understand the role of the housekeeping department within a hospitality setting. This unit will identify the importance of the housekeeping department and the impact it has on the hospitality operation.

Customer Service

Students will be able to understand the importance of a customer focused hospitality establishment in a competitive environment by carrying out research on customers' requirements and expectations. Students will also gain skills to deliver excellent customer service and evaluate the benefits of exceeding customers' expectations.

Front Office Operations

Students will understand the role of the front office department within a hospitality setting. This unit will identify the importance of the front office department and the impact it has on the overall hospitality operation.

Accounting and Cost Control

Students will understand the principles of costing within hospitality and the contents of key financial statements used, along with the basic accounting techniques used to produce and analyse them.

Global Tourism and Hospitality

Students will understand the size and scope of the global tourism and hospitality industry. The unit examines the influences that affect it and the growth of its brands within international markets.

Marketing

Students will be able to understand the key principles of the marketing concept and relate the role of the marketing mix to the hospitality industry. Students will understand the marketing cycle and be able to devise a promotional campaign.

Employee Engagement

Students will understand the concept of employee engagement and the key components. Students will be able to assess how employee engagement can have an impact on the overall business performance by introducing specific strategies and practices.

Training and CPD

Students will be able to use different methods for identifying the need for training in a hospitality setting.

Course Information For Level 5

Overview

Equivalent of the second year of an Undergraduate degree giving the student a further 120 credits on completion. This would be a total of 240 credits for level 4/5 combined which will allow a student to go onto the final year of an Undergraduate degree with one of our University partners.

Entry requirements

A student must hold the Online Business School level 4 qualification or equivalent. Also if a student has the relevant work experience they will be accepted.

Study Hours

10 modules totalling 120 credits, each requiring an average of 40 hours of study per module. Average study time is around 8/10 months. It is flexible study so you study the course at your own pace. On completion of all the modules you will create case studies, presentations and take exams.



Module listing

Food and Beverage Supply Chain Management

Students will understand supply chain systems and procedures, and how organisations use these to procure, produce and prepare food and beverages within the hospitality industry.

Quality Management

Students will be able to understand the concept of quality and quality management and apply it in a hospitality setting. Students will be able to analyse, evaluate and implement a quality management system in a hospitality organisation.

Events and Conference Management

Students will understand the operational issues that underpin successful events and conference management. This unit examines a wide range of events and discusses the processes and considerations involved.

Customer Relations Management

Students will understand the importance of Customer Relationship Management (CRM) to hospitality organisations and recognise the necessary processes to ensure its effectiveness.

Managing People

Students are able to gain an understanding of the key principles of management behaviour and a range of management styles, roles, responsibilities, characteristics and skills.

Current Issues in HRM

Students will be able to understand the key principles of Human Resource Management (HRM) and the current issues Human Resource (HR) managers have to consider when carrying out their role and responsibilities.

Revenue Management

Students will be able to understand what the key elements of revenue management are and how this affects the pricing of hotel bedrooms.

Corporate Social Responsibility

Students will be able to understand key principles of Corporate Social Responsibility (CSR) and sustainable development. Students will learn about the impact hotels have on social, cultural and environmental factors and how the hotel industry can make a difference by implementing practices and procedures to be more sustainable.

Contemporary Issues

Students will understand the nature and impact of current and potential Contemporary issues that affect the hospitality industry.

Business Planning

Students will understand how to create a business plan for a hotel or hospitality organisation.