

Access to H.E. National Programme Unit



Unit Title	Leadership in Hospitality, Events and Tourism		
Graded Unit Code:	GA33HOS06	Ungraded Unit Code:	UA33HOS06
Pathway(s)	Hospitality, Leisure and Tourism		
Module(s)	Hospitality Management Travel and Tourism		
Level	3	Credit Value	3
Valid from:	1 st August 2019	Valid to:	31 st August 2024

The following QAA grade descriptors must be applied if you are delivering the graded version of this unit:

1	Understanding of the subject
2	Application of knowledge
6	Autonomy / Independence
7	Quality

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Understand the organisation structure of hospitality or tourism businesses	1.1 Describe the typical staffing structure of a hospitality or tourism organisation
	1.2 Distinguish the different roles and responsibilities of a Supervisor from a Manager
	1.3 Explain how to plan a staff rota in line with current working hour's legislation and business operating times.
2. Understand the qualities required by an effective hospitality or tourism manager	2.1 Describe the qualities required for effective leadership within hospitality or tourism
	2.2 Describe the link between motivation and productivity
	2.3 Explain what makes for an affective team

Access to H.E. National Programme Unit



LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
	2.4 Evaluate different leadership styles of managers
3. Recognise own leadership strengths and weaknesses and develop improvement strategies	3.1 Audit and evaluate personal leadership qualities and skills
	3.2 Plan a practical training activity highlighting the use of leadership skills.
	3.3 Develop plans for self-improvement based on a personal audit of qualities and skills