

## Access to Higher Education Unit

This unit forms part of an Access to HE Diploma. If delivering the graded version of this unit, please refer to the Provider Handbook for details on grading descriptors and the application of these across units within your programme.

**Unit Title:** Leadership in Hospitality, Events and Tourism

**Graded Unit Reference Number:** GA33HOS06

**Ungraded Unit Reference Number:** UA33HOS06

**Module:** Hospitality Management; Travel and Tourism

**Level:** Three (3)

**Credit Value:** Three (3)

**Minimum Guided Learning Hours:** 30

Learning Outcome (The Learner will):	Assessment Criterion (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 effective team
	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