

# Blended learning approach to delivering BTEC International qualifications

September 2021 to August 2022

***Hospitality***

***Guidance for BTEC International Level 2 and 3 qualifications***

Teaching, learning and assessment

# Hospitality

## Introduction

As COVID-19 may continue to impact upon teaching, learning and assessment through the academic year, affecting those learners who are part-way through their qualifications and those who are commencing this academic year, we have produced this guidance to support the effective delivery of BTEC course content. We are committed to ensuring that learners continue to benefit from the breadth of content of BTEC qualifications through adaptations in teaching and learning.

This document is intended to provide you with guidance for how you might adapt delivery for the sector's BTEC qualifications in the academic year of 2021-2022.

We will continue to work with our regulators and relevant sector bodies on any possible adaptations or accommodations in line with the relevant policy and regulatory considerations. Key aspects such as social distancing, safety, lost teaching time, subject content and practical activities have been considered from a sector perspective for your reference. However, it should be

noted that all of the guidance provided here must be considered within the context of any relevant guidance issued by your own centre, relevant governing and industry bodies, local and national government.

For further advice and guidance, please refer to the Teaching, Learning and Assessment pages on [Pearson's website](#) or contact us via the [Customer Support portal](#).

We look forward to continuing to support you and your learners throughout this challenging time and wish you well for the coming year.

## Resources

To help you with the delivery of a blended-learning programme, several resources are available. You can purchase digital *Study Texts* and *Teacher Resource Packs* from our website [here](#) to support you with the delivery of our Level 3 International qualifications (2021).

Additionally, there are free resources available [here](#), that support the delivery of Level 3 (2010) QCF qualifications in some sectors. Note that to enter this page you will first need to accept the Terms and Conditions.

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Units with resources available will be marked according to the following key:

\* Study Text

† Teacher Resource Pack

‡ QCF Guides

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  - BTEC Nationals Level 3 Hospitality (2010 QCF)
  - BTEC International Level 2 Hospitality (2014)

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## Overview: Hospitality

### Adaptations to Assessments in 2021/2022

Please refer to the assessment section on the [International BTEC Adaptations page](#) for adaptations to assessments and qualifications for the 2021-2022 Academic Year.

***Please note that not all qualifications can or will be adapted, and it is important that you refer to the relevant adaptation guidance for 2021-2022.***

Some qualifications will not be adapted for one of the following reasons:

- An adaptation would impact the reliability and validity of the qualification
- The qualification is a licence to practice or primary purpose is progression to the workplace.

### Learner eligibility

There are currently no plans to have these adaptations extend to learners who take assessments in 2022/23, regardless of when they are due to certificate.

Adaptations are only available in this academic year, for assessment due to take place between 1 September 2021-31 August 2022.

### Social Distance

The delivery and assessment of these programmes does occasionally require group work or close proximity between learners, especially when learners work in pairs/small groups. Practical elements can be undertaken in a socially distanced manner by having fewer learners in the kitchen, restaurant, or other relevant hospitality context.

Where the assessment guidance for units allow for role-play to be used, such as providing customer service, social-distancing can be applied.

For mandatory units where the hosting of an event is required, it is recommended that the unit be delayed until the end of the year when measures might be reduced.

Where assessment criteria require learners to undertake practical work (e.g. use of assessment command verb 'demonstrate' or 'carry out') a simulation is not acceptable.

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Theory can be delivered by distance/blended learning methods and in some contexts (e.g. the Open University) this is the normal way of working.

## Safety

Care is needed if an attempt is made to carry out practical work at home. This may not be possible. Practical work will probably require fewer learners in the kitchen, restaurant or other relevant hospitality context, which may make the situation safer.

## Lost time teaching

Centres must focus on ensuring that learners have an adequate foundation for the units that will be delivered in 2021-22. Learners will probably have missed some teaching during early to mid 2021 and tutors will need to in-fill as they deliver the programmes during 2021-22. This will require careful planning, particularly on programmes in which the learners were in other settings during 2020-21 and are likely to have had varied experiences (e.g. those who start BTEC level 3 in Year 11 in September 2021).

## Flexibility of delivery and assessment

There is considerable latitude for the use of diverse delivery models and assessment models. Most assessments can employ written reports, presentations,

posters, video or audio recordings and other methods and these can be used in remote delivery. Visits to industries are valuable but not mandatory and work experience is not required in these programmes.

## What is important to retain the validity of the sector's qualifications?

As contact time between staff and learners may be limited, centres should prioritise contact time for practical work, as theory can be delivered remotely. Centres may decide to deliver optional units which do not require practical work in assessment.

## Are there other methodologies that can be used to support the purpose of the qualification?

As long as practical work is employed where required, a wide range of assessment methods can be used in these programmes. However, time-constrained assessments are likely to be a poor substitute for other methods as they present inappropriate barriers to the demonstration of required learning outcomes.

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## Teaching, Learning and Assessment: Hospitality

Unit Title	Remote delivery (✓ / X / partially)	Socially distanced (✓ / X)	Delivery Guidance
<b>BTEC International Level 3 (2021) – [Qualification]</b>			
*Unit 1: The Hospitality Industry	✓	✓	All learning aims for this unit can be delivered remotely, using a range of methodologies, as there are no practical elements.
*Unit 2: Environment and Sustainability in the Hospitality Industry	✓	✓	All learning aims for this unit can be delivered remotely, using a range of methodologies, as there are no practical elements.
*Unit 3: Customer Service Provision in Hospitality	✓	✓	Learning aim A is theoretical so this can be delivered remotely. Learning aims B and C contain practical elements, the underpinning knowledge for these could be delivered remotely using digital resources and role-play live via Google classroom, Microsoft Teams, Zoom, FaceTime, Skype or equivalent platforms.

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*Unit 4: The Principles of Leadership and Supervision	✓	✓	All learning outcomes for this unit can be delivered remotely, using a range of methodologies, as there are no practical elements.
*Unit 5: Cost Control for Hospitality Supervisors	✓	✓	All learning outcomes for this unit can be delivered remotely, using a range of methodologies, as there are no practical elements.
*Unit 6: Hospitality Business Enterprise	✓	✓	All learning outcomes for this unit can be delivered remotely, using a range of methodologies, as there are no practical elements.
*Unit 7: Supervise Food Service Operations	✓	✓	All learning outcomes for this unit can be delivered remotely, using a range of methodologies, as there are no activities that require physical demonstrations.
*Unit 8: Supervise Food and Beverage Service	✓	✓	Learning aim A is theoretical so this can be delivered remotely. Learning aims B and C contain practical elements, the underpinning knowledge for these could be delivered remotely using digital resources and role-play live via Google classroom, Microsoft Teams, Zoom, FaceTime, Skype or equivalent platforms.



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*Unit 9: Supervise Alcohol Beverage Service	✓	✓	Learning aims A and B are theoretical so these can be delivered remotely. Learning aim C contains practical elements, the underpinning knowledge for these could be delivered remotely using digital resources and role-play live via Google classroom, Microsoft Teams, Zoom, FaceTime, Skype or equivalent platforms.
Unit 10: Supervision of Food Safety in Hospitality	✓	✓	Learning aims A and C are theoretical so this can be delivered remotely. Learning aim B contains practical elements, the underpinning knowledge for these could be delivered remotely using digital resources.
Unit 11: Contemporary Global Cuisine	✓	✓	Learning aim A is theoretical so this can be delivered remotely. Learning aims B and C contain practical elements, the underpinning knowledge for these could be delivered remotely using digital resources and role-play live via Google classroom, Microsoft Teams, Zoom, FaceTime, Skype or equivalent platforms.
Unit 12: The Cuisine of Your Country	✓	✓	Learning aim A is theoretical so this can be delivered remotely. Learning aims B and C contain practical elements, the underpinning knowledge for these could be delivered remotely using digital resources and role-play live via Google classroom, Microsoft Teams, Zoom, FaceTime, Skype or equivalent platforms.

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*Unit 13: European Cuisine	✓	✓	<p>Learning aim A is theoretical so this can be delivered remotely.</p> <p>Learning aims B and C contain practical elements, the underpinning knowledge for these could be delivered remotely using digital resources and role-play live via Google classroom, Microsoft Teams, Zoom, FaceTime, Skype or equivalent platforms.</p>
Unit 14: Luxury Hospitality	✓	✓	<p>Learning aims A and B are theoretical so these can be delivered remotely.</p> <p>Learning aim C contains practical elements, the underpinning knowledge for these could be delivered remotely using digital resources and role-play live via Google classroom, Microsoft Teams, Zoom, FaceTime, Skype or equivalent platforms.</p>
*Unit 15: Front Office Operations	✓	✓	<p>Learning aim A is theoretical so this can be delivered remotely.</p> <p>Learning aims B and C contain practical elements, the underpinning knowledge for these could be delivered remotely using digital resources and role-play live via Google classroom, Microsoft Teams, Zoom, FaceTime, Skype or equivalent platforms.</p>
*Unit 16: Accommodation Operations	✓	✓	<p>Learning aim A is theoretical so this can be delivered remotely.</p> <p>Learning aims B and C contain practical elements, the underpinning knowledge for these could be delivered remotely using digital resources and role-play live via Google classroom, Microsoft Teams, Zoom, FaceTime, Skype or equivalent platforms.</p>

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Unit 17: Team Development	✓	✓	<p>Learning aims A and B are theoretical so this can be delivered remotely.</p> <p>Learning aims C contains practical elements, the underpinning knowledge for these could be delivered remotely using digital resources and role-play live via Google classroom, Microsoft Teams, Zoom, FaceTime, Skype or equivalent platforms.</p>
Unit 18: Conference and Banqueting	✓	✓	<p>Learning aim A is theoretical so this can be delivered remotely.</p> <p>Learning aims B and C contain practical elements, the underpinning knowledge for these could be delivered remotely using digital resources and role-play live via Google classroom, Microsoft Teams, Zoom, FaceTime, Skype or equivalent platforms.</p>
Unit 19: Events in Hospitality	✓	✓	<p>Learning aim A is theoretical so this can be delivered remotely.</p> <p>Learning aims B and C contain practical elements, the underpinning knowledge for these could be delivered remotely using digital resources and role-play live via Google classroom, Microsoft Teams, Zoom, FaceTime, Skype or equivalent platforms.</p>
Unit 20: Menu Development for Specialist Requirements	✓	✓	<p>All learning outcomes for this unit can be delivered remotely, using a range of methodologies, as there are no practical elements.</p>

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Unit 21: Technology and Digital Media in Hospitality	✓	✓	All learning outcomes for this unit can be delivered remotely, using a range of methodologies, as there are no activities that require physical demonstrations. Case studies can be used to help deliver the underpinning knowledge required for learning aims B and C.
Unit 22: Marketing for Hospitality	✓	✓	All learning outcomes for this unit can be delivered remotely, using a range of methodologies, as there are no practical elements. Case studies can be used to help deliver the underpinning knowledge required for learning aims B and C
Unit 23: Personal Selling and Promotional Skills for Hospitality	✓	✓	Learning aims A and B are theoretical so these can be delivered remotely. Learning aim C contains practical elements, the underpinning knowledge for this could be delivered remotely using digital resources and role-play live via Google classroom, Microsoft Teams, Zoom, FaceTime, Skype or equivalent platforms.
Unit 24: Recruitment and Selection in Hospitality	✓	✓	Learning aims A and B are theoretical so these can be delivered remotely. Learning aim C contains practical elements, the underpinning knowledge for this could be delivered remotely using digital resources. Mock interviews can be carried out live via Google classroom, Microsoft Teams, Zoom, FaceTime, Skype or equivalent platforms.

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Unit 25: Employee Training in Hospitality	✓	✓	Learning aims A and B are theoretical so these can be delivered remotely. Learning aim C contains practical elements, the underpinning knowledge for this could be delivered remotely using digital resources. Practice training sessions can be carried out live via Google classroom, Microsoft Teams, Zoom, FaceTime, Skype or equivalent platforms.
Unit 26: Work- related Learning in Hospitality	✓	✓	All learning outcomes for this unit can be delivered remotely, using a range of methodologies, as there are no practical elements.
Unit 27: Industry- related Project in Hospitality	✓	✓	All learning outcomes for this unit can be delivered remotely, using a range of methodologies, as there are no practical elements.
Unit 28: Supervise Hot and Cold Non- alcoholic Beverage Service	✓	✓	Learning aims A and B are theoretical so these can be delivered remotely. Learning aim C contains practical elements, the underpinning knowledge for these could be delivered remotely using digital resources and role-play live via Google classroom, Microsoft Teams, Zoom, FaceTime, Skype or equivalent platforms.

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Unit 29: Asian Cuisine	✓	✓	Learning aim A is theoretical so this can be delivered remotely. Learning aims B and C contain practical elements, the underpinning knowledge for these could be delivered remotely using digital resources and role-play live via Google classroom, Microsoft Teams, Zoom, FaceTime, Skype or equivalent platforms.
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Unit Title	Remote delivery (✓ / X / partially)	Socially distanced (✓ / X)	Delivery Guidance
<b>BTEC International Level 3 (2010) – [Qualification]</b>			
Unit 1: The Hospitality Industry <i>(Mandatory for all sizes)</i>	✓	✓	All learning outcomes for this unit can be delivered remotely, using a range of methodologies, as there are no practical elements.
Unit 2: Principles of Supervising Customer Service Performance in Hospitality, Leisure, Travel and Tourism <i>(Mandatory for 90, 360, 720, 1080 sizes)</i>	✓	✓	All learning outcomes for this unit can be delivered remotely, using a range of methodologies, as there are no practical elements.

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Unit 3: Providing Customer Service in Hospitality <i>(Mandatory for 90, 360, 720, 1080 sizes)</i>	✓	✓	Learning outcome 1 is theoretical so this can be delivered remotely. Learning outcome 2 is practical, however the underpinning knowledge for this could be delivered remotely using digital resources and role-play live via Google classroom, Microsoft Teams, Zoom, FaceTime, Skype or equivalent platforms.
Unit 4: Financial Control in Hospitality <i>(Mandatory for 720, 1080 sizes)</i>	✓	✓	All learning outcomes for this unit can be delivered remotely, using a range of methodologies, as there are no practical elements.
Unit 5: Supervisory Skills in the Hospitality Industry	✓	✓	All delivery for this unit can be carried out remotely.
Unit 6: Food and Drinks Service	✓	✓	All delivery for this unit can be carried out remotely. The underpinning knowledge for the practical elements can be delivered using digital resources.
Unit 7: Alcoholic Beverage Service	✓	✓	All delivery for this unit can be carried out remotely. The underpinning knowledge for the practical elements can be delivered using digital resources.



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Unit 8: The Principles of Food Safety Supervision for Catering	✓	✓	All learning outcomes for this unit can be delivered remotely, using a range of methodologies, as there are no practical elements.
Unit 9: Food Service Organisation	✓	✓	All delivery for this unit can be carried out remotely.
Unit 10: European Food	✓	✓	All delivery for this unit can be carried out remotely. The underpinning knowledge for the practical elements can be delivered using digital resources. If using practical demonstrations, these could be delivered live via Google classroom, Microsoft Teams, Zoom, FaceTime, Skype or equivalent platforms.
Unit 11: Asian Food	✓	✓	All delivery for this unit can be carried out remotely. The underpinning knowledge for the practical elements can be delivered using digital resources. If using practical demonstrations, these could be delivered live via Google classroom, Microsoft Teams, Zoom, FaceTime, Skype or equivalent platforms.

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Unit 12: Contemporary World Food	✓	✓	All delivery for this unit can be carried out remotely. The underpinning knowledge for the practical elements can be delivered using digital resources. If using practical demonstrations, these could be delivered live via Google classroom, Microsoft Teams, Zoom, FaceTime, Skype or equivalent platforms.
Unit 13: Advanced Skills and Techniques in Producing Desserts and Petits Fours	✓	✓	All delivery for this unit can be carried out remotely. The underpinning knowledge for the practical elements can be delivered using digital resources. If using practical demonstrations, these could be delivered live via Google classroom, Microsoft Teams, Zoom, FaceTime, Skype or equivalent platforms.
Unit 14: Environment and Sustainability in Hospitality	✓	✓	All learning outcomes for this unit can be delivered remotely, using a range of methodologies, as there are no practical elements.
Unit 15: Principles of Nutrition for Healthier Food and Special Diets	✓	✓	All learning outcomes for this unit can be delivered remotely, using a range of methodologies, as there are no practical elements.

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Unit 16: Hospitality Business Enterprise	✓	✓	All learning outcomes for this unit can be delivered remotely, using a range of methodologies. There are practical elements which will require learners to collaborate, this could be done by using Google classroom, Microsoft Teams, Zoom, FaceTime, Skype or equivalent platforms.
Unit 17: E-business for Hospitality	✓	✓	All learning outcomes for this unit can be delivered remotely, using a range of methodologies, as there are no practical elements.
Unit 18: Marketing for Hospitality	✓	✓	All learning outcomes for this unit can be delivered remotely, using a range of methodologies, as there are no practical elements.
Unit 19: Personal Selling and Promotional Skills for Hospitality	✓	✓	All learning outcomes for this unit can be delivered remotely. The underpinning knowledge for the practical elements can be delivered using digital resources. If using practical demonstrations, these could be delivered live via Google classroom, Microsoft Teams, Zoom, FaceTime, Skype or equivalent platforms.
Unit 20: Human Resources in Hospitality	✓	✓	All learning outcomes for this unit can be delivered remotely, using a range of methodologies, as there are no practical elements.
Unit 21: Events Organisation in Hospitality	✓	✓	All learning outcomes for this unit can be delivered remotely, using a range of methodologies, as there are no practical elements.

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Unit 22: Planning and Managing a Hospitality Event	✓	✓	Knowledge and planning activities for learning outcome 1, 2 and 3 can be carried out remotely.
Unit 23: Accommodation Operations in Hospitality	✓	✓	Learning outcomes 1, 2 and 4 can be delivered remotely. The underpinning knowledge for the practical elements can be delivered using digital resources. If using practical demonstrations, these could be delivered live via Google classroom, Microsoft Teams, Zoom, FaceTime, Skype or equivalent platforms.
Unit 24: Front Office Operations in Hospitality	✓	✓	Learning outcomes 1, 2 and 4 can be delivered remotely. The underpinning knowledge for the practical elements can be delivered using digital resources. If using practical demonstrations, these could be delivered live via Google classroom, Microsoft Teams, Zoom, FaceTime, Skype or equivalent platforms.
Unit 25: Personal and Professional Development in Hospitality	✓	✓	Learning outcomes for this unit can be delivered remotely, using a range of methodologies, as there are no practical elements.
Unit 26: Industry-related Project in Hospitality	✓	✓	All learning outcomes for this unit can be delivered remotely, using a range of methodologies, as there are no practical elements.

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Unit Title	Remote delivery (✓ / X / partially)	Socially distanced (✓ / X)	Delivery Guidance
<b>BTEC International Level 2 (2014) - [Qualification]</b>			
Unit 1: Working in the Hospitality Industry	✓	✓	All learning outcomes for this unit can be delivered remotely, using a range of methodologies, as there are no practical elements.
Unit 2: Products, Services and Support in the Hospitality Industry	✓	✓	All learning outcomes for this unit can be delivered remotely, using a range of methodologies, as there are no practical elements.
Unit 3: Customer Service Skills in the Hospitality Industry	✓	✓	Learning Outcomes 1, 2 and 3 can be delivered remotely, using a range of methodologies, as there are no practical elements. Learning Outcome 4 can be simulated, and social-distancing can apply.
Unit 4: Providing Customer Service in Hospitality	✓	✓	Learning Outcome 1 can be delivered remotely, using a range of methodologies, as there are no practical elements. Learning Outcome 2 can be simulated, and social-distancing can apply.

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Unit 5: Planning and Running a Hospitality Event	✓	✓	Knowledge and planning activities for learning outcome 1, 2 and 3 can be carried out remotely.
Unit 6: Healthy Lifestyles, Foods and Menu Choices	✓	✓	All learning outcomes for this unit can be delivered remotely, using a range of methodologies, as there are no practical elements.
Unit 7: Hospitality Workplace Skills	✓	✓	Learning Outcomes 1, 2 and 4 can be delivered remotely, using a range of methodologies, as there are no practical elements. Learning Outcome 3 can be delivered live via Google classroom, Microsoft Teams, Zoom, FaceTime, Skype or equivalent platforms and/or social-distancing can apply.
Unit: 8 Preparing, Cooking and Presenting Food	✓	✓	Learning Outcomes 1 and 2 can be delivered remotely, using a range of methodologies, as there are no practical elements. Learning Outcomes 3 and 4 can be delivered live via Google classroom, Microsoft Teams, Zoom, FaceTime, Skype or equivalent platforms and/or social-distancing can apply.
Unit: 9 Contemporary World Food	✓	✓	Learning Outcomes 1 and 2 can be delivered remotely, using a range of methodologies, as there are no practical elements. Learning Outcomes 3 and 4 can be delivered live via Google classroom, Microsoft Teams, Zoom, FaceTime, Skype or equivalent platforms and/or social-distancing can apply.

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Unit: 10 Serving Food and Beverages	✓	✓	Learning Outcomes 1 and 4 can be delivered remotely, using a range of methodologies, as there are no practical elements. Knowledge elements of Learning Outcomes 2 and 3 can be delivered online or live via Google classroom, Microsoft Teams, Zoom, FaceTime, Skype or equivalent platforms and/or social-distancing can apply.
Unit: 11 Accommodation Services in Hospitality	✓	✓	Learning Outcomes 1, 2 and 3 can be delivered remotely, using a range of methodologies, as there are no practical elements. Knowledge elements of Learning Outcome 4 can be delivered online or live via Google classroom, Microsoft Teams, Zoom, FaceTime, Skype or equivalent platforms and/or social-distancing can apply.
Unit: 12 Hospitality Front Office Operations	✓	✓	Learning Outcomes 1 and 2 can be delivered remotely, using a range of methodologies, as there are no practical elements. Knowledge elements of Learning Outcome 3 can be delivered online or live via Google classroom, Microsoft Teams, Zoom, FaceTime, Skype or equivalent platforms and/or social-distancing can apply.
Unit: 13 Bookkeeping for Business	✓	✓	All learning outcomes for this unit can be delivered remotely, using a range of methodologies, as there are no practical elements.
Unit: 14 Consumer Rights	✓	✓	All learning outcomes for this unit can be delivered remotely, using a range of methodologies, as there are no practical elements.

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Unit: 15 The UK Travel and Tourism Sector	✓	✓	All learning outcomes for this unit can be delivered remotely, using a range of methodologies, as there are no practical elements.
Unit: 16 Hospitality Operations in Travel and Tourism	✓	✓	All learning outcomes for this unit can be delivered remotely, using a range of methodologies, as there are no practical elements.