

HTM404: Employability and Development in Hospitality Industry

Unit code: J/617/5590

RQF Level: 4

Unit Aims

This unit aims to provide learners the knowledge and understanding required for effective employment and development in the hospitality industry. Learners will also have the opportunity to consider teams and groups, leadership and communication skills.

Learning Outcomes and Assessment Criteria

| Learning Outcomes. To achieve this unit a learner must be able to: | | Assessment Criteria. Assessment of these outcomes demonstrates a learner can: | |
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| 1. | Evaluate one's own performance and recommend improvements. | 1.1 | Evaluate the effectiveness of own performance in relation to the defined objectives. |
| | | 1.2 | Provide recommendations for improvement based on their evaluation. |
| | | 1.3 | Assess how motivational techniques help to assist in improve performance in the hospitality sector. |
| 2. | Develop interpersonal skills to support effective performance in the hospitality industry. | 2.1 | Demonstrate the use of interpersonal skills in the workplace. |
| | | 2.2 | Review own interpersonal skills to produce a development plan in a hospitality context. |
| 3. | Understand team and group working. | 3.1 | Explain the team roles involved in achieving shared goals. |
| | | 3.2 | Explain team dynamics and their importance in successful team working. |
| | | 3.3 | Assess the different ways used to achieve team goals. |

Indicative Content

- Assessing your own learning style
- Career development in the tourism and hospitality industries
- Personal SWOT analysis
- SMART goal setting
- Developing academic skills
- Time management
- Team dynamics

Suggested Reading

Iderman, B. and Milne, P. (2005). A model for work-based learning. Lanham, Md.: Scarecrow Press.

Throop, R. and Castellucci, M. (2011). Reaching your potential. Australia: Wadsworth/Cengage Learning.

CHAITA, M. (2016). Developing Graduate Employability Skills. [S.L.]: Universal Publishers.

Mackall, D. (2004). Teamwork skills. New York: Ferguson.