



ENDORSED LEARNING PROGRAMME

ACCREDITED BY OTHM, UNITED KINGDOM

**LEVEL 6 INTERNATIONAL GRADUATE DIPLOMA IN HOTEL & HOSPITALITY
MANAGEMENT**

Qualification Aims

This programme is designed for professionals and students who aim to acquaint themselves to all aspects of international hospitality facilitating a direct career path in leading international hospitality brands. This programme involves minimum 6 months of compulsory domestic or international training with a research essay requirement towards the fulfillment of the programme.

Qualification Outcomes

The Level 6 International Graduate Diploma in Hotel and Hospitality Management is designed to equip learners with specialist skills and knowledge in the hotel and hospitality industry. The research essay component based on domestic/international internship shall enable learners to critically analyse and evaluate specialised departments in the hotel and hospitality industry.

Qualification Specifications

International Level 6 Graduate Diploma in Hotel & Hospitality Management	
Course Duration	1 Year
Total Credit Value	120 credits
Total Qualification Time	1200 hours
Guided Learning Hours	600 hours
Sector Subject Area	Hospitality
Overall Grading Type	Pass/Fail
Assessment Methods	Coursework
Language of Assessment	English



Qualification Structure

Unit No.	Ref.	Unit title	Unit level	UK Credit	ECTS	GLH	TQT
GHM06061		Applied Food & Beverage Service Management	6	12	6	60	120
GHM06062		Applied Culinary Operations & Management	6	12	6	60	120
GHM06063		Room Divisions Management	6	12	6	60	120
GHM06064		Hospitality Human Resource Management	6	20	10	100	200
GHM06065		Strategic Marketing in Hospitality	6	20	10	100	200
GHM06066		Accounting and Financial Management in Hospitality	6	14	7	70	140
GHM06067		Compulsory on the Job Training	6	30	15	150	300
			Total credit	120	60	600	1200

GLH- Guided Learning Hours

TQT- Total Qualification Time

ECTS- European Credit Transfer System

Entry Requirements

For entry into the International Level 6 International Graduate Diploma in Hotel and Hospitality Management, learners must possess the following qualifications:

- Learner must possess relevant Level 5 Diploma such as the International Level 5 Diploma in Hotel Management, OTHM Level 5 Diploma in Tourism & Hospitality Management or International Level 5 Diploma in Hotel and Hospitality Management.

Progression

Successful completion of International Level 6 Diploma in Hotel and Hospitality Management qualification will provide learners the opportunity to progress to the relevant Level 7 qualifications.

Assessment

All units are internally assessed by the centre through coursework. Learners must demonstrate that they have fulfilled all the learning outcomes to achieve a pass for a unit and the assessor should provide an audit trail towards fulfillment of the learning outcome of learner through assessments and examination.



Recognition of Prior Learning

Individuals with prior learning experience or skills are assessed and certified under Recognition of Prior Learning (RPL) Policy. The aim is to mainstream experienced workforce and align the competencies of the workforce to the formal qualification. Thereby, if individuals can showcase that they can meet the evaluation necessities for a unit or assessment, through exhibiting knowledge and current skill set or abilities, they are awarded a recognition of prior learning credit towards fulfillment of a qualification award or unit/module towards the award thereby reducing the number of units/modules the student has to complete to receive the award.

- The Board of Studies reviews whether the evidences provided are enough to prove that the scholar has met the basic criteria of assessment for achieving the specific qualification such as degree, diploma, certificate etc.
- By providing this, the scholar acknowledges that his/her skill set & knowledge that he/she has submitted is complete and hence doesn't have to submit an extra assessment during the course of his/her qualification.
- An evidence submitted while achieving the qualification will be an add-on advantage to the scholar, however, the submitted evidence must be true, sufficient, current, trustworthy and real.
- The recognition of prior learning cannot be used to provide evidence against awarding an entire qualification. However it can facilitate towards achievement of the qualification.
- An exemption to this can only be used while a scholar needs it for a particular purpose such as entry for a further study, job employment or training. The head of the department has to bring the information with the Principal of the Institute to avail such exemption.



Unit I: Applied Food & Beverage Service Management

Unit Reference Number	GHM06061
Unit Title	Applied Food & Beverage Service Management
Unit Level	6
Total Qualification Time	120 hours
Guided Learning Hours	60 hours
Unit Credit UK	12
Mandatory/Optional	Mandatory
Unit Grading Structure	Pass/Fail

TOPIC-I

Food and Beverage Department: Planning & Operating

- Design, layout & objective of the operational & back areas of the department.
- Factors effecting the planning of the f&b services outlet.
- Different seating plans such as class room, theatre, round table, cluster, crescent, u shape, e shape, oval shape etc.
- Requisitions in f&b services department.
- Menu engineering & factors affecting menu planning.

TOPIC -II

Food & Beverage Control Cycle

- Aims & objective of f&b control cycle.
- Detailed insights of each phase of control cycle.
- Forms & formats used in f&b control cycle such as requisition sheet, bin card, stock register, purchase order, cellar inwards book, return book, transfer book, credit memo, breakage sheet etc.
- Inventory & its control in f&b department.

TOPIC - III

Concept of cost & sales and Cellar Management

- Concept of cost & sales: description, elements & types of cost, sales, standard cost, cost & sales report etc.
- Description & formulas of profit, breakeven analysis point, standard costing, yield, cost variances etc.
- Introduction, description & procedure in cellar management.
- Forms & formats of cellar department.
- Staff & storage procedure in cellar management.



TOPIC -IV

Kitchen Stewarding

- Introduction, aims, objective, description of kitchen stewarding.
- Opportunities & importance of kitchen stewarding department.
- Hierarchy chart, duties & responsibilities of staff, forms & formats used in kitchen stewarding.
- Different tools, equipment & machine used in the department for various purposes.
- Inventory management system.

TOPIC -V

Supervising Food & Beverage Department

- Skills required to supervisory various f&b outlets.
- Developing the core competencies & efficiency in a supervisor.
- Latest standard operating procedure including the contact-less approach towards the guest service.

TOPIC -VI

Sales Control

- Introduction & description to cash control management.
- Planning, procedure, principles & ways of cash handling in cash control management.
- Use & procedure of tools, equipment & machines such as online banking, pos, ecr, ncr etc used in cash control management system,
- Reports generation.

PRACTICALS

- Inventory & record maintenance
- Requisitioning, indenting and ordering of items
- Bar order taking, bot making and bill presentation in a bar
- Demonstration about storage and stocking of alcoholic beverages
- Planning & designing menu of bar
- Planning & designing menu for restaurant
- Calculating food and beverage cost
- Creating daily sales report and logbook
- Planning and designing a bar
- Physical inventory



Reading List

- Financial & Cost control techniques in hotel & Catering Industry – Dr J.M.S. Negi
- Food & Beverage Control By: Richard Kotas and Bernard Davis
- Food & Beverage Cost Control- Lea R Dopson, Wiley Publishers.
- Food & Beverage Management By: Bernard Davis & Stone
- Food & Beverage Service- Dennis R. Lillicrap. & John.A. Cousins. Publisher: ELBS
- Food & Beverage Service Management- Brian Vargese
- Food & Beverage Service Training Manual- Sudhir Andrews, Tata Mc Graw Hill.
- Hotel & Catering Costing & Budgets, RD. Boardman, Heinemann
- Introduction F & B Service- Brown, Heppner & Deegan

Unit II: Applied Culinary Operations & Management

Unit Reference Number	GHM06062
Unit Title	Applied Culinary Operations & Management
Unit Level	6
Total Qualification Time	120 hours
Guided Learning Hours	60 hours
Unit Credit UK	12
Mandatory/Optional	Mandatory
Unit Grading Structure	Pass/Fail

PAPER-I

Butchery & its Procedure

- Butchery products: meat, imported meat & sea foods.
- Importance of equipment: fixed & large equipment.
- Special equipment & usage: buffalo chopper, boning saw, miners etc.
- Capacity, operating procedures, handling & maintenance in butchery department.
- Special equipment used in butchery, sizes & capacity.

PAPER-II

Larder Control

- Cold kitchen: mise-en-place, importance & commodities used.
- Larder control & process: ordering & indenting.
- Health, hygiene & sanitations in larder section.
- Duty & job allocations of the staff.



PAPER-III

Basics of Food Control

- Costs & its variances.
- Yields & yield management.
- Sales & profit concepts.

PAPER-IV

Menu Engineering

- Introduction to menu engineering.
- Factors while planning a menu.
- Menu design & layout.

PAPER-V

Cold Section

- Cold presentation & quality points to be observed.
- Procedure & handling of cold work and its storage.
- Importance of time & temperature.
- Presentation for cold items: hors d'oeuvres, salads, terrines & pates.
- Cold sauces & dressings.

PAPER-VI

Display & Presentation

- Displays of cold food.
- Salads & platters arrangements.
- Carvings: fruit, vegetable, tallow, ice, thermocol & salt.
- Handling of different types of carvings.

PAPER-VII

Cold & Hot Dessert

- Commonly used ingredients & commodities.
- Egg & custard based desserts.
- Brief study on ice creams & sorbets.
- Uses of stabilizers & setting agents.
- Pectin, edible gelatin, agar agar importance & uses.
- Fruits based desserts & sauces.
- Storage of sauces & desserts
- Finishing & presentation.

PAPER-VIII

Food Plating & Styles

- Types & uses of sauces.



- Types & uses of coulis.
- Types & uses of dressings.
- Types & uses of edible garnishes.

PAPER IX

Bakery Management

- Bakery Introductions: Basic Ingredients: Sugars; Shortenings; Eggs; Wheat and Flours; Milk and Milk Products; Yeast; Chemical Leavening Agents; Salt, Spices, and Flavourings; Cocoa and Chocolate; Fruits. Professional Bakery Equipments & Tools, Production Factors; Staling;
- Bread and Rolls: Overview of Production; Common Problems; White Pan Bread ; Pullman, Split-top, and Round Split Breads; French and Italian Breads and Rolls; Vienna Bread; Bolillos; Pan de Agua; Egg Bread and Rolls; Hard Roll Varieties; Soft Roll Varieties; Pan de Sal; Rye Bread Varieties; Cornmeal Bread; Whole Wheat Bread; Raisin Bread; Cheese Bread; Indigenous Breads of India; Middle Eastern Pita Bread
- Pastries: Short Dough Pastries; Puff Pastries; Common Problems with Puff Pastries; Eclairs and Cream Puffs; Common Problems with Eclairs and Cream Puffs; Cream Cheese Dough Products; Icings and Cream and Whipped Toppings: Icings; Cream Toppings; Whipped Toppings. Cakes and Cake Specialties: Cake Production; Common Problems with Cake Production; Creamed Cakes; Common Problems with Creamed Cakes; Whipped Cakes; Common Problems with Sponge Cakes;

PAPER- X

Foreign Cuisine (Chinese & Italian)

- Introduction to Chinese Cuisine, Historical Background, Regions & Regional Cooking Styles, Staple food with regional Influences, Methods of cooking, Equipment & utensils, Ingredients & Dishes
- Introduction to Italian Cuisine, Historical Background, Regions & Regional Cooking Styles, Staple food with regional Influences, Methods of cooking, Equipment & utensils, Ingredients & Dishes

PRACTICAL

- Salads & its dressings.
- Indian cuisine practical.
- Type of dishes & plating sequence.
- Class on fish & chicken.
- Stuffing of meats, vegetables & cooking methods
- Preparation of cold desserts
- Preparation of chateaufroid sauces
- One Chinese and Italian menu planned according to theory

Suggested Reading List

- Professional Cooking by Wayne Gisslen, Wiley Publications
- The Professional Chef by Culinary Institute of America
- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins



- Cooking Essentials for the New Professional Chef
- Food Production Operations: Parvinder S Bali, Oxford University Press
- Larder Chef By M J Leto & W K H Bode Publisher: Butterworth- Heinemann
- Modern Cookery (Vol- I) By Philip E. Thangam, Publisher: Orient Longman
- Practical Cookery By Kinton & Cessarani
- Practical Professional Cookery By Kauffman & Cracknell
- Professional Cooking by Wayne Gislen, Publisher Le Cordon Bleu
- Purchasing Selection and Procurement for the Hospitality Industry By Andrew Hale Feinstein and John M. Stefanelli
- The Professional Chef: Le Rol A. Polsom
- Theory of Catering By Kinton & Cessarani
- Theory of Cookery By K Arora, Publisher: Frank Brothers
- Practical Baking, 5th Edition by William J. Sultan Wiley Publications
- Baking and Pastry: Mastering the Art by The Culinary Institute of America, Wiley Publications
- In the Hands of a Baker <http://www.ciaprochef.com/>
- Baking by Marha Dey , www.hermehouse.com
- The Golden Book of Baking by barronsduc www.barronseduc.com

Unit III: Room Divisions Management

Unit Reference Number	GHM06063
Unit Title	Room Divisions Management
Unit Level	6
Total Qualification Time	120 hours
Guided Learning Hours	60 hours
Unit Credit UK	12
Mandatory/Optional	Mandatory
Unit Grading Structure	Pass/Fail

PAPER-I

Room Division Management

- An outline of the rooms division department.
- Organizational structure of rooms division.
- The role & responsibilities of a rooms division personnel.
- Rules & procedure for fixation of room tariff.

PAPER-II

New Property Operations

- Startup procedure of housekeeping department in a new property.



- Role of a housekeeper in a new organization.
- Countdown, checklist of the housekeeping responsibilities to be met while inaugurating a new property.

PAPER-III

Ecotels

- Criteria for ecotel certification.
- Parameters for an ecotel.
- Importance of energy & water conservation and various methods of conserving energy.
- Waste management & its importance.
- Ways of environment friendly housekeeping.

PAPER-IV

Budgeting for Housekeeping Expenses

- Concept of a budget & its advantages.
- Types of budgets (based on the types of expenses, the departments & the flexibility of expenses)
- Procedure in budget planning.
- Controlling expenses while formulating the budget.

PAPER-V

Managing Rooms Division Operations

- Purchasing system.
- Principles of purchasing.
- Stages in purchasing cycle.
- Types of purchasing.
- Inventory control & stock taking.
- Staffing, recruiting & training.

PAPER-VI

Revenue Management & Latest Trends in Revenue Management

- Revenue management: introduction, concept & importance.
- Applicability to rooms division, capacity management, discount allocation & duration control
- Yield management & forecasting.
- Revenue management team, roles & responsibilities.
- Latest trends: green hotel initiatives, greening the guest rooms etc.

PRACTICALS

- Physical inventory.
- Preparing area inventory list.
- Preparing night audit reports.
- Property management system.



- Preparing standard operating procedures.
- Situation handling - handling guests & internal situations requiring management tactics/strategies.
- Check the folio.
- Processing of deposit for arriving guest.
- Tallying of paid outs for the day/night.
- Credit check report.
- Handling part settlements for long staying guests.
- Handling paymaster folios.

Unit IV: Hospitality Human Resource Management

Unit Reference Number	GHM06064
Unit Title	Hospitality Human Resource Management
Unit Level	6
Total Qualification Time	200 hours
Guided Learning Hours	100 hours
Unit Credit UK	20
Mandatory/Optional	Mandatory
Unit Grading Structure	Pass/Fail

PAPER-I

Human resources frameworks to effectively manage the recruitment and retention of staff.

- criteria and characteristics for effective leadership and management in an organisation.
- common issues faced by human resource managers in the tourism and hospitality industry.
- practical and legal frameworks and current good practice surrounding the recruitment and selection process in a tourism and hospitality organisation.

PAPER-II

Training and career development opportunities for individuals, in order to enhance both individual and organisational performance.

- maximise both individual and group performance by implementing different performance management solutions.
- career development and lifelong learning to tourism and hospitality organisations.

PAPER-III

Relationship between pay and motivation, and its significance in developing a reward strategy.

- key components and influences on payment and reward systems.
- economic, psychological and cultural influences on attitudes and behaviour.
- the concept of 'psychological contract' in a tourism and hospitality context.



PAPER-IV

Cultural diversity in the workplace and strategies for managing a diverse workforce.

- significance of cultural diversity to the tourism and hospitality industry.
- the benefits of a culturally diverse workforce.
- strategies for managing a diverse workforce.

Unit V: Strategic Marketing in Hospitality

Unit Reference Number	GHM06065
Unit Title	Strategic Marketing in Hospitality
Unit Level	6
Total Qualification Time	200 hours
Guided Learning Hours	100 hours
Unit Credit UK	20
Mandatory/Optional	Mandatory
Unit Grading Structure	Pass/Fail

PAPER- I

The role of strategic marketing for tourism and hospitality organisations.

- Meaning and definition- strategic marketing concept
- Marketing tourist destinations to domestic and international tourists.
- Marketing models and techniques that are applied in tourism and hospitality organisations.

PAPER- II

Strategic marketing plans for tourism and hospitality organisations

- components of the marketing mix.
- marketing plans for specific tourism and hospitality organisations
- the role of social media in tourism marketing plans.

PAPER- III

Markets for new tourism and hospitality products and services.

- theories of consumer decision making in the tourism and hospitality industry.
- contemporary market trends in the tourism and hospitality industry.
- new products and services to meet the needs of tourism and hospitality consumers.

PAPER- IV

Theories and models of strategic marketing

- identify contemporary market trends in the tourism and hospitality industry.



Unit VI: Accounting and Financial Management in Hospitality

Unit Reference Number	GHM06066
Unit Title	Accounting and Financial Management in Hospitality
Unit Level	6
Total Qualification Time	140 hours
Guided Learning Hours	70 hours
Unit Credit UK	14
Mandatory/Optional	Mandatory
Unit Grading Structure	Pass/Fail

TOPIC I

Understand the Function of Accounting within the Hospitality Industry

- Clarify the purpose of accounting and finance in the context of a tourism or hospitality organisation.
- Explain the difference between partnership and a limited company.
- Explain the difference between the private sector and the public sector in terms of ownership and objectives.

TOPIC- II

Basics and Terminology

- Accounting: Business Transaction and Basic Terminology,
- Need to Study Accounting, Accounting functions,
- Purpose of Accounting Records,
- Accounting Principles – Concepts and Conventions.

TOPIC III

Be able to prepare documents involved in financial transactions based on accounting principles.

- Account Records: Principles of Double Entry System
- Journal Entries, Ledger, Subsidiary Books
- Cash, Sales & Purchase books
- Bank Reconciliation statement.

TOPIC IV

Journal, Ledger and Cash Book

- Journal and Journalizing
- Format; Rules of debit and credit
- Opening entry; simple and compound entry
- Ledger Books



- Post of Entry in ledger
- Vouchers
- Meaning and Advantages of Cash book
- Simple, double and triple column cash book; petty cash book with impress system
- Subsidiary books; Trial Balance: Meaning, Methods, Advantages, Limitations

TOPIC V

Prepare a Statement of Comprehensive Income and a Statement of Financial Position.

- Financial Statement: Basic Financial Statements,
- Trial Balance
- Preparation of Final Accounts, Basic Adjustments to final Accounts,
- Methods of Presenting Final Accounts Practical Problem
- Trading accounts; Profit and Loss accounts
- Balance sheet

TOPIC- VI

Depreciation Reserves and Provisions – Meaning, basic Methods

TOPIC- VII

Management of Fixed Working Capital by an Organisation

- Explain the reasons for, and process of budgetary control.
- Prepare a cash budget.
- Classify the types and sources of finance available to a business and the ways in which a business raises capital.

Suggested Reading

- Hospitality Management Accounting, Michael M Coltman
- Hotel Accounting Earnest B. Horwath & Luis Toth



Unit VII: Compulsory on the Job Training

Unit Reference Number	GHM06067
Unit Title	Compulsory on the Job Training
Unit Level	6
Total Qualification Time	300 hours
Guided Learning Hours	150 hours
Unit Credit UK	30
Mandatory/Optional	Mandatory
Unit Grading Structure	Pass/Fail

Compulsory on the job international training shall entail the following component:

The following documents are required from the student for applying for the Level 6 Graduate Diploma

1. Internship Report from the student
2. Passport Bio pages along with Visa approval copy and Entry and Exit Stamp pages (colored copies)
3. Training completion certificate from the Hotel/Resort