

## Unit 202: Understand business success

### Sample scheme of work

---

This sample scheme of work covers both classroom-based learning for Unit 202. It is based on 40 hours covering 16 sessions. It is an example only of a possible scheme of work and is based on theory and practical within an FE centre but can be amended to suit all learning facilities with the necessary adjustments to meet individual learners' needs.

Unit 202 is designed as a stand-alone unit and should be used in conjunction with the standards set for the qualification to ensure full coverage of the learning requirements.

**You can use the sample scheme of work as it is, adjust it or extract content to create a scheme of work to suit your delivery needs. It can also be adjusted by adding theory and practical workshops to support learners who have/need additional learning time.**

Reference is made within the scheme of work to **worksheets, handouts, activities, questions and PowerPoint presentations** (in **black bold**) that are available on SmartScreen.co.uk for tutors to use with learners. Any other resources listed are not provided on SmartScreen but provide guidance for the tutor as to others they may produce. Delivery timings are given, however, these can be amended

to suit the group. The content of presentations, discussions, explanations etc are left to the professionalism of the course tutor.

**Also provided on SmartScreen.co.uk is revision guidance that may be used to prepare learners for the synoptic assessment for the whole qualification.**

Centres should also incorporate the following themes, where appropriate, as strands running through each of the sections within the qualification. Although they are not specifically referred to in the section content section, City & Guilds regards these as essential in the teaching of the qualification:

- health and safety considerations, in particular the need to impress upon learners the fact that they must preserve the health and safety of others as well as themselves
- core skills (mathematics, reading, writing, speaking and listening)
- extension tasks and differentiation, inclusion, entitlement and equality issues
- spiritual, moral, social and cultural issues
- environmental education
- use of information learning technology (ILT).

## Unit 202: Understand business success

### Sample scheme of work

---

Course/qualification: \_\_\_\_\_ Tutor's name: \_\_\_\_\_

Number of sessions: 16 Delivery hours: 40 Venue: \_\_\_\_\_ Group: \_\_\_\_\_

#### Aims

- To introduce learners to the factors contributing to hospitality business success.
- To provide learners with understanding of different legislation and regulations that affect the hospitality industry.
- To provide learners with understanding of health and safety and how to manage these risks in a hospitality business.
- To provide learners with understanding of the importance of managing profit and people within a hospitality business.
- To provide learners with understanding of emerging technologies and how they contribute to business success.

#### To enable learners to:

- know how legislation and regulation affects the hospitality business
- know health and safety requirements of hospitality organisations
- know the importance of profitability to hospitality businesses
- know the contribution that people make to a business
- know how technology contributes to business success.

Session	Objectives/learning outcomes The learner will:	Activities and resources	Assessment
1  2 hours	<p><b>Learning outcome 1: Know how legislation and regulation affects the hospitality business</b></p> <p>1.1 Describe the purpose of key legislation and regulation within the hospitality sector</p>	<p><b>Activities:</b></p> <ul style="list-style-type: none"> <li>• Outline the focus of the lesson.</li> <li>• Deliver <b>PowerPoint presentation 1</b> and handout <b>Handout 1</b></li> <li>• Divide group into teams or individuals to complete <b>Worksheet 1</b> and discuss answers as a class.</li> <li>• View (tutor sourced) online video displaying unsafe work practices i.e. ‘We will rock you Hungary flashmob’ on YouTube: <a href="https://youtu.be/f_LZLzS9lIU">https://youtu.be/f_LZLzS9lIU</a>. Discuss what could have gone wrong.</li> <li>• <b>Activity 1:</b> 1-minute paper</li> <li>• Group question and answer session.</li> </ul> <p><b>Resources:</b></p> <ul style="list-style-type: none"> <li>• <b>PowerPoint presentation 1</b></li> <li>• <b>Handout 1</b></li> <li>• <b>Worksheet 1</b></li> <li>• <b>Activity 1</b></li> </ul>	<p>Tutor observation</p> <p>Question and answer</p> <p>Group activity</p> <p>Individual learner activity</p> <p><b>Worksheet 1</b></p> <p><b>Activity 1</b></p>
Session	Objectives/learning outcomes The learner will:	Activities and resources	Assessment
2	<p><b>Learning outcome 1:</b></p>	<p><b>Activities:</b></p>	

<p>2 hours</p>	<p><b>Know how legislation and regulation affects the hospitality business</b></p> <p>1.1 Describe the purpose of key legislation and regulation within the hospitality sector</p>	<ul style="list-style-type: none"> <li>• Outline the focus of the lesson.</li> <li>• Deliver <b>PowerPoint presentation 2</b></li> <li>• Group activity: Break-out group discussion/research task to discover the importance of legislation and regulation, posing the question '<i>What would happen if there was no food safety legislation or regulation?</i>' Display results on a whiteboard.</li> <li>• Activity: Put the learners into teams or individuals to complete <b>Worksheet 2</b></li> <li>• Tutor-led summary of the lesson</li> <li>• Group question and answer session</li> </ul> <p><b>Resources:</b></p> <ul style="list-style-type: none"> <li>• <b>PowerPoint presentation 2</b></li> <li>• <b>Worksheet 2</b></li> </ul>	<p>Tutor observation</p> <p>Question and answer</p> <p>Group activity</p> <p>Individual learner activity</p> <p><b>Worksheet 2</b></p>
----------------	--	--	--

Session	Objectives/learning outcomes <b>The learner will:</b>	Activities and resources	Assessment
<p>3</p> <p>2 hours</p>	<p><b>Learning outcome 1: Know how legislation and regulation affects the hospitality business</b></p> <p>1.2 Describe the importance of compliance with legislation and regulations within the hospitality industry</p>	<p><b>Activities:</b></p> <ul style="list-style-type: none"> <li>• Briefly recap on summary from previous class. Direct questions to the class recalling knowledge from previous lesson.</li> <li>• Outline the focus of the lesson.</li> <li>• Deliver <b>PowerPoint presentation 3</b></li> <li>• Activity: Put the learners into individual or groups. Ask them to identify how compliance with legislation and regulation improves business success. Set a time limit of 15 minutes. Discuss/fill gaps as a class.</li> <li>• Divide group into teams or individuals to complete <b>Worksheet 3</b></li> <li>• <b>Activity 1:</b> 1-minute paper</li> <li>• Group question and answer session</li> </ul> <p><b>Resources:</b></p> <ul style="list-style-type: none"> <li>• <b>PowerPoint presentation 3</b></li> <li>• <b>Worksheet 3</b></li> </ul>	<p>Tutor observation</p> <p>Question and answer</p> <p>Group activity</p> <p>Individual learner activity</p> <p><b>Worksheet 3</b></p>

Session	Objectives/learning outcomes <b>The learner will:</b>	Activities and resources	Assessment
<p>4</p> <p>2 hours</p>	<p><b>Learning outcome 1: Know how legislation and regulation affects the hospitality business</b></p> <p>1.3 Identify implications of non-compliance with regulation to a hospitality business</p>	<p><b>Activities:</b></p> <ul style="list-style-type: none"> <li>• Briefly recap on summary from previous class. Direct questions to the class recalling knowledge from previous lesson.</li> <li>• Outline the focus of the lesson</li> <li>• Deliver <b>PowerPoint presentation 4</b></li> <li>• Activity: Task learners in groups to research and list using the internet, two examples of negative media coverage or case studies where a business was prosecuted for non-compliance of legislation or regulation. Set a time limit of 20 minutes. Discuss/fill gaps as a class.</li> <li>• Group discussion: Describe the examples from the research identifying the two examples of negative media coverage or case study where a business was prosecuted for non-compliance of legislation or regulation.</li> <li>• <b>Activity 1:</b> 1-minute paper</li> <li>• Group question and answer session</li> </ul> <p><b>Resources:</b></p> <ul style="list-style-type: none"> <li>• <b>PowerPoint presentation 4</b></li> <li>• <b>Worksheet 4</b></li> <li>• <b>Activity 1</b></li> </ul>	<p>Tutor observation</p> <p>Question and answer</p> <p>Group activity</p> <p>Individual learner activity</p> <p><b>Worksheet 4</b></p> <p><b>Activity 1</b></p>

Session	Objectives/learning outcomes <b>The learner will:</b>	Activities and resources	Assessment
<p>5</p> <p>2 hours</p>	<p><b>Learning outcome 2:</b></p> <p><b>Know health and safety requirements of hospitality organisations</b></p> <p>2.1 Describe principles of <b>legal responsibilities</b> for employers and employees with regard to health and safety guidance</p>	<p><b>Activities:</b></p> <ul style="list-style-type: none"> <li>• Outline the focus of the lesson.</li> <li>• Split the class into smaller groups. Ask them to list on a whiteboard what they think is meant by a risk and a Hazard and how they are different.</li> <li>• Deliver <b>PowerPoint presentation 5</b></li> <li>• <b>Activity:</b> Split the class into smaller groups, ask them to conduct a simple risk assessment using: <b>Worksheet 5b</b></li> <li>• <b>Activity:</b> Divide group into teams or individuals: <b>Worksheet 5</b></li> </ul> <p><b>One-minute paper</b></p> <ul style="list-style-type: none"> <li>• <b>Group Question and Answer Session:</b></li> </ul> <p><b>Resources:</b></p> <ul style="list-style-type: none"> <li>• <b>PowerPoint presentation 5:</b></li> <li>• <b>Worksheet 5</b></li> </ul>	<p>Tutor observation</p> <p>Question and answer</p> <p>Group activity</p> <p>Individual learner activity</p> <p><b>Worksheet 5b</b></p> <p><b>Worksheet 5</b></p>

Session	Objectives/learning outcomes <b>The learner will:</b>	Activities and resources	Assessment
<p>6</p> <p>2 hours</p>	<p><b>Learning outcome 2: Know health and safety requirements of hospitality organisations</b></p> <p>2.2 Identify common causes of accidents in the workplace</p> <p>2.3 Identify ways to minimise the risks of accidents in the workplace</p>	<p><b>Activities:</b></p> <ul style="list-style-type: none"> <li>• Briefly recap on summary from previous class, direct questions to the class recalling knowledge from previous lesson</li> <li>• Outline the focus of the lesson. Encourage Q&amp;A and discussion in order to engage and develop ideas and thinking which will help with the completion of this unit.</li> <li>• Deliver <b>PowerPoint presentation 6</b></li> <li>• Activity: Put the learners into groups and ask them to identify and list examples of ways to minimise the risks of accidents in the workplace. Set a time limit of 20 minutes. Discuss/fill gaps as a class.</li> <li>• Group discussion: Describe ways to minimise the risks of accidents in the workplace.</li> <li>• Divide group into teams or individuals to complete <b>Worksheet 6</b></li> <li>• <b>Activity 1:</b> 1-minute paper</li> <li>• Group question and answer session</li> </ul> <p><b>Resources:</b></p> <ul style="list-style-type: none"> <li>• <b>PowerPoint presentation 6</b></li> <li>• <b>Worksheet 6</b></li> <li>• <b>Activity 1</b></li> </ul>	<p>Tutor observation</p> <p>Question and answer</p> <p>Group activity</p> <p>Individual learner activity</p> <p><b>Worksheet 6</b></p>

Session	Objectives/learning outcomes <b>The learner will:</b>	Activities and resources	Assessment
<p>7</p> <p>2 hours</p>	<p><b>Learning outcome 2: Know health and safety requirements of hospitality organisations</b></p> <p>2.4 Identify the potential consequences of not applying good health and safety practices</p>	<p><b>Activities:</b></p> <ul style="list-style-type: none"> <li>• Briefly recap on summary from previous class, direct questions to the class recalling knowledge from previous lesson</li> <li>• Outline the focus of the lesson.</li> <li>• Put the learners into groups and ask them to identify and list consequences of not applying good health and safety practices within the hospitality industry. Set a time limit of 10 minutes. Discuss/fill gaps as a class.</li> <li>• Deliver <b>PowerPoint presentation 7</b></li> <li>• Ask learners to complete <b>Worksheet 7</b></li> <li>• Group discussion: View (tutor sourced) online video displaying consequences for non-compliance of health and safety for a case study or media report.</li> <li>• <b>Activity 1:</b> 1-minute paper</li> <li>• Group question and answer session.</li> </ul> <p><b>Resources:</b></p> <ul style="list-style-type: none"> <li>• <b>PowerPoint presentation 7</b></li> <li>• <b>Worksheet 7</b></li> </ul>	<p>Tutor observation</p> <p>Question and answer</p> <p>Group activity</p> <p>Individual learner activity</p> <p><b>Worksheet 7</b></p>

Session	Objectives/learning outcomes <b>The learner will:</b>	Activities and resources	Assessment
<p>8</p> <p>2 hours</p>	<p><b>Learning outcome 2: Know health and safety requirements of hospitality organisations</b></p> <p>2.5 Identify risks to guest health and safety within the hospitality industry</p>	<p><b>Activities:</b></p> <p><b>Recap previous session:</b></p> <ul style="list-style-type: none"> <li>• Briefly recap on summary from previous class, direct questions to the class recalling knowledge from previous lesson</li> <li>• Outline the focus of the lesson.</li> <li>• Put the learners into groups and ask them to identify and list examples of risks to guest health and safety within the hospitality industry. Set a time limit of 15 minutes. Discuss/fill gaps as a class.</li> <li>• Deliver <b>PowerPoint presentation 8</b></li> <li>• Activity: Put the learners into groups and ask them to produce a vision board using magazines, internet pictures and words associated with one of the following risks:                             <ul style="list-style-type: none"> <li>• fire</li> <li>• suspicious luggage</li> <li>• natural disaster</li> <li>• terrorism</li> <li>• self-harm</li> </ul> </li> </ul> <p>Set a time limit of 20 minutes.</p> <ul style="list-style-type: none"> <li>• Activity: Put the learners into groups or as individuals, ask them to complete <b>Worksheet 8</b></li> </ul>	<p>Tutor observation</p> <p>Question and answer</p> <p>Group activity</p> <p>Individual learner activity</p> <p><b>Worksheet 8</b></p>

		<ul style="list-style-type: none"> <li>• <b>Activity 1:</b> 1-minute paper</li> <li>• Group question and answer session.</li> </ul> <p><b>Resources:</b></p> <ul style="list-style-type: none"> <li>• <b>PowerPoint presentation 8</b></li> <li>• <b>Worksheet 8</b></li> <li>• <b>Activity 1</b></li> </ul>	
Session	Objectives/learning outcomes <b>The learner will:</b>	Activities and resources	Assessment
9  2 hours	<p><b>Learning outcome 2: Know health and safety requirements of hospitality organisations</b></p> <p>2.6 Outline the procedure to be followed when a major incident is reported</p>	<p><b>Activities:</b></p> <ul style="list-style-type: none"> <li>• Briefly recap on summary from previous class, direct questions to the class recalling knowledge from previous lesson</li> <li>• Outline the focus of the lesson. Encourage Q&amp;A and discussion in order to engage and develop ideas and thinking which will help with the completion of this unit.</li> <li>• Split the class into smaller groups and ask them to list on a whiteboard what they think are factors that affect profitability.</li> <li>• Select individual groups to present their thoughts to the rest of the group. Encourage Q&amp;A session after each presentation.</li> <li>• Deliver <b>PowerPoint presentation 9</b></li> <li>• Activity: Task learners in groups or individually to research and list using the internet an example of a recent major incident that affected a hospitality or tourist destination. Set a time limit of 20 minutes. Discuss/fill gaps as a class.</li> <li>• Learners to complete <b>Worksheet 9</b></li> <li>• Tutor-led summary of session.</li> </ul>	<p>Tutor observation</p> <p>Question and answer</p> <p>Group activity</p> <p>Individual learner activity</p> <p><b>Worksheet 9</b></p>

		<ul style="list-style-type: none"> <li>Group question and answer session: Ask individual learners oral questions specific to the topic.</li> </ul> <p><b>Resources:</b></p> <ul style="list-style-type: none"> <li><b>PowerPoint presentation 9</b></li> <li><b>Worksheet 9</b></li> <li><b>Handout 2</b></li> </ul>	
Session	Objectives/learning outcomes <b>The learner will:</b>	Activities and resources	Assessment
10  2 hours	<p><b>Learning outcome 3: Understand the importance of profitability to hospitality businesses</b></p> <p>3.1 Identify factors that affect profitability</p> <p>3.2 Explain ways of increasing revenue</p>	<p><b>Activities:</b></p> <ul style="list-style-type: none"> <li>Outline the focus of the lesson. Encourage Q&amp;A and discussion in order to engage and develop ideas and thinking which will help with the completion of this unit.</li> <li>Split the class into smaller groups and ask them to list on a whiteboard what they think are factors that affect profitability.</li> <li>Deliver <b>PowerPoint presentation 10</b></li> <li>Activity: Task learners in groups to produce a vision board that lists the main costs associated with a hospitality business and suggest ways to reduce those costs listed alongside each cost. Encourage learners to use text and pictures.</li> <li>Group discussion: Group to discuss and constructively feedback on the presentations and their content.</li> <li><b>Activity 1:</b> 1-minute paper.</li> <li>Group question and answer session: Ask individual learners oral questions specific to the topic.</li> </ul>	<p>Tutor observation</p> <p>Question and answer</p> <p>Group activity</p> <p>Individual learner activity</p> <p><b>Worksheet 10</b></p> <p><b>Activity 1</b></p>

		<p><b>Resources:</b></p> <ul style="list-style-type: none"> <li>• PowerPoint presentation 10</li> <li>• Worksheet 10</li> <li>• Activity 1</li> </ul>	
Session	Objectives/learning outcomes <b>The learner will:</b>	<b>Activities and resources</b>	Assessment
11 2.5 hours	<p><b>Learning outcome 3:</b></p> <p><b>Understand the importance of profitability to hospitality businesses</b></p> <p>3.3 Describe ways to increasing operational efficiency and performance</p> <p>3.4 Identify the main costs associated with a hospitality business</p> <p>3.5 Identify ways to reduce costs in a hospitality business</p>	<p><b>Activities:</b></p> <ul style="list-style-type: none"> <li>• Briefly recap on summary from previous class, direct questions to the class recalling knowledge from previous lesson</li> <li>• Outline the focus of the lesson. Encourage Q&amp;A and discussion in order to engage and develop ideas and thinking which will help with the completion of this unit.</li> <li>• Split the class into smaller groups, ask them to list on a whiteboard what they think is meant by 'operational efficiency'.</li> <li>• Deliver <b>PowerPoint presentation 11</b></li> <li>• Activity: Split learners into small groups to develop a one-page information sheet titled 'creating sustainability' outlining ways and tips on how to reduce costs or usage of our resources within a hospitality business.</li> <li>• Split the class into smaller groups or as individuals, ask them to suggest ideas on how they would reduce staff costs in a restaurant.</li> </ul>	<p>Tutor observation</p> <p>Question and answer</p> <p>Group activity</p> <p>Individual learner activity</p> <p><b>Worksheet 11</b></p>

		<ul style="list-style-type: none"> <li>Learners to complete <b>Worksheet 11</b></li> <li>Tutor-led summary of session</li> <li>Group question and answer session: Ask individual learners oral questions specific to the topic.</li> </ul> <p><b>Resources:</b></p> <ul style="list-style-type: none"> <li><b>PowerPoint presentation 11</b></li> <li><b>Worksheet 11</b></li> </ul>	
Session	Objectives/learning outcomes <b>The learner will:</b>	Activities and resources	Assessment
12  2.5 hours	<p><b>Learning outcome 3: Understand the importance of profitability to hospitality businesses</b></p> <p>3.6 Outline ways of monitoring business financial performance</p>	<p><b>Activities:</b></p> <ul style="list-style-type: none"> <li>Briefly recap on summary from previous class. Direct questions to the class recalling knowledge from previous lesson.</li> <li>Outline the focus of the lesson.</li> <li>Split the class into smaller groups and ask them to list on a whiteboard how they would increase revenue within a hotel.</li> <li>Deliver <b>PowerPoint presentation 12</b></li> <li>Learners to complete <b>Worksheet 12</b></li> <li>Activity: Put the learners into groups. Task groups to research using the internet different ways of monitoring performance in the hospitality industry and suggest technology or software</li> </ul>	<p>Tutor observation</p> <p>Question and answer</p> <p>Group activity</p> <p>Individual learner activity</p> <p><b>Worksheet 12</b></p>

		<p>solutions that may help in the monitoring process. Ensure financial analysis, performance reviews and customer satisfaction are researched. Set a time limit of 30 minutes. Discuss/fill gaps as a class.</p> <ul style="list-style-type: none"> <li>• Group discussion: Present and describe the example from the research ways of monitoring performance in the hospitality industry.:</li> <li>• Tutor-led summary of session.</li> <li>• Group question and answer session: Ask individual learners oral questions specific to the topic.</li> </ul> <p><b>Resources:</b></p> <ul style="list-style-type: none"> <li>• PowerPoint presentation 12</li> <li>• Worksheet 12</li> <li>• Handout 3</li> </ul>	
Session	Objectives/learning outcomes <b>The learner will:</b>	<b>Activities and resources</b>	Assessment
13  2 hours	<p><b>Learning outcome 4: Know the contribution that people make to a business</b></p> <p>4.1 Identify how people skills contribute to business success</p> <p>4.2 Outline the importance of product knowledge to</p>	<p><b>Activities:</b></p> <ul style="list-style-type: none"> <li>• Outline the focus of the lesson. Encourage Q&amp;A and discussion in order to engage and develop ideas and thinking which will help with the completion of this unit.</li> <li>• Split the class into smaller groups and ask them to list on a whiteboard what they think are the people skills most suitable for business success.</li> </ul>	<p>Tutor observation</p> <p>Question and answer</p> <p>Group activity</p> <p>Individual learner activity</p> <p><b>Worksheet 13</b></p>

	successfully contribute to a business	<ul style="list-style-type: none"> <li>• Select individual groups to present their thoughts to the rest of the group. Encourage Q&amp;A session after each presentation.</li> <li>• Deliver <b>PowerPoint presentation 13</b></li> <li>• Group discussion: ‘Coke or Pepsi?’ Discuss the groups’ preferences and the reasons why. Ascertain the groups’ product knowledge and how they know this.</li> <li>• Learners to complete <b>Worksheet 13</b></li> <li>• Activity: Tutor-led discussion on the importance of product knowledge and how training and teamwork can increase sales.</li> <li>• Group question and answer session: Ask individual learners oral questions specific to the topic.</li> </ul> <p><b>Resources:</b></p> <p><b>PowerPoint presentation 13</b></p> <p><b>Worksheet 13</b></p>	
Session	Objectives/learning outcomes <b>The learner will:</b>	<b>Activities and resources</b>	Assessment
14 2 hours	<b>Learning outcome 4: Know the contribution that people make to a business</b>  4.3 Describe the content of an induction process	<b>Activities:</b> <ul style="list-style-type: none"> <li>• Briefly recap on summary from previous class. Direct questions to the class recalling knowledge from previous lesson.</li> </ul>	Tutor observation  Question and answer  Group activity

	<p>4.4 Describe the characteristics of an effective team</p> <p>4.5 Explain how the key principles of good teamwork contribute to effective team operations</p> <p>4.6 Describe how the interactions between departments contribute to business success</p>	<p><b>Introductory tasks:</b></p> <ul style="list-style-type: none"> <li>• Outline the focus of the lesson: Know the contribution that people make to a business.</li> <li>• Split the class into smaller groups, ask them to list on a white board the <b>contents of an induction process</b></li> <li>• Deliver <b>PowerPoint presentation 14</b></li> <li>• Group discussion: Discuss the group’s awareness of the principles of good teamwork team work, highlighting examples such as in the workplace, sport, etc.</li> <li>• Activity: Tutor-led discussion on the characteristics of an effective team. View (tutor resourced) video of an effective team, comparing an example of an effective team and one not so. Discuss how this is applied within a hotel setting.</li> <li>• Group question and answer session: Ask individual learners oral questions specific to the topic.</li> <li>• Provide <b>Worksheet 14:</b> Know the contribution that people make to a business, to be completed independently and handed in the tutor at the next session.</li> </ul> <p><b>Resources:</b></p> <ul style="list-style-type: none"> <li>• <b>PowerPoint presentation 14</b></li> <li>• <b>Worksheet 14</b></li> <li>• <b>Handout 4</b></li> </ul>	<p>Individual learner activity</p> <p><b>Worksheet 14</b></p>
--	---	---	---

Session	Objectives/learning outcomes <b>The learner will:</b>	Activities and resources	Assessment
<p>15</p> <p>2 hours</p>	<p><b>Learning outcome 5:</b></p> <p><b>Know how technology contributes to business success</b></p> <p>5.1 Outline the technologies used in the hospitality industry</p> <p>5.2 Describe how technologies can be used to contribute to business success</p>	<p><b>Activities:</b></p> <ul style="list-style-type: none"> <li>• Outline the focus of the lesson.</li> <li>• Split the class into smaller groups and ask them to list on a whiteboard examples of the latest trends in technology, listing the oldest form of technology they have used (i.e. dial telephone, typewriter, etc.).</li> <li>• Deliver <b>PowerPoint presentation 15</b></li> <li>• Activity: Tutor-led discussion on a scenario: example of the latest trends in technology within hospitality. Use an internet sourced video or news broadcast to show the technology in use.</li> <li>• Group discussion: Discuss awareness and any experience learners have encountered with the latest technology.</li> <li>• Group question and answer session: Ask individual learners oral questions specific to the topic.</li> <li>• Learners to complete <b>Worksheet 15</b></li> </ul> <p><b>Resources:</b></p> <ul style="list-style-type: none"> <li>• <b>PowerPoint presentation 15</b></li> <li>• <b>Worksheet 15</b></li> </ul>	<p>Tutor observation</p> <p>Question and answer</p> <p>Group activity</p> <p>Individual learner activity</p> <p><b>Worksheet 15</b></p>

Session	Objectives/learning outcomes <b>The learner will:</b>	Activities and resources	Assessment
<p>16</p> <p>2.5 hours</p>	<p><b>Learning outcome 5:</b></p> <p><b>Know how technology contributes to business success</b></p> <p>5.3 Describe the responsibilities a hospitality business has to manage digital information</p> <p>5.4 Identify the consequences of inappropriate use of digital communication technology</p>	<p><b>Activities:</b></p> <ul style="list-style-type: none"> <li>• Briefly recap on summary from previous class, direct questions to the class recalling knowledge from previous lesson.</li> <li>• Outline the focus of the lesson.</li> <li>• Split the class into smaller groups and using Word or PowerPoint, ask them to design an information page outlining the responsibilities and consequences for inappropriate use of technology in a hospitality business.</li> <li>• Deliver <b>PowerPoint presentation 16</b></li> <li>• Activity: Task learners in groups to use communication technology/conference call software (Teams, Skype, Google hangouts) to present their information page outlining the responsibilities a hospitality business has to manage digital information (from the previous task) to all groups. Experience sharing screens and using video chat. Set a time limit of 60 minutes.</li> <li>• Group discussion: Reflecting on the experience of the previous task, discuss the consequences of inappropriate use of digital communication technology are.</li> <li>• Group question and answer session: Ask individual learners oral questions specific to the topic.</li> </ul>	<p>Tutor observation</p> <p>Question and answer</p> <p>Group activity/individual activity</p> <p>Completed information sheet</p> <p><b>Worksheet 16</b></p>

		<ul style="list-style-type: none"> <li>• Provide <b>Worksheet 16</b>: Know how technology contributes to business success, to be completed independently and handed in the tutor at the end of the session.</li> </ul> <p><b>Resources:</b></p> <ul style="list-style-type: none"> <li>• <b>PowerPoint presentation 16</b></li> <li>• <b>Worksheet 16</b></li> <li>• <b>Handout 5</b></li> </ul>	
17-20	<b>Revision</b>	<p><b>Revision sessions</b></p> <p>Can be split across sessions and interspersed according to Centre timetable.</p>	
2 hours per session			