Unit 202: Understand business success

# Sample lesson plan 16

**Course number:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Course title:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 **Tutor’s name:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date:** \_\_\_\_\_\_\_\_\_\_\_\_\_ **Time:** \_\_\_\_\_\_\_\_\_\_\_\_\_ **Lesson length:** 2.5 hours **Room:** \_\_\_\_\_\_\_

 **Lesson topic:** The responsibilities a hospitality business has to manage digital information and the consequences of inappropriate use.

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| **Aims**: * By the end of the session the learner will know the responsibilities a hospitality business gas to manage digital information and the consequences of inappropriate use.
 | **Learning outcomes**: To enable learners to understand:* describe the responsibilities a hospitality business has to manage digital information
* identify the consequences of inappropriate use of digital communication technology.
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| **Timing (mins)** | **Work to be covered** | **Teaching activity/assessment** | **Learner activity** | **Resources**  |
| --- | --- | --- | --- | --- |
| 2.5 | Registration and welcome | Take register. |  |  |
| 2.5 | Aims and objectives | Discuss the aims and objectives for the lesson.  | Learner discussion and Q&A. | Whiteboard |
| 20 | Recap previous session  | Briefly recap on summary from previous class. Direct questions to the class recalling knowledge from previous lesson.Discuss any follow-up points or questions the learners may have from previous lesson. |  |  |
| 30 | Introduction task 1:* describe the responsibilities a hospitality business has to manage digital information
* identify the consequences of inappropriate use of digital communication technology.

  | Outline the focus of the lesson to include the responsibilities a hospitality business has to manage digital information and the consequences of inappropriate use.Activity: Split the class into smaller groups or individuals, 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.  | Design an information page using word or PowerPoint (uploaded photo/image of a hand-designed sheet can be used). | Whiteboard  |
| 60 | Main body of lesson | Deliver **PowerPoint Presentation 16**: Activity: Task learners in small groups to use a communication technology/ conference call software (MS teams, Skype, Google hangouts) to present their information page, outlining theresponsibilities a hospitality business has to manage digital information. Experience sharing screens and using video chat. Set a time limit of 40 minutes. Group discussion: Reflecting on the experience of the previous task, discuss the consequences of inappropriate use of digital communication technology are. | ListenNote takeDiscussUse communication technology to present and discuss their information sheet. | PowerPoint Presentation 16 Handout 5WhiteboardMedia technologyInternetPen/pencilNotepad |
| 30 | Summary of session  | Tutor-led summary of session Encourage peer-to-peer reflection and feedback on the exercise. Direct the discussion, and identify any points not picked up by the learners Complete **Worksheet 16:**Group question and answer session: Ask individual learners oral questions specific to the topic. | Learner discussion and Q&A. |  |

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| **How learning is to be measured:*** Oral questions and answers
* End of unit multiple choice exam (City & Guilds set)
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| **Homework/research work:** |
| **Lesson evaluation** (delete as appropriate) | * Was the lesson better than expected
* As expected
* Worse than expected
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| **Lesson evaluation/comments:** |
| **Suggestions/modifications for next lessons:** |