

## Level 4 Higher National Certificate in Hospitality Management

Location	Altrincham Campus
Course Type	University Level
Department	Hospitality & Catering
Start Date	Monday 15th September 2025
Duration	Full-time, 1 Year
Time	09:00 - 17:00
Fee	£ 8000.00
Course Code	AFP-HO4H-1100

### Course Overview

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This course will enable students to develop the skills required for a range of careers in hospitality, to lead, manage and respond to change and tackle a range of complex hospitality situations. For those with academic ambitions, it offers a balance between the acquisition of knowledge and the development of employability skills which include problem solving, interpersonal, commercial and business skills. This Higher National programme aligns to the Level 4 Hospitality Manager Standard.

### Course Requirements

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Whilst applications are considered on an individual basis, they are usually based on a requirement to have 64 UCAS points from either:

A level 3 vocational qualification, GCE A levels or an Access to Higher Education Diploma

GCSE English Language and Maths at grade C/4 or above, or L2 equivalent qualifications.

Mature students with relevant experience and/or professional qualifications are welcome to apply and may be invited to interview.

## What You Will Learn

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After securing a good understanding of the threats, challenges and trends affecting the hospitality industry you will explore how businesses manage the customer experience, provide service excellence and be able to map the customer journey with a view to providing service excellence. The principles, operational risks and benefits of sustainability are considered alongside the development of sustainability strategies within the sector.

The Hospitality Business Toolkit unit you will develop business acumen as you learn about key financial principles and practices, legal and ethical considerations, performance indicators and the management of financial and non-financial resources. You will explore management theories, leadership styles and be able to assess and demonstrate relevant skills in a hospitality context.

You will learn the operational skills required to work in the food and beverage sector, the equipment and technology used and explore the different types of service outlets and industry trends, including customer motivations and behaviour. There is an opportunity to examine different approaches and methods applied to food production planning, preparation and management in a professional kitchen with the aim of being able to manage and monitor food production to ensure an efficient operation. Development of knowledge and skills to manage and supervise departmental processes and procedures will be realised as you explore the various roles and functions of this essential operation.

## Assessment

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Students are continuously assessed using a variety of methods including reports, presentations, practical workshops, portfolios and evidence.

## Progression

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On completion, you may progress to the HND at Level 5, recognised by higher education providers as meeting admission requirements to many relevant undergraduate hospitality management-related courses, for example:

- BSc (Hons) in Hospitality and Events Management
- BA (Hons) in Hospitality Management
- BA and BSc (Hons) in Culinary Arts Management
- BSc (Hons) in International Hospitality Management.

## Career Options

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On completion, you may consider roles such as:

Head concierge  
Housekeeping supervisor  
Events coordinator  
Sous chef

## Mandatory Units

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At Level 4 you study:

- The Contemporary Hospitality Industry
- Managing the Customer Experience
- Sustainable Hospitality Practice
- The Hospitality Business Toolkit
- Leadership and Management for Hospitality
- Managing Front Office Operations
- Managing Food Production
- Managing Food and Beverage Operations

## Exam Validation Body

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Pearson Education Ltd

## Exam Validation Body

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Pearson Education Ltd

## Hours Per Week

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Full time, 12 hours per week

## How Long To Complete

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1 year full time

## Contact Details

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For further information please email [HEenquiries@tcg.ac.uk](mailto:HEenquiries@tcg.ac.uk)

## Disclaimer

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Although every care has been taken to ensure that the information contained within this document is accurate, there may be changes to this programme and provision. We will endeavour to keep prospective and current students updated where appropriate and when the information becomes available.