Chef/Restaurant Hospitality Diploma
Year 1, 2 & 3

Pre-course Information

The London School of Hospitality & Tourism

Academic Year 2013 – 2014
Introduction

On behalf of all the staff associated with the Chef Restaurant Certificate Diploma and the School of Hospitality and Tourism, we would like to extend a warm welcome to you.

This booklet is designed to assist you in understanding the structure of the Chef Restaurant Certificate Diploma course. It will be useful as a reference document throughout your period of study at the University of West London.

The outline may not provide all the answers to all your questions. If you have any further questions or need any more information about the course or the university, please do not hesitate to contact the Course Leaders.

We wish you every success.
Welcome to the London School of Hospitality & Tourism

We are delighted that you will be joining us as a student this year and look forward to welcoming you in September. We hope that you will enjoy and be challenged by your studies and that you will find your time well spent with us. Not surprisingly we consider that the courses you are about to study are the best but what’s more important The London School of Hospitality & Tourism was awarded “Winner of The Queen's Anniversary Prizes for Higher & Further Education 2009”. The Learning Skills Council awarded us a “Centre of Vocational Excellence” and said “the curricula are up to date and relevant and meets the needs of students and employers”. In 2007 the School was awarded the great accolade as having the best training restaurant in the UK by Restaurant magazine. Also in 2008 The British Hospitality Association gave the School their centenary prize for providing exemplary hospitality education.

In 2010 the School was awarded its second Oscar of the catering world the only University in the UK to hold two of these awards.

In 2012 we won a number of awards and were invited to prepare and serve a jubilee lunch for her majesty Queen Elizabeth II in South London; the Queen met and spoke to a number of our students and staff. Also we were delighted to welcome to the School Mr Keith Williams Chief Executive of British Airways who gave a talk to the Airport and Airline students on his experience at British Airways.

In the current year 2013 we have had the pleasure of welcoming a number of industrialists to the University. These have included CEO and General Managers of large companies; we were also delighted to welcome Heston Blumenthal who worked with our students to prepare a special dinner for West London Business executives.

In 2008 the Senior HMI Inspector on a good practice visit remarked on the outstanding quality of the courses and particularly highlighted the excellent quality of teaching and learning. The School has also won two medals of excellence in the World Skills competitions. In 2011 our Management students won the Institute of Hospitality university debate beating all the other universities that entered. This demonstrates the clear ability and knowledge our students gain when they are with us and this enhancing their employability.

You will be joining a large School with over 1,500 students on a range of courses such as Hospitality, Tourism, Airline and Airport, Business Travel and Tourism, Event Management and Culinary Arts so you will meet a wide range of fellow students. Of course, within the University generally there are many more students both from the UK and internationally and they are studying such subjects as media, music, business, law, and health, so you will meet lots of new faces from many walks of life.

The School, as you would expect, has extensive contacts with key players in industry. A past student, Alistair Telfer, is the Chief Executive at the Oxford and Cambridge Club, Pall Mall and is on the Alumni Committee at the University of West London; he can really tell you about all the issues involved in managing a luxury establishment.
Lionel Benjamin ex-student; Director of The Ability Group served as the Director of a number of London 5 star hotels; he is also an Honorary Professor. In the world of catering Professor James Martin, Celebrity Chef, and Prue Leith, writer and chef, are both Honorary Doctors of the University. Gary Rhodes, Raymond Blanc, Brian Turner, Michel and Albert Reux and Antony Worrall Thompson, are, besides being celebrity chefs, Honorary Professors and strong supporters of the School. The Chief Executives or Managing Directors of Thompson Tour Operations, Thomas Cook Travel, MVM London and Cobra Beer are all supporters of this exciting dynamic innovative and creative School, our success is because of our students who are our ambassadors’ and work in the industry at senior levels.

This year one of our recent graduates launched his first book at the University; Will torrent Patisserie at home, now on sale in every Waitrose Supermarket in the UK. He joins other successful alumni who have published books recently including Lorraine Pascale; follow her most successful television series on BBC2.

As you know, you will be studying on the Ealing campus and many students take full advantage of the facilities in the Ealing area ranging from parks, museums and cinemas as well as some great shopping and leisure centres.

There is too much to tell you about here so be sure to be at the induction programme when we have got lots more really important information for you. Of course, there is some boring form filling to ensure we get you registered for everything but we are also really looking forward to meeting you and answering the questions you are bound to have about this important decision you have made about your future here with us and your longer term career plans. We have included lots of information so please take the time to read through it.

The Academic and Administrative Teams
from the London School of Hospitality & Tourism
Chef/Restaurant
Hospitality Diploma

Course Outline

2013 /2014
Year One – Course Outline

| Year 1 | Kitchen and Larder - practical and theory  
|        | Pastry and Confectionary – practical and theory  
|        | Restaurant skills – practical and theory  
|        | Diploma in professional cookery  
|        | Management / Functional skills  
|        | Customer service  
|        | Tutorial  
|        | Work Placement [ 4 weeks June /July ] |

**Kitchen and Larder - practical and theory**

The aim of this module is to introduce the basics of food preparation and cooking. The candidate will focus on learning basic preparation and cooking techniques including:

- Preparation of salads and fruit.
- Preparation and cooking of vegetables, fish, meat and poultry.
- Preparation of soups and hot & cold sauces.

**Pastry and Confectionary – practical and theory**

The aim of this module is to introduce the basic principles and skills as well as materials, ingredients and equipment, across the range of areas in the pastry section of a kitchen including:

- Pastes
- Dough’s and fermented goods
- Hot and cold desserts
- Sponges, biscuits and confectionary

Alongside the practical modules you will also study the following theory modules to support your understanding of food and hospitality:

- Introduction to the catering industry
- Health & safety
- Introduction to healthier foods and special diets
- Introduction to kitchen equipment
- Introduction to personal workplace skills
Food Production:
In the second semester you will prepare, cook and serve food in Feast, the student and staff restaurant.

Restaurant skills—practical and theory
Restaurant Service
This module introduces the basics of providing customers with a food and drink service, by concentrating on developing knowledge and skills suitable for table service operations that will assist you in the second year.

You will train in our Feast Training Restaurant, meeting customers and providing a food and drink service.

You may also be involved in some of the many public events that take part in the University or off-site at special functions, working alongside our more experienced students.
Management / Functional skills
This module will introduce students to functional skills at entry level 3 or level-1. During year one you will study and complete a portfolio of work that covers:

- Application of number
- Communication

All students will work towards gaining a level-2 qualification in English and maths.

Tutorial
This module aims to provide additional information, guidance, counselling and support to underpin your progression through your chosen programme of study. You will be expected to keep a record of all your learning and development activities on a virtual portfolio site known as “PebblePad”

Topics covered:

- Health and well being
- Personal development and study skills
- Personal finance and budgeting
- Employment skills and preparing for work placements

Assessment in Year-one
In year one and two the learning will be assessed in two ways;

Does the learning take place (formative assessment)? i.e. your tutors will be assessing you in a continuous basis throughout the year by direct observation, question and answer, group work and tasting and evaluating your work.

Did you learn the required skills to achieve the qualifications (Summative assessment)? This assessment includes end of year practical tests and written exams. You will be given full details during the induction and throughout the year.
Year Two - Course Outline-

| Year 2 | Kitchen and Larder training & production  
Pastry & Confectionary production  
Restaurant service  
Diploma in professional cookery  
Award in employability skills  
Tutorial | Work Placement – [4 weeks March /April] |

Kitchen and larder production
Kitchen and larder training and theory
This module introduces you to the fundamental areas of food preparation and cooking using a product based approach. You will be taught the skills and knowledge required to produce a number of traditional and international dishes, and to adapt and develop new dishes using a wide range of ingredients. You will be introduced to menu planning, yield management and portion control.

Pastry and Confectionary production
This module will further assist you develop and implement knowledge and skills in Pastry and Confectionary principles and products as well as materials, ingredients and equipment, across the wide range of areas in the pastry section of the kitchen. Dishes you produce will supply a range of outlets in the university.

Alongside the practical modules you will also study the following theory modules to support your understanding of food and hospitality.

- Investigate the catering and hospitality industry
- Health & safety in catering and hospitality
- Healthier foods and special diets
- Kitchen operations, costs and menu planning
- Applying workplace skills

Restaurant skills – practical and theory, restaurant service
This module assists learners in developing knowledge and skills in serving a wide range of food and drinks across a range of meal occasions and service styles commonly used within the hospitality industry.

This course also offers the opportunity to gain invaluable experience in events and large functions in Luxury 5 star Hotels in London. The University holds a number of private dinners and lunches, which we actively encourage our students to participate in.

The University has two training restaurants, our award winning restaurant Pillars and for a more relaxed dining experience we have Feast.
Throughout the year we invite various personalities from the industry to demonstrate special skills and give lecturers on a range of subjects and their personal career paths.

**Students working in Pillars Restaurant UWL Ealing**

**Functional skills:**
For all students who have not gained a level-2 in English and maths in year-1. Those that have will be offered Employability Skills qualification

**Tutorial**
This module aims to provide additional information, guidance, counselling and support to underpin your progression through your chosen programme of study. You will be expected to keep a record of all your learning and development activities on a virtual portfolio site known as “PebblePad”

**Topics covered:**

**Well being**
**Personal development and study skills**
**Personal finance and budgeting**
**Professional development and work placements**

**Assessment in Year-one and two**
In year one and two the learning will be assessed in two ways;

**Does the learning take place (formative assessment)?** i.e. your tutors will be assessing you in a continuous basis throughout the year by direct observation, question and answer, group work and tasting and evaluating your work.

**Did you learn the required skills to achieve the qualifications (Summative assessment)?** This assessment includes end of year practical tests and written exams. You will be given full details during the induction and throughout the year.
Year Three - Course Outline

There are two pathways for year 3

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<td><strong>Level-3 Diploma in Food and Beverage Service Supervision</strong></td>
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<td><em>Possibility for more able students to take an additional food based qualification</em></td>
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The Diploma in Advanced Professional Cookery – professional chef route

This will develop existing skills to enable you to produce and present traditional and innovative dishes of a complex nature, utilizing specialist ingredients and complex processes across all the major food groups. You will develop a basic understanding of the science behind the complex processes the utilize and be able to take influence from industry and market trends. In the pastry units you will develop finer skills and artistry in the new areas of chocolate, sugar and marzipan work alongside developing your existing skills in pastes, yeasted goods, confectionary and sponges.
Level 3 Award in Supervising Food Safety in Catering
All students will study for this higher food safety qualification which will be a vital addition to their existing hygiene qualification.

Below is an example of work products from the Professional Chef Route and students working on hospitality Events.

International Cuisine
Level-3 Diploma in Food and Beverage Service Supervision: The Hospitality route
This allows students to specialise in the hospitality industry with a view to working in food and beverage and front of house areas. Students will gain practical and theoretical knowledge in areas such as customer care, food and drink service. They will enhance their academic skills in personal development as well as career planning and preparation.

Events
Educational visits
Chef /Restaurant year 3 students visiting 2 Michelin star “Sketch” for afternoon tea
Educational visits
Chef /Restaurant year 1 students visiting Porto in Portugal.

Porto old town.

Classic Portuguese patisserie.

The Yeatman Hotel, Porto

Port from the Sandeman Vineyard

Seasonal fruits, Porto town centre.
Guest lecturers
Guinea fowl master class by Chef Director Andrew Stephenson
Halliday's of Funtington
Chef /Restaurant yr. 3 student Tristan becomes the runner up of the Brakes’ Lets Go British National completion 2013.
Keylink Junior Chocolatier of the Year 2013:
Yr.3 student Lauren Roberts from the University of West London
Assessment:
In year three the learning will be assessed in two ways;

Does the learning take place (formative assessment)? i.e. your tutors will be assessing in a continuous basis throughout the year by direct observation, question and answer, group work and tasting and evaluating your work.

Did you learn the required skills to achieve the qualifications (summative assessment)? Assessments includes producing paperwork such as menus, food safety and health and safety and food production checklist, and written assignments, demonstrating your competence in planning and producing a variety of dishes for real customers. The aim of these assignments is to help you progress on to higher education in Culinary Arts studies.

Your tutors will give the full details during the induction.

Tutorial / Careers
This lesson aims to provide you with the necessary study skills to help you complete your programme and to progress onto Higher Education programmes. It will include writing skills, IT and presentation skills.

The lesson will also cover personal and professional development, including writing a CV and covering letter and preparing for and taking part in interviews. You will be expected to keep a record of all your learning and development activities on a virtual portfolio site known as “PebblePad”

There will be specialist career guidance given to you on a one-to-one basis, tutors will be available to give you additional information, guidance, counselling to support you in your progression through your chosen programme of study.
Chef/Restaurant Hospitality Diploma

INDUCTION WEEK

Monday 16th – Friday 20th September 2013

Attendance is mandatory; it is the start of your course

CRCD Yr.1 Monday 16th September 2013 9am
Report to TC140

CRCD Yr.2 & 3 Monday 16th September 2013 9am
Report to H236

Please arrive on time.

All students will be at the university for the full induction week
[Monday – Friday from 9 am - finishing times may vary from day to day]

YEAR ONE and Direct entry 2/3
INDUCTION ONLY

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The induction programme is designed to introduce you to your new programme of study. You will spend one week gaining an insight into how you will be spending your time at the university. You will meet your lecturers and fellow students and spend time in the specialised teaching areas. It is important that you understand what is expected of you in order to achieve your qualifications and successfully participate in all the learning opportunities. Our policies and codes of conduct will be fully explained to you.

**YEAR TWO/THREE**

Both years will have individual induction programmes organised and led by the programme leaders

**Additional activities**

**Visits**

Throughout the year all students will have the opportunity to go on visits to food and hospitality venues, including restaurant, hotels, exhibitions, food markets and suppliers

On such occasions we ask that students are appropriately dressed in smart formal clothing as they will be entering quality hospitality environments and are representatives of the School of Hospitality and Tourism. Your programme leaders will advise you on the appropriate dress code for visits.

Some examples:
Study trips 2013/14
Educational trips abroad, give the learners the opportunity to broaden both their cultural, food and drink knowledge. These trips we have found invaluable to the development of the hospitality ethos within our learners. Visits to food and drink producers encourage the learners to taste local produce.

The teaching team will endeavour to find the best possible prices for such trips and give reasonable notification of when they will be running.

Eligibility for trips and visits is always based on the students overall behaviour, attendance, punctuality and professional attitude.

Once again on behalf of the Culinary Arts’ Team and myself, we thank you for choosing The London School of Hospitality and Tourism and wish you every success with your forthcoming year/s of study with us

Janet Rowson: Culinary Arts Field Leader