

BIIAB LEVEL 3 DIPLOMA IN LICENSED HOSPITALITY

Unit 5 Training Design and Delivery

Specimen Questions

The specimen examination questions contained in this publication are representative of the type of questions used to assess candidates taking the written examination paper for this qualification.

A marking scheme for each of these questions is towards of this document.

Each unit of the Diploma in Licensed Hospitality is assessed in two parts:

- 1) Part A The Open Book Test
- 2) Part B The Written Examination Paper.

Part A The Open Book Test

The Open Book Test consists of five short answer questions and is marked out of 20 marks. Each question is marked out of 4 marks. Candidates need to obtain 10 marks out of 20 in order to pass.

Part B The Written Examination

The examination paper consists of 10 short answer questions. Candidates are given 1 hour to complete the paper. Each question is marked out of 4 marks. The examination paper is marked out of 40 marks and candidates will need to obtain 20 marks to pass.

You need to pass both Part A and Part B to pass the Unit.

Specimen Questions

Question 1

You have been given the task of preparing and delivering an induction training session for 5 new members of bar staff. You have been advised by the training manager to include a number of questions within the presentation.

- (a) Give **two** reasons for including questions in your presentation. **2 marks**
- (b) Outline **two** different types of question that you could use in your presentation. **2 marks**

Question 2

You and your assistant manager feel that it would be useful to observe each other delivering a training session. For that purpose you decide to produce a tutor observation checklist.

- (a) List **two** areas that should be included in the checklist. **2 marks**
- (b) For each area, give **one** question that should be included in the checklist. **2 marks**

Question 3

The assistant manager of the Happy Harry licensed premises is delivering a health and safety training session to 3 members of staff. He intends to use the bar area for the training.

- (a) State **two** potential barriers to learning which may result from using the bar area for training. **2 marks**
- (b) For each of these barriers suggest **one** way it could be overcome. **2 marks**

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Marking Scheme

The following answers to Questions 1-3 are not exhaustive and examiners are instructed to give credit to valid answers, which are not specifically mentioned in the marking scheme.

Question 1

This question assesses Assessment Criteria 4.5 which states:

Outline why effective questioning skills are important and give examples of question types and when they should be used.

- (a) Give **two** reasons for including questions in your presentation.

Any **two** of the following:

- | | |
|--|---------------|
| To encourage trainees to talk constructively & in a focused way | 1 mark |
| To elicit and show interest in delegates' opinions | 1 mark |
| To stimulate interest, awaken curiosity or introduce a new topic | 1 mark |
| To maintain concentration and focus | 1 mark |
| To check understanding and learning levels | 1 mark |

(maximum 2 marks)

- (b) Outline **two** different types of question that you could use in your presentation.

Any **two** of the following:

- | | |
|---|---------------|
| Open - the question invites more than a "yes/no" answer and usually starts with what, why, when, where or who | 1 mark |
| Closed or fact finding - specific questions that only invite a yes/no answer | 1 mark |
| Probing - to elicit opinions, can typically be used to check understanding | 1 mark |
| Feedback - questions that invite feedback | 1 mark |
| Leading - questions that lead the student along a certain path | 1 mark |

(maximum 2 marks)

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Question 2

This question assesses Assessment Criteria 5.4 which states:

Develop and complete a tutor observation checklist to observe and analyse training delivered by others to identify strengths and weaknesses in the training session and offer constructive feedback for personal improvement.

- (a) List **two** areas that should be included in the checklist.

Any **two** of the following:

Training objectives	1 mark
Structure of training session	1 mark
Training methods and techniques	1 mark
Interaction and activities	1 mark

(maximum 2 marks)

- (b) For each area, give **one** question that should be included in the checklist.

Any **two** of the following to match the areas chosen:

Training objectives

Are they clear and SMART?	1 mark
Are they clearly communicated?	1 mark

Structure of training session

Is it logical?	1 mark
Is it well planned?	1 mark
Does it follow the timing plan?	1 mark
Does it cover the content required?	1 mark

Training methods and techniques

Are resources and aids used appropriately and effectively?	1 mark
Are questions used by the trainer effectively?	1 mark
Does the trainer actively listen?	1 mark
Does the trainer respond to trainee questions well?	1 mark
How does the trainer check understanding?	1 mark
Does the training flow well?	1 mark
Does the trainer manage and control the class?	1 mark

Interaction and activities

Is the trainer enthusiastic?	1 mark
Does the trainer enthuse and motivate the trainees?	1 mark
Is the pace of the training suitable for all trainees?	1 mark
Is the tone of the training suitable and appropriate?	1 mark
Does the trainer manage and control the activities?	1 mark
Does the trainer involve all the trainees equally?	1 mark
Does the trainer use body language effectively?	1 mark

(maximum 2 marks)

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Question 3

This question assesses Assessment Criteria 4.4 which states:

Outline the training barriers that may exist and their causes and explain how to overcome these.

- (a) State **two** potential barriers to learning which may result from using the bar area for training.

Any **two** of the following:

The bar may be busy which will distract both the trainer and the trainee **1 mark**

The seating arrangements may not be conducive to learning **1 mark**

There may be health and safety issues such as trailing cables depending on the equipment to be used **1 mark**

Poor lighting, acoustics **1 mark**

(maximum 2 marks)

- (b) For each of these barriers suggest **one** way it could be overcome.

Any **two** of the following – must be linked with relevant barrier:

Carry out the training at a different time when it is quiet **1 mark**

Carry out training in a different area of the building **1 mark**

Check before training starts all health and safety issues addressed **1 mark**

(maximum 2 marks)