

FdA Front Office Operations & Management*



Location	Hammersmith
Duration	2 Years
Level	4, 5
Start Date	September 2010
Mode	Full-time campus based, part-time industry based
Timetable	Day course plus distance elements
UCAS Course Code	TBC
UCAS Institution	EHWL
UCAS Institution Code	E10
Home (EU) Fee	£1,285 (Full-time) £1035 (Part-time)
International (Non-EU) Fee	£5,500

Course Content

This dynamic and exciting new course has been designed for those looking for a management career in the hotel industry. This qualification focuses on Front Office Operations, which is at the very heart of hotel operations. Designed in partnership with employers, this course addresses the skills and managerial development needs of the industry. Whether you are new to the industry or have previous hotel experience, this course is designed to take you to a new level. Attendance will involve two days per week in College plus distance learning (online) for campus based students or one day per week in College plus distance learning for industry based students.

Which topics will be studied?

Year 1

- Essential Study Skills and Personal Development
- Front Office Operations
- Managing the Guest Experience
- The Front Office Manager and the Law
- Achieving Quality Service
- Work Place Project

Year 2

- Principles of Management
- Marketing
- Finance and Revenue Management
- Challenges and Trends
- Human Resource Management
- Reservations and Forecasting

* Subject To Validation June 09 by Middlesex University
Course prices quoted are correct at time of publication and are subject to change.

Entry Requirements

One of the following qualifications:

- BTEC National qualification
- Advanced GNVQ
- AVCE Double Award
- Access Qualification
- 1 A Level or 2 AS Levels.

Mature students not meeting the entry criteria are encouraged to apply and will be considered on the basis of relevant work experience, passing the course entrance assessment and successful interview.

If your first language is not English, you should have a minimum score of 6.0 in IELTS alongside a UK or equivalent international qualification. Applicants will be required to attend a College interview and may need to complete an assessment test.

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Who is the course designed for?

This course is ideal for students progressing from level 3 courses, candidates from the hotel industry wishing to gain a work related qualification and mature students wishing to retrain or to gain formal academic qualifications.

Employer Involvement

The Division has many links with a wide range of high profile hotels, all of which were involved in design and continuing support of the programme. Employer involvement in your learning will include specialist lectures, work placements and projects.

What progression routes are available?

Progression opportunities include automatic entry to the final year of a BA Honours degree at Middlesex University in BA (Hons) Hospitality Management and Tourism. Career options include management positions within the accommodation sector and other industries.

What form does the assessment take?

Formal assessment will take a variety of forms - leading to the development of a range of valuable skills (both academic and vocational) in addition to assessment of core learning. This will include oral presentations, group and individual projects, reports, essays and exams. Industry based projects will include employer input and evaluation. Throughout the course, informal formative assessment activities will enable students to reflect on their own ongoing progress. These activities - designed by lecturers to check student learning - will include seminar activities, role play, online quizzes and group discussions.

How do I apply?

For the full time courses which include Foundation Degrees, Higher National Diplomas and Higher National Certificates you will need to apply through UCAS (our reference is E10), or complete an online application form on this website. We will give you advice and support you through the UCAS process once you have been offered a place.

For part-time courses and for all courses starting in February, please complete a college application form, either online through the website or request an application form from our Course Information Centre.

For more information, visit www.ucas.com or contact us.



Middlesex
University

Contacts

Ealing, Hammersmith
& West London College
0800 980 2175
cic@wlc.ac.uk

UCAS

www.ucas.com

The college is committed to diversity, ensuring that those from under represented groups are given the opportunity to study at Ealing, Hammersmith & West London College.