

## HOSPITALITY AND TOURISM CAREER PATHWAYS

**UNIT CODE: HOS/OS/PC/CC/05/5/A**

### UNIT DESCRIPTION

This unit describes the competencies required to promote career pathways. It involves applying features of career pathways in hospitality and tourism, implementing the FOUR C's with focus on core skills in curriculum, monitoring the implementation of interventions in career pathways and understanding competencies required by employers globally.

### ELEMENTS AND PERFORMANCE CRITERIA

| <b>ELEMENT</b><br>These describe the key outcomes which make up workplace function. | <b>PERFORMANCE CRITERIA</b><br>These are assessable statements which specify the required level of performance for each of the elements.<br><i><b>Bold and italicized terms are elaborated in the Range</b></i>  |
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| 1. Apply features of career pathways from the hospitality and Tourism Industry      | 1.1 Understand the Kenyan Education system and available training programs<br>1.2 Understand the relationship between gaining hospitality industry experience and receiving a formal education in hospitality<br>1.3 Organize a career plan that allows integrates experience and formal education<br>1.4 Integrate into a personal career plan the support needed for building a successful career in hospitality such as mentors, career advisors, and industry professional's |
| 2. Implement the FOUR C's with focus on core skills in curriculum                   | 2.1 Demonstrate professional communication skills<br>2.2 Practice team collaboration skills<br>2.3 Demonstrate critical thinking and problem-solving skills<br>2.4 Practice creativity skills<br>2.5 Understand personal core values   |

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| 3. Monitor implementation of interventions in career pathways | 3.1 Develop Entrepreneurial thinking skills<br>3.2 Develop a personal Career plan<br>3.3 Integrate a workplace training program<br>3.4 Develop a skills training plan<br>3.5 Demonstrate career networking skills<br>3.6 Develop formal job evaluation tools<br>3.7 Demonstrate effective workplace coaching skills |
| 4. Describe competencies required by employers globally       | 4.1 Understand a variety of leadership styles<br>4.2 Demonstrate cross cultural competence in the workplace<br>4.3 Demonstrate teamwork skills<br>4.4 Demonstrate understanding an understanding of diversity in the workplace<br>4.5 Demonstrate positive interpersonal skills                                     |

### **RANGE**

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

| <b>VARIABLE</b>                                  | <b>RANGE</b>   |
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| 1. Communication includes but is not limited to: | <ul style="list-style-type: none"> <li>• Written</li> <li>• Non- Verbal</li> <li>• Formal</li> <li>• Informal</li> <li>• Videos</li> <li>• Feedback</li> <li>• Listening skills</li> </ul> |

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| 2. Workplace relationships includes but is not limited to: | <ul style="list-style-type: none"> <li>• Interpersonal</li> <li>• Open</li> <li>• Conflict</li> <li>• Addressing workplace conflict</li> <li>• Professional values</li> <li>• Professional Attitudes</li> <li>• Team based relationships</li> <li>• Professional Attitudes</li> </ul> |
| 3. Team Work includes but is not limited to:               | <ul style="list-style-type: none"> <li>• Team projects</li> <li>• working with industry partners</li> <li>• Dealing with team conflict</li> </ul>   |

## **REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency. Assessment requires evidence that the candidate:

### **Required Skills**

- Demonstrating workplace professional Communication skills
- Identifying personal career goals
- Demonstrating problem solving skills
- Developing a personal career plan
- Demonstrating personal leadership
- Demonstrate professional workplace skills
- Demonstrate collaboration skills
- Critical thinking
- Develop strategies for working in culturally diverse environments

### **Required Knowledge**

The individual needs to demonstrate knowledge of:

- Theoretical understanding of Career development
- Understanding the concepts of writing personal career goals
- Demonstrated knowledge of hospitality and tourism career progression pathways
- Implementing strategies for developing a career progression
- Understanding how to be an effective member of a team
- Research hospitality organizations culture and values
- Understanding career progression
- Understand cross-cultural differences in a workplace setting