CTH LEVEL 6 PROFESSIONAL DIPLOMA IN TOURISM AND HOSPITALITY MANAGEMENT

Course Handbook

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Course Objective

The CTH Level 6 Professional Diploma in Tourism and Hospitality Management is designed to provide advanced knowledge and skills necessary for managerial roles within the tourism and hospitality sectors. This qualification covers a wide range of topics including strategic management, leadership, sustainable tourism practices, and operational excellence. It aims to equip students with practical insights and theoretical foundations to excel in diverse areas such as hotel management, event planning, tourism development, and customer service management. The programme emphasises both academic rigour and industry relevance, preparing graduates for leadership positions in the dynamic global tourism and hospitality industry.

Course Outcome

The overall outcomes of CTH Level 6 Professional Diploma in Tourism and Hospitality Management are as follows:

- To provide students with an understanding of the tourism and hospitality industry and of the key functions within the sector;

- To enable students to develop higher level academic skills that can be applied in a vocational context;

- To provide students with the knowledge and skills to enter employment in the tourism and hospitality sector;

- To lay the foundation for future professional development.

Course Structure
- **Duration of Study and Contact Hours:**
  6 months (Full-time)
  Minimum 15 hours per week, Total Contact Hours: 420 hours

- **Modules:**

No.	Module Title
1	The Strategic Impact of the Business Environment
2	Business Strategy for Hospitality and Tourism
3	Managing Events for Hospitality and Tourism
4	Quality Management for Hospitality and Tourism

- **Mode of Teaching:**

Face-to-Face Delivery via
- o Lecture Sessions
- o Tutorial Sessions
- o Class Discussion
- o Group Work & Pair Work

- **Teacher to Student Ratio:**
  1:80
- **Medium of Instruction:**
  English

Course Modules and Outline

S/N	Module Title	Learning objectives
1	The Strategic Impact of the Business Environment	The module will develop critical analysis skills in students enabling them to scrutinise the external and internal factors that impact upon hospitality and tourism organisations worldwide. Students will demonstrate ability to use a variety of analysis tools to facilitate analysis of environmental and internal business factors and their effect on the business and its market. Students will also develop their ability to assess the impact of these changing and evolving factors on a hospitality and tourism organisations and ability to respond and develop appropriate strategies.
2	Business Strategy for Hospitality and Tourism	This module aims to introduce students to the development of strategy for a hospitality or tourism organisation that creates competitive advantage and long-term sustainable growth for the business. Students will be able to identify and critically evaluate the issues facing a hospitality or tourism organisation when implementing a strategic plan and apply a range of methods and tools to assist with strategic implementation.
3	Managing Events for Hospitality and Tourism	Students will develop an understanding of the event industry and the unique aspects of managing events. Students will also develop the ability to apply operational and service quality management techniques to event management and make improvements to the event management process that will enhance the customer experience.
4	Quality Management for Hospitality and Tourism	Students will gain an understanding of the role of quality management in improving customer service levels for hospitality and tourism operations. Students will develop skills to enable them to make recommendations to amend quality improvement processes to improve customer experience.

Graduation Requirements

Students will be awarded the CTH Level 6 Professional Diploma in Tourism and Hospitality Management if they achieve at least a Pass grade in all modules of the course and has a minimum of 90% of attendance rate for the whole duration of the course.

Students who successfully completed the programme can progress onto the relevant qualification at a Master level or pursue various employment opportunities in the tourism and hospitality industry.

Admission Requirements

Age Requirement:
Minimum 19 years of age

Language Requirements:
Applicants are required to possess one of the following:
- Minimum C6 in English Language for GCE 'O' Level or regional equivalent
- International English Language Testing System (IELTS) score of 5.5, or
- Kingston International College's English Placement Test, or
- Other English Language Proficiency Tests (TOEFL etc) – will be considered on a case-by-case basis

Academic Requirements:
Minimum Advanced Diploma or regional equivalent

Mature Candidates:
- Are 30 years and above at the time of registration; and
- Have at least 8 years of verifiable working experience; and
- Provide a detailed resume with contact details of past and present employers

All applicants are subjected to the College's assessment of eligibility for entry into the programme.

Required Documents
1. Application Form
2. Passport Photocopy of Applicant
3. Certified Copy of Highest Qualification Certificates and Transcripts
4. 2 Passport Size Photograph
5. CV (For Mature Candidates)

Course Fees

Course Fees:	Price (SGD) (With GST, if any)
Course Registration Fee	**100**
Tuition Fee	**5,900**
Course Material Fees	**500**
Medical Insurance	**120**
Student Pass Application and Issuance Fee	**180**
Fee Protection Scheme	**300**

(A) Total Course Fees Payable	7,100
CTH Examination Fee	1000
Institution Registration Fee	100
(B) Total Institution Fee + Exam (CTH)	1,100
Total Course Fees Payable + (Total Institution Fee + Exam) = (A) + (B)	8,200
Total Course Fees Payable = (A) + (B) + GST 9%	8,938

Miscellaneous Fees	Price (SGD$) (With GST, if any)
Student Pass Renewal Processing Fees	275
College Application Fees (Non-refundable)	350
Medical Check-Up	55
Re-Mark Examination Fee / Certificate Reprint	164
Re-Examination Fee / Late Entry Exam Fee (per module)	109
Graduation Fee (Local)	Up to 540
Late Payment Fee (per month)	109
Request for Hard Copy of e-Transcript / e-Certificate	55
Certificate Courier Fee (Certificate + Transcript)	71
College Uniform	21.80

Course Assessment

- **Modes for Assessment:**

Module Code	Module Title	Assessment Mode	Weightage
SIBE	The Strategic Impact of the Business Environment	Assignment	100%
BSHT	Business Strategy for Hospitality and Tourism	Closed Book Written Examination	100%
MEHT	Managing Events for Hospitality and Tourism	Assignment	100%
QMHT	Quality Management for Hospitality and Tourism	Closed Book Written Examination	100%

Overall Module and Written Examination Grade

Level 6		
PASS 40% to 59%	**MERIT** 60% to 69%	**DISTINCTION** 70%+
To achieve a Pass grade, students must: • meet the requirements of the assessment criteria and learning outcomes.	**To achieve a Merit grade, students must:** • meet the requirements of the assessment criteria and learning outcomes. • demonstrate evidence of critical analysis to evaluate principles and concepts in the area of study. • evaluate complex information and resolves conflicting information and situations. • apply theories, principles, and concepts to the area of study to provide insight into complex or conflicting information or situations. • develop coherent and credible arguments justified from a wide range of academic research. • question assumptions, inconsistencies, and areas of doubt within the field of study. • use tried and tested approaches to problem solving to create practicable solutions. • use a wide range of academic research sources and theories to justify recommendations. • present work that is articulate and professionally presented in conformity with agreed conventions, including Harvard Style Academic Referencing.	**To achieve a Distinction grade, students must:** • meet the requirements of the assessment criteria and learning outcomes. • apply theories, principles, and concepts beyond the area of study to create innovation insights into complex or conflicting information or situations. • evaluate the implications of actions, methods and results and their consequences. • make rational and substantiated judgements in complex and unpredictable contexts within the field of study. • use a wide range of academic research sources and theories to justify recommendations. • reconcile uncertainties and ambiguities in the area of study. • adapt and synthesise different approaches to problem solving to create innovative insights and solutions. • present work that is persuasively argued and professionally presented in conformity with agreed conventions, including Harvard Style Academic Referencing.

Assessment Schedule

Please find below the global schedule for examination registration deadlines, examination dates, assignment submission dates and the declaration of results.

2025

Assessment series	Learner qualification registration deadline	Assessment registration deadline	Late / Final assessment registration deadline	Assignment submission deadline	Last date to log assignment results on CTH Hub	Examination dates	Results declared
March 2025	Learners must be registered with CTH for each qualification within **two weeks** of starting the course, or earlier if stated otherwise in the qualification Delivery & Assessment Handbook. NB. No charges apply at the point of qualification registration.	Monday 10th February 2025	Monday 17th February 2025	Monday 24th February 2025	Friday 28th February 2025	Monday 3rd March – Thursday 6th March 2025	Friday 25th April 2025
June 2025		Monday 12th May 2025	Monday 19th May 2025	Monday 26th May 2025	Friday 30th May 2025	Monday 2nd June – Thursday 5th June 2025	Friday 25th July 2025
September 2025		Monday 11th August 2025	Monday 18th August 2025	Monday 1st September 2025	Friday 5th September 2025	Monday 8th September – Thursday 11th September 2025	Friday 31st October 2025
December 2025		Monday 10th November 2025	Monday 17th November 2025	Monday 24th November 2025	Friday 28th November 2025	Monday 1st December – Thursday 4th December 2025	Friday 23rd January 2026

https://www.cthawards.com/wp-content/uploads/docs/exam-assignment-schedule/cth-assessment-timetable-2025.pdf

Note:
- The schedule for an examination and assessment session may occasionally be subject to change up to 3 months prior to the start of a particular session. Students should always refer to the latest schedule available from CTH for confirmation of a particular session schedule.
- All assessment registration fees must be received by CTH prior to each assessment session. For resits, registration is required and an assessment fee is payable.
- A late registration fee per learner per assessment will be applied to assessment registrations received after the registration deadline. Registrations made after the late registration deadline will NOT be accepted.
- Completed theory examination papers must be sent back to CTH immediately (within 24 hours of sitting the exam).
- For re-examinations, registration is required by the above registration deadlines, and an assessment fee or late assessment fee is payable.