KINGSTON
International College

# DIPLOMA IN HOSPITALITY AND TOURISM MANAGEMENT

Course Handbook

KINGSTON
International College

# Table of Contents

Course Objective ..... 2
Course Outcome ..... 2
Course Structure ..... 2
Course Modules and Outline ..... 3
Graduation Requirements ..... 3
Admission Requirements ..... 4
Required Documents ..... 4
Course Fees ..... 4
Course Assessment ..... 6

## Course Objective

The Diploma in Hospitality and Tourism Management is particularly designed to equip learners with the knowledge and understanding of the operational aspects and key principles of how both industries work. Learners are required to demonstrate interpersonal, self-study and research and presentation skills throughout the qualification.

## Course Outcome

The course combines practical career-based elements with several essential underpinning management disciplines that will be invaluable as the individual's career progresses. The course is therefore an ideal preparation for immediate employment in the sector.

The aims are to provide a qualification that:

- Provide learners with the knowledge and skills that will enable them to progress to Advanced Diploma in hospitality and tourism related studies;
- Provide learners with the necessary theoretical and practical knowledge of hospitality and tourism at the Diploma level and
- Lay the foundation for future professional development.

## Course Structure

- **Duration of Study and Contact Hours:**
  12 months (6 months institutional studies + 6 months Industrial Attachment) (Full-time)
  3 hours per day, 5 days a week
  Total Hours: 360 hours + 6 months industrial attachment

- **Modules:**
  **Five (5) Modules**
  - Customer Service Quality Management
  - Food and Beverage Management
  - Travel and Tourism Management
  - Front Office and Housekeeping Management
  - Industrial Attachment

- **Mode of Teaching:**
  Face-to-Face Delivery via
  - Lecture Sessions
  - Tutorial Sessions
  - Class Discussion
  - Group Work & Pair Work
  - Practical Sessions
  - Industrial Attachment

- **Teacher to Student Ratio:**
  1:90

- **Medium of Instruction:**
  English

## Industrial Attachment

The Industrial Attachment provides students the opportunity to undergo 6 months internship in a business industry. Typical business establishments range from industrial or commercial organization or enterprise. Students will be able to apply their academic learning via hands-on learning in real life scenarios.

The Industrial Attachment forms a critical part of the overall assessment. Students are expected to complete their work-based assessment in the form of the Industrial Attachment Logbook during the 6-month period.

A training work permit is required to undertake the Industrial Attachment. The application for training work permit is subject to approval by the Ministry of Manpower. Students who are unable to secure the training work pass will have to successfully complete and submit an assignment for the module under IA.

## Course Modules and Outline

**1) Customer Service Quality Management**

This module covers customer service operations, manage customers' complaints, analyse the effectiveness of customer service and understand the use of quality standards in the hospitality and tourism industry.

**2) Food and Beverage Management**

This module introduces the principles of food and beverage operations, develop food and beverage operations, understand food and beverage service, managing purchasing and storage of food and beverages and analyse the effectiveness of food and beverage operations.

**3) Travel and Tourism Management**

This module introduces the tourism system, the patterns of domestic and international tourism, understand the travel and tourism services, analyse the tourism sector and anaylse the factors that affects travel and tourism.

**4) Front Office and Housekeeping Management**

This module covers front office processes and operations, housekeeping operations and analyse the effectiveness of both the front office and housekeeping operations.

**5) Industrial Attachment**

Through a 6-month industrial attachment, this module aims to introduce learners to a range of functions within the hospitality or tourism industry. Students will be able to apply knowledge and skills and gain relevant real-life experience for future career readiness.

## Graduation Requirements

Students will be awarded the Diploma in Hospitality and Tourism Management if they achieve at least a Pass grade in all 5 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 Diploma in Hospitality and Tourism Management can progress onto the Advanced Diploma qualifications in Hospitality and Tourism studies.

## Admission Requirements

**Age Requirement:**
Minimum 18 years of age

**Language Requirements:**
Minimum C6 in English Language for GCE 'O' Level or regional equivalent

**Academic Requirements:**
Minimum 3 GCE O Level credits (minimum C6 in any 3 subjects) or NITEC (in any field) 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)** |
|---|---|
| Tuition Fees | 4,250 |
| Examination Fees | 300 |
| Course Material Fees | 450 |
| College Administration Fee | 100 |
| Fee Protection Scheme | 200 |
| Student Pass Application and Issuance Fees | 180 |
| Medical Insurance | 120 |
| Total Course Fees Payable | 5,600 |
| GST 9% | 504 |
| **Total Course Fees Payable** | **6,104** |

| 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:**

The students will be assessed through two (2) components:
1) Closed Book Written Examination
2) Industrial Attachment Logbook / Assignment

| Module Code | Module Title | Assessment Mode | Frequency | Weightage |
|---|---|---|---|---|
| **CSQM** | Customer Service Quality Management | Closed Book Written Examination | 1 | 100% |
| | | **Total** | | **100%** |

| Module Code | Module Title | Assessment Mode | Frequency | Weightage |
|---|---|---|---|---|
| **FBM** | Food and Beverage Management | Closed Book Written Examination | 1 | 100% |
| | | **Total** | | **100%** |

| Module Code | Module Title | Assessment Mode | Frequency | Weightage |
|---|---|---|---|---|
| **TTM** | Travel and Tourism Management | Closed Book Written Examination | 1 | 100% |
| | | **Total** | | **100%** |

| Module Code | Module Title | Assessment Mode | Frequency | Weightage |
|---|---|---|---|---|
| **FOHM** | Front Office and Housekeeping Management | Closed Book Written Examination | 1 | 100% |
| | | **Total** | | **100%** |

| Module Code | Module Title | Assessment Mode | Frequency | Weightage |
|---|---|---|---|---|
| **IA** | Industrial Attachment | Industrial Attachment Logbook / Assignment | 1 | 100% |
| | | **Total** | | **100%** |

- **Overall Grade Structure for each module:**

| High Distinction | Distinction | Merit | Pass | Fail |
|---|---|---|---|---|
| 90 – 100% | 80 – 89% | 60 – 79% | 50 – 59% | Below 50% |

- **Assessment Schedule**

| Module | Duration | Assessment Schedule |
|---|---|---|
| **CSQM** | Weeks 1 – 6 | Week 6 – Closed Book Written Examination |
| **FBM** | Weeks 1 – 6 | Week 6 – Closed Book Written Examination |
| **TTM** | Weeks 1 – 6 | Week 6 – Closed Book Written Examination |
| **FOHM** | Weeks 1 – 6 | Week 6 – Closed Book Written Examination |
| **IA** | 6 Months IA | Industrial Attachment Logbook / Assignment |

**Note:**
Actual dates of the assessments may vary to better fit students' learning progress. Students will be informed by the class lecturer if there are changes.