



**CTH Level 3 Foundation Diploma in
Tourism and Hospitality (QCF)**
Course Handbook

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Course Objective

Students will be able to gain access to the first year of selected university degrees, or to any of the Level 4 CTH Diploma programmes. It is also a free-standing qualification for those who wish to enter employment at team member level.

Course Outcome

The course combines practical career-based elements with a number of 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.

Course Structure

- Duration of Study:
Twelve (12) months
(6 Months Academic + 6 Months Industrial Attachment)
- Modules: Four (4) Modules
 - Essentials of Human Resources and Business Computing in Tourism and Hospitality
 - Essentials of Marketing and Customer Relationships in Tourism and Hospitality
 - Tourism and Hospitality
 - Industrial Attachment
- Mode of Teaching:
Classroom-based (inclusive of the following - face-to-face classroom lectures, peer interactions, individual assignments, case studies, group study and in-class exercises) & Industrial Attachment
- Teacher Student Ratio:
1:90
- Medium of Instruction:
English

Industrial Attachment

The Industrial Attachment provides students the opportunity to undergo 6 months internship in the hospitality or tourism industry. Typical establishments range from small businesses such as restaurants, boutique hotels and travel agencies through to large, globally recognized hotel chains. 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 during this 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 do are unable to secure the training work pass will have to successfully complete and submit an assignment under IA.

Course Modules and Outline

Essentials of human resources and business computing in tourism and hospitality (EHRTH):

This unit aims to introduce learners to the essentials of human resources in tourism and hospitality. Learners will understand the organisation of staff in tourism and hospitality, the principles of leadership, motivation and equal opportunities and the use of IT in tourism and hospitality.

Essentials of marketing and customer relationships in tourism and hospitality (EMCRTH):

This unit aims to introduce learners to marketing, sales and customer relationships in the tourism and hospitality industry. Learners will understand how a hospitality or tourism business is affected by external factors in which it operates. They will understand the key concepts of marketing and sales techniques. Learners will gain an understanding of the importance of customer care. Learners will develop skills to enable them to deliver effective customer service and to identify areas for improvements.

Tourism and hospitality industry (THI):

This unit aims to introduce learners to the tourism and hospitality industry. Learners will understand the types and characteristics of different hotel and food service providers. Learners will also understand the roles and functions of different delivery channels operating within the industry and will be able to gain an insight into how the industry has developed and is likely to develop in future.

Industrial Attachment (IA)

This unit aims to introduce learners to a range of functions within the tourism and hospitality industry i.e. front office, housekeeping, food and beverage operations, destination analysis and tour guiding operations.

Graduation Requirements

Students will be awarded the CTH Level 3 Foundation Diploma in Tourism and Hospitality QCF by CTH, if they achieve at least a Pass grade in all modules of the examination.

Admission Requirements

- Minimum 17 years old at time of registration; **and**
- Minimum (C6) in English 'O' Levels or equivalent; **or**
- Pass in English Proficiency Test; **or**
- CTH Level 2 Diploma; **and**
- Minimum 3 GCE 'O' Level credits (minimum C6 in any 3 subjects) or NITEC (in any field) or regional equivalent

For 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 applications are subject to the School'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)
Course Registration Fee	100
Tuition Fee	3640
Student Membership Fee (CTH)	125
Course Material Fees	350
Medical Insurance	120
Student Pass Application and Issuance Fee	180
Fee Protection Scheme	200
(A) Total Course Fees Payable	4715
CTH Examination Fee	335
Institution Registration Fee	50
(B) Total Institution Fee + Exam (CTH)	385
Total Course Fees Payable + (Total Institution Fee + Exam) = (A) + (B)	5100

Miscellaneous Fees	Price (SGD)
Student Pass Renewal Processing Fees	200
School Application Fees (Non-refundable)	300
Medical Check-Up	50
Re-mark Examination Fee / Cert Reprint	150
Re-Examination Fee / Late Entry Exam Fee (per module)	100

Course Assessment

Module Code	Module Title	Assessment Mode
EHRTH	Essentials of Human Resources and Business Computing in Tourism and Hospitality	Closed Book Written Examination – 100%
EMCRTH	Essentials of Marketing and Customer Relationships in Tourism and Hospitality	Closed Book Written Examination – 100%
THI	Tourism and Hospitality Industry	Assignment – 100%
IA	Industrial Attachment	Assignment – 100%

Note:

Individual units and the qualifications will be graded either as fail, pass, merit or distinction.

Overall Module and Written Examination Grade

The following table explains the generic grading criteria that should be used.

Level	Failure criteria	Pass criteria	Merit criteria	Distinction criteria
Level 3	Students who fail:	To achieve a pass grade (40% to 59%) students must:	To achieve a merit grade (60% to 79%) students must:	To achieve a distinction grade (80%+) students must demonstrate:
	<ul style="list-style-type: none"> • have major weaknesses or have not fulfilled the CTH academic regulations • do not meet the requirements of the assessment criteria and learning outcomes of the unit • provide wholly descriptive answers with no interpretation or evaluation • supply little or no evidence of the application of theory • write in a poor standard of presentation, grammar, spelling, use of English and work lacks a coherent structure • do not offer references for sources 	<ul style="list-style-type: none"> • demonstrate awareness and understanding of issues in the area of study • interpret and evaluate information • apply theory that is relevant to the area of study • use basic research and investigative techniques • present work that is neat, clear and logical, with sources clearly referenced. • meet the requirements of the assessment criteria and learning outcomes 	<ul style="list-style-type: none"> • demonstrate a level of understanding of key issues in the area of study • interpret and evaluate correctly key concepts and models • apply a range of theories relevant to the area of study • use a range of research and investigative techniques • produce work that is well presented, clear and well structured, with sources clearly referenced. • meet the requirements of the assessment criteria and learning outcomes 	<ul style="list-style-type: none"> • in depth understanding and knowledge of relevant issues and their implications in the area of study • good level of interpretation and evaluation of concepts and models • some evidence of original thinking • the application of a range of theories in different contexts • use of a range of research and investigative techniques to solve problems • well argued conclusions or recommendations • presentation of work is neat, clear, well-structured and coherent, with sources clearly referenced. • meet the requirements of the assessment criteria and learning outcomes

Assessment Schedule

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

Late examination and assignment registration fees will apply after the published date has expired. All payments must be made prior to each exam session.

2020

Assessment Series	Student qualification registration deadline	Assessment registration deadline	Late / Final Assessment Registration Deadline *	Assignment submission deadline **	Examination dates ***	Results declared
March 2020	Students must be registered with CTH for each qualification within one month of starting the course.	Monday 3 rd February 2020	Monday 17 th February 2020	Monday 24 th February 2020	Monday 2 nd March - Thursday 5 th March 2020	Friday 24 th April 2020
June 2020		Monday 4 th May 2020	Monday 18 th May 2020	Monday 1 st June 2020	Monday 8 th June - Thursday 11 th June 2020	Friday 31 st July 2020
September 2020		Monday 17 th August 2020	Monday 31 st August 2020	Monday 7 th September 2020	Monday 14 th September - Thursday 17 th September 2020	Friday 6 th November 2020
December 2020		Monday 9 th November 2020	Monday 23 rd November 2020	Monday 30 th November 2020	Monday 7 th December - Thursday 10 th December 2020	Friday 29 th January 2021

* £15 late assessment entry fee applies per assessment

** Assignment scripts must be received by CTH by this deadline

*** See CTH Examination Schedule for days & times of each examination

Examination papers taken must be sent back to CTH immediately (within 48 hours of sitting the exam) and certainly by end of the exam week. Exam papers not returned to CTH within 48 hours of the last exam taken may miss the result declaration date and will be transferred to the next assessment series at a cost to the Centre.

It is expected January exams/assignments which were unsuccessful would be re-taken or resubmitted in June, likewise March would be retaken in September and so forth, hence the overlap of dates between sessions.

Disclaimer: 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. Centres and students should always refer to the latest schedule available from CTH for confirmation of a particular session schedule.