



CTH Level 4 Diploma  
in Hospitality Management  
Course Handbook

## Table of Contents

Course Objective .....	2
Course Outcome .....	2
Course Structure .....	2
Industrial Attachment .....	3
Course Modules and Outline .....	4
Graduation Requirements .....	4
Admission Requirements .....	5
Required Documents .....	5
Course Fees .....	6
Course Assessment .....	6
Overall Module and Written Examination Grade .....	8
Assessment Schedule .....	9

## Course Objective

The CTH Level 4 Diploma in Hospitality Management will provide an understanding of fundamental operational aspects and a knowledge of the key hospitality management principles involved.

## 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, Full-time  
(6 Months Academic + 6 Months Industrial Attachment)
- Modules: Five (5) Modules
  - Rooms Division Operations
  - Food and Beverage Operations
  - Finance in Tourism and Hospitality
  - Global Tourism and Hospitality
  - Industrial Attachment—Rooms Division Supervision, Food and Beverage Supervision, Customer Service Management in Tourism and Hospitality
- 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 are unable to secure the training work pass will have to successfully complete and submit assignments for the modules under IA.

## Course Modules and Outline

### **Rooms Division Operations (RDO):**

This unit covers understanding rooms division operations (front office and housekeeping departments), front office processes and housekeeping operations.

### **Food and Beverage Operations (FBO):**

This unit covers understanding the principles of food production operations, food production operations and food and beverage service.

### **Finance in Tourism and Hospitality (FTH):**

This unit enables students to gain an understanding of main sources of finance, to understand the relationships between cost volume and profit, to carry out specific costing practices and make recommendations on prices and interpret business performance using recognised tools.

### **Global Tourism and Hospitality (GTH):**

This unit covers understanding the size and scope of the global tourism and hospitality industry, the food and accommodation sub-sectors it, the issues and influences affecting it and the growth of global tourism and hospitality brands.

### **Industrial Attachment (IA):**

#### **Rooms Division Supervision (RDS):**

This unit covers evaluating the effectiveness of rooms division operations (front office and housekeeping departments), supervising housekeeping operations and managing the performance of staff.

#### **Food and Beverage Supervision (FBS):**

This unit covers evaluating the effectiveness of food and beverage operations, developing food and beverage operations, understanding how to arrange banquets and functions, understanding how to supervise the purchasing and storage of food and beverages and the management of staff performance.

#### **Customer Service Management in Tourism and Hospitality (CSMTH):**

This unit covers the management of customer service operations, managing the resolution customers' queries and complaints, analysing the effectiveness of customer service in hospitality or tourism and understanding the use of quality systems in the tourism and hospitality industry.

## Graduation Requirements

Students will be awarded the CTH Level 4 Diploma in Hospitality Management 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 English Proficiency Test; **and**
- Minimum 2 GCE A Level credits (minimum Grade D in any 2 subjects) or equivalent; **or**
- CTH Level 3 Diploma

### 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

<b>Course Fees:</b>	<b>Price (SGD\$) (With GST, if any)</b>
Course Registration Fee	<b>100</b>
Tuition Fee	<b>4850</b>
Student Membership Fee (CTH)	<b>150</b>
Course Material Fees	<b>500</b>
Medical Insurance	<b>120</b>
Student Pass Application and Issuance Fee	<b>180</b>
Fee Protection Scheme	<b>300</b>
<b>(A) Total Course Fees Payable</b>	<b>6200</b>
CTH Examination Fee	<b>900</b>
Institution Registration Fee	<b>100</b>
<b>(B) Total Institution Fee + Exam (CTH)</b>	<b>1000</b>
<b>Total Course Fees Payable + (Total Institution Fee + Exam) = (A) + (B)</b>	<b>7200</b>

<b>Miscellaneous Fees</b>	<b>Price (SGD\$) (With GST, if any)</b>
Student Pass Renewal Processing Fees	216
School Application Fees (Non-refundable)	324
Medical Check-Up	54
Re-mark Examination Fee / Certificate Reprint	162
Re-Examination Fee / Late Entry Exam Fee (per module)	108
Late Payment Fee (per month)	54

## Course Assessment

Module Code	Module Title	Assessment Mode
RDO	Rooms Division Operations	Closed Book Written Examination – 100%
FBO	Food and Beverage Operations	Closed Book Written Examination – 100%
FTH	Finance in Tourism and Hospitality	Closed Book Written Examination – 100%
GTH	Global Tourism and Hospitality	Assignment – 100%
IA	Industrial Attachment	
	Rooms Division Supervision	Assignment – 100%
	Food and Beverage Supervision	Assignment – 100%
	Customer Service Management in Tourism and Hospitality	Assignment – 100%

**Note:**

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



## Overall Module and Written Examination Grade

Level	Failure criteria	Pass criteria	Merit criteria	Distinction criteria
<b>Level</b>	<b>Students who fail:</b>	<b>To achieve a pass, students must:</b>	<b>To achieve a merit grade (60% to 79%) students must:</b>	<b>To achieve a distinction grade (80%+) students must:</b>
<b>4</b>	<ul style="list-style-type: none"> <li>do not meet the requirements of the assessment criteria and learning outcomes of the unit</li> </ul>	<ul style="list-style-type: none"> <li>meet the requirements of the assessment criteria and learning outcomes</li> </ul>	<ul style="list-style-type: none"> <li>meet the requirements of the assessment criteria and learning outcomes</li> <li>use, analyse and interpret quantitative and qualitative data to develop coherent arguments</li> <li>apply a range of theories in different contexts</li> <li>demonstrate the use of a range of academic research sources</li> <li>make sound judgements that accord with theories and concepts in the area of study</li> <li>use established problem solving techniques within the area of study</li> <li>present work that is neat, clear and well structured, with clearly referenced sources</li> </ul>	<ul style="list-style-type: none"> <li>meet the requirements of the assessment criteria and learning outcomes</li> <li>apply a detailed knowledge of the theories, trends and issues within the area of study drawn from a range of academic research</li> <li>evaluate the selection of approaches, models and tools in the area of study</li> <li>demonstrate the use of a range of academic research sources</li> <li>communicate the results of work convincingly, supported by structured and coherent arguments</li> <li>adapt and synthesise established problem solving techniques</li> <li>make sound judgements that accord with theories and concepts in the area</li> <li>present work that is professional and coherent, with clearly referenced sources</li> </ul>

## Assessment Schedule

Please find below the 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.

### 2023

Assessment series	Student qualification registration deadline	Assessment registration deadline	Late / Final Assessment Registration Deadline	Assignment submission deadline	Examination dates	Results declared
March 2023	Students must be registered with CTH for each qualification within <b>two weeks</b> of starting the course.  NB. No charges apply at the point of qualification registration.	Monday 6 <sup>th</sup> February 2023	Monday 13 <sup>th</sup> February 2023	Monday 20 <sup>th</sup> February 2023	Monday 27 <sup>th</sup> February - Thursday 2 <sup>nd</sup> March 2023	Friday 21 <sup>st</sup> April 2023
June 2023		Monday 8 <sup>th</sup> May 2023	Monday 22 <sup>nd</sup> May 2023	Monday 29 <sup>th</sup> May 2023	Monday 5 <sup>th</sup> June - Thursday 8 <sup>th</sup> June 2023	Friday 28 <sup>th</sup> July 2023
September 2023		Monday 14 <sup>th</sup> August 2023	Monday 28 <sup>th</sup> August 2023	Monday 4 <sup>th</sup> September 2023	Monday 11 <sup>th</sup> September - Thursday 14 <sup>th</sup> September 2023	Friday 3 <sup>rd</sup> November 2023
December 2023		Monday 13 <sup>th</sup> November 2023	Monday 20 <sup>th</sup> November 2023	Monday 27 <sup>th</sup> November 2023	Monday 4 <sup>th</sup> December - Thursday 7 <sup>th</sup> December 2023	Friday 26 <sup>th</sup> January 2024

Examination papers taken must be sent back to CTH immediately (within 48 hours of sitting the exam) and certainly by end of the examination 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.