



CTH Level 4 Diploma in Hospitality
Management (QCF)
Course Handbook

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Course Objective

CTH Level 4 Diploma 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
(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 do 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, 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 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 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

Course Fees:	Price (SGD)
Course Registration Fee	100
Tuition Fee	4220
Student Membership Fee (CTH)	115
Course Material Fees	450
Medical Insurance	120
Student Pass Application and Issuance Fee	180
Fee Protection Scheme	200
(A) Total Course Fees Payable	5385
CTH Examination Fee	665
Institution Registration Fee	50
(B) Total Institution Fee + Exam (CTH)	715
Total Course Fees Payable + (Total Institution Fee + Exam) = (A) + (B)	6100

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

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.