



**DIPLOMA IN HOSPITALITY AND  
TOURISM MANAGEMENT EARNING  
(E-LEARNING)  
Course Handbook**

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## Course Objective

The Diploma in Hospitality and Tourism Management (E-Learning) 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:**  
6 months (Full-time); 3 hours per day, 5 days a week  
Total Hours: 360 hours
- **Modules:**  
**Four (4) Modules**
  - Customer Service Quality Management
  - Food and Beverage Management
  - Travel and Tourism Management
  - Front Office and Housekeeping Management
- **Mode of Teaching:**  
Online Delivery via
  - Lecture Sessions
  - Tutorial Sessions
  - Class Discussion
  - E-Learning Applications
- **Teacher to Student Ratio:**  
1:80
- **Medium of Instruction:**  
English

## 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 analyse 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.

## Graduation Requirements

Students will be awarded the Diploma in Hospitality and Tourism Management (E-Learning) if they achieve at least a Pass grade in all 4 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 (E-Learning) 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 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\$)
Tuition Fees	1,990
Examination Fees	360
Course Material Fees	250
School Administration Fee	100
Fee Protection Scheme	100
<b>Total Course Fees Payable</b>	<b>2,800</b>

Miscellaneous Fees	Price (SGD\$)
*Student Pass Renewal Processing Fees	200
School Application Fees (Non-refundable)	300
*Medical Check-Up	50
Re-Mark Examination Fee / Certificate Reprint	150
Re-Examination Fee / Late Entry Exam Fee (per module)	100
Late Payment Fee (per month)	50
Physical Certificate and Courier fee	50

\*Not applicable for E-learning courses

## Course Assessment

- Modes for Assessment:**

The students will be assessed through the following component:

1) Written Examination

Module Code	Module Title	Assessment Mode	Frequency	Weightage
CSQM	Customer Service Quality Management	Written Examination	1	100%
<b>Total</b>				<b>100%</b>

Module Code	Module Title	Assessment Mode	Frequency	Weightage
FBM	Food and Beverage Management	Written Examination	1	100%
<b>Total</b>				<b>100%</b>

Module Code	Module Title	Assessment Mode	Frequency	Weightage
TTM	Travel and Tourism Management	Written Examination	1	100%
<b>Total</b>				<b>100%</b>

Module Code	Module Title	Assessment Mode	Frequency	Weightage
FOHM	Front Office and Housekeeping Management	Written Examination	1	100%
<b>Total</b>				<b>100%</b>

- 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 – Written Examination
FBM	Weeks 1 – 6	Week 6 – Written Examination
TTM	Weeks 1 – 6	Week 6 – Written Examination
FOHM	Weeks 1 – 6	Week 6 – Written Examination

**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.