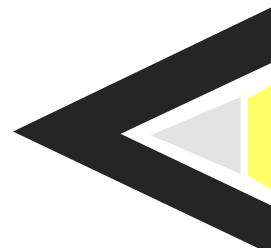


# Diploma in Hospitality and Tourism Management



The Diploma in Hospitality and Tourism Management programme aims to provide students with the basic knowledge and skills acquired in the hospitality and tourism industry. It is designed to help students to have a broad understanding of the operational aspects and theories implied in this industry.

We aim to enhance students' employability and training by having an on-the-job training element in the course through the Industrial Attachment segment, where students will be able to apply their knowledge to their workplace.



**Job Prospects**

- Accommodation Executive
- Catering Executive
- Restaurant Executive
- Destination and Attraction Executive
- Events Executive
- Tour Liaison Officer / Executive
- Hotel Executive
- Hotel & Hospitality Services Executive

**Entry Requirements**

Age	• Minimum 16 years old
Academic Qualification	• 3 GCE 'O' Level Passes at C6 and above; or • NITEC or Higher NITEC; or • Formal education equivalent to GCE 'O' Level
English Language Proficiency	• GCE 'O' Level Pass in English at C6 and above; or • IELTS 5.0 and above; or equivalent

**Intake**

Monthly intake. Please contact IMSC for specific intake dates.

**Course Duration**

Academic Instruction (6 months)	No. of days per week	5
	No. of hours per day	3-4

The number of hours stated above are subject to change. Students will be eligible for the course as long as they fulfil the requisite number of hours, and successfully complete all the assessments as required of them.

Industrial Attachment (Up to 6 months)	Upon completion of all 6 modules, students are required to attend an Industrial Attachment (IA). However, if students are unable to secure an IA, they will be given the option to complete a Final Project (FP).
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**Delivery Method**

The form of teaching involves lectures given to groups of students, accompanied by tutorials.

**Assessment Methods**

Assessments may take the form of one or more of the following:

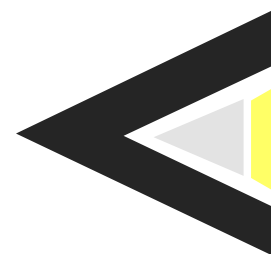
- Written and/or Oral Examinations
- Simulations
- Projects and/or Case Studies
- Role plays
- Practical Demonstrations and Assessments

**Recognition of Prior Learning**

Recognition of Prior Learning (RPL) is a process where a candidate may be granted credit or partial credit towards a qualification in recognition of skills and knowledge gained through work experience and/or formal training. For additional information relating to RPL for this course, please contact IMSC.

**Enrollment**

Contact IMSC at (65) 6423 0668 or [info@imsc.edu.sg](mailto:info@imsc.edu.sg).



**Course Outline**

Academic Instruction (6 months)	Total no. of modules	6 modules
	No. of contact hours per module	60 hours
	Total contact hours	6 modules x 60 hours = 360 hours
Industrial Attachment (Up to 6 months)	Upon completion of all 6 modules, students are required to attend an Industrial Attachment (IA). However, if students are unable to secure an IA, they will be given the option to complete a Final Project (FP).	

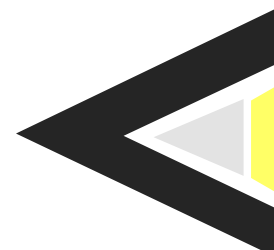
**Compulsory Core Modules**

<b>Module Titles</b>	Understanding the Tourism and Hospitality Industry
	Services Marketing
	Food and Beverage Operation
	Housekeeping Operations
	Front Office Operations
	Business Operations in the Hospitality & Tourism Sector
	Industrial Attachment

**Module Description**

Understanding the Tourism and Hospitality Industry	This module aims to introduce students to the tourism and hospitality industry. Students will understand the types and characteristics of different hotel and food service providers. Students 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.
Services Marketing	The aim of this module is to introduce learners to services marketing techniques and to provide an understanding of the role of customer service in the hospitality and tourism industry. Learners will be introduced to the principles of consumer behaviour and the marketing mix.
Food and Beverage Operation	Emphasize the importance of the theoretical and practical aspects required of service staff involved in the day to day operations of food and beverage outlets. This module also includes an understanding of service delivery decision-making process and standards that are expected of them. This subject explains and examines the product, its origin; the making process and packaging and service aspect of alcoholic and non-alcoholic beverages. It is a prerequisite to managing food and beverage service in the tourism and hospitality industry
Housekeeping Operations	The aim of this module is to enable students to examine concepts of housekeeping operations in the hospitality industry. One of the principle goals of housekeeping is to serve the needs of guests by providing appropriate care for their accommodation and for other areas in the lodging property.

- Front Office Operations** The aim of this module is to introduce students to the systems and procedures required for Front Office Operations. It emphasizes the importance of high standards in personal qualities and the provision of customer service. Students will develop knowledge and skills in reception procedures as well as understanding the key legislation that relates to reception procedures. They will also evaluate the suitability of different procedures for a range of hospitality outlets.
- Business Operations in the Hospitality & Tourism Sector** The aim of this module is to provide students with a broad introduction into the complex world of hospitality and tourism business operations. It provides an overview of the separate functions and activities that concern managers in modern businesses. This module reflects modern concerns of hospitality and tourism business operations.
- Industrial Attachment** Upon completion of all 6 modules, all students are required to undertake an industrial attachment for up to 6 months with an organization of their choice. Students will be required to submit reports and evaluations during the attachment.
- Industrial experience learning opens your eyes to a range of opportunities in the business world. It gives the learners first-hand practical experience and the chance to see what a variety of different jobs are really like, including some the learner may have considered. In this module, the learner will be exposed to different types of industry-related learning and its benefits. The learner will gather information before starting the placement, and how the placement can help the learner develop key competencies needed for employment. The learner will learn more about expectations of different roles and evaluate the experience through a reflective journal.
- Final Project** Students who are unable to secure an attachment can opt for the Final Project as a replacement of the attachment. Students will be required to complete a research paper and presentation on a topic of their choice under the guidance of a lecturer.



**Fees**

LOCAL STUDENTS		
Fees Breakdown		Amount including 7% GST (SGD)
<i>Academic Fees</i>		
1	Course Fees	4,280.00
2	Course Material Fees	642.00
3	Examination Fees	642.00
<b>Sub-Total:</b>		<b>5,564.00</b>
<i>Others</i>		
4	Application Fees (non-refundable)	192.60
5	Fee Protection Scheme (FPS) (compulsory)	111.25
6	Medical Insurance (optional)	96.30
<b>Grand Total:</b>		<b>5,964.15</b>

## Note:

- Application Fees (\$192.60) have to be paid to begin the registration process.
- Fee Protection Scheme is compulsory and payable before course commencement.
- Instalment payment potentially available for local students.
- Medical insurance is optional if student has equivalent local insurance coverage.

INTERNATIONAL STUDENTS		
Fees Breakdown		Amount including 7% GST (SGD)
<i>Academic Fees</i>		
1	Course Fees	4,815.00
2	Course Material Fees	642.00
3	Examination Fees	642.00
<b>Sub-Total:</b>		<b>6,099.00</b>
<i>Others</i>		
4	Application Fees (non-refundable)	385.20
5	Fee Protection Scheme (FPS) (compulsory)	121.95
6	Banker's Guarantee	280.00
7	Medical Insurance (compulsory)	96.30
<b>Grand Total:</b>		<b>6,982.45</b>

## Note:

- Application Fees (\$385.20) have to be paid to begin the registration process.
- Items 2-6 must be paid in a single installment before course commencement.

MISCELLANEOUS FEES (payable only if applicable)		
Purpose of Fees		Amount including 7% GST (SGD)
1	Deferment Fees	235.40
2	Re-Assessment Fees (per assessment component of the module)	160.50
3	Re-Module Fees (per module)	428.00
4	Penalty for Late Payment (per week)	10.70
5	Replacement of Student ID	21.40
6	ICA Online Issuance Fee (for Student's Pass)	90.00
7	Medical Insurance (if applicable)	96.30
8	IMSC T-Shirt	32.10

### **About IMSC**

The International Management and Sports College (IMSC) was formed after a rebranding exercise undertaken by the International Sports Academy (ISA).

ISA was founded in 2003 to provide the much-needed knowledge and skills required to empower individuals with the right tools to achieve success in the burgeoning sporting industry. Together with our partners from the United States Sports Academy, the Australian Sports Academy, the National Strength and Conditioning Association, and the American Council on Exercise, we offer quality certifications and diplomas that are recognised internationally, to provide our students with an edge in the sports and fitness industry.

Over the years, the sports and fitness industry has evolved greatly and the local sports scene has seen an explosion of world class sports events like Formula One and the WTA Finals. There is now a demand for trained personnel not just in sports and fitness, but also in tourism, hospitality, events management, marketing, retail, and facilities management. Thus ISA was renamed International Management and Sports College (IMSC) to better reflect our increased course offerings in business, tourism and hospitality management to better serve the changing needs of the industry.

IMSC will continue to serve as Singapore's and the region's premier private education institution, in providing a holistic education that equips individuals with the skillsets and competencies required for the future economy. We offer a series of quality academic programmes, professional certifications and continuing education courses to cater to varied needs and schedules, in helping our students achieve their goals in lifelong learning.

### **Our Mission**

To provide a holistic education that equips individuals with the skillsets and competencies required for the industry.

### **Our Vision**

To develop industry-ready individuals for the future economy.

### **Our Values**

Passion | Progress | Purpose

### **Our Culture**

Where success is not quantified by just the result, but rather by the calibre of the pursuit.

- Recognised as an Approved Centre by OTHM Qualifications, which are approved and regulated by Ofqual in the UK.
- Named Most Preferred Private Education Institute for Diploma/Advanced Diploma (Sports and Recreation) by JobsCentral Learning Survey.
- Provides early industry exposure and job placement assistance through extensive industry network.
- Endorsed by leading industry employers such as Virgin Active, True Fitness, the Pure Group, Triple Fit, among others.
- Appointed Education Partner and Approved Provider in Singapore by the American Council on Exercise (ACE).
- Offers continuing education courses for increasing skillsets.

