



POLITEKNIK
MALAYSIA
TUANKU SYED SIRAJUDDIN

STUDENT HANDBOOK



JABATAN
PELANCONGAN DAN HOSPITALITI

Second Edition

STUDENT HANDBOOK

TOURISM AND HOSPITALITY DEPARTMENT

Second Edition, June 2017
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FROM THE DIRECTOR

On behalf of Politeknik Tuanku Syed Sirajuddin, Perlis, I would like to welcome all new students with the hope that this would be the beginning of a wonderful journey towards fulfilling your dream.

As part of our mission to create a conducive learning environment, we take pride in providing and exposing students to various innovative teaching approaches. Guided by competent educators, you are embracing a cutting edge technology based education which empowers our future graduates with all the right ingredients to become a productive employee to any given organization.

The coming years of study would be crucial for all the students as you will be adapting yourselves to the higher learning education system, as well as new circle of social life. These challenges might be beyond your comfort zone, but eventually would help develop a wholesome being.

I urge all of you to grab the opportunities to develop your mind and self here. Expand your horizon by actively taking parts in various clubs, students' organizations, a wide spectrum of extracurricular activities, and also entrepreneurial opportunities. We would create as many platforms as possible for you to display your talents and creativity as a way to contribute to the polytechnic.

In this comprehensive hand book you will find PTSS policies and regulations regarding all the courses offered, grading system and other services available. Look through it thoroughly so that you will be well prepared to embark into a new chapter of your life. Lastly, I wish you great happiness and success in everything you do.

Thank you.

Sincerely,

DR. HAJI MOHD ZAHARI BIN ISMAIL

Director

Politeknik Tuanku Syed Sirajuddin

1.0 INTRODUCTION



Politeknik Tuanku Syed Sirajuddin is a comprehensive, learner centered higher education institution that serves its local and regional learners and their communities through high-quality and flexible education and training. It is aimed to develop student's employability skills to meet the needs of a more dynamic economy, which values innovation and productivity. Programmes include a global perspective that will enable graduates to make a valuable contribution to the wider society as it changes in response to regional and international competition and demand.

PTSS programmes include a variety of Outcome-Based Education teaching approaches, adding value to PTSS teaching and learning which cater to students seeking a quality polytechnic education and training.

The PTSS Student Handbook provides students with information on many facets of college life such as policies, procedures, and services. It is written for every student enrolled in one or more courses at PTSS.

This Handbook is aimed to guide students through the various procedural steps that lead to a Diploma study. It also provides graduate program descriptions, the requirements needed to obtain a graduate Diploma, and a clear outline of the procedural steps that students need to follow. Students are also provided with information on matters related to general administration such as student services and facilities, campus disciplinary measures, student organizations and other relevant matters.

This book serves as a preliminary guide and does not purport to completely address every policy, procedure and regulation. In addition no claim is made that this document covers all the rules and regulations in effect now at PTSS. Students must refer to the relevant PTSS Department programmes and services publications and other Departments and Units Policies for further information.

2.0 MISSION AND VISION

DEPARTMENT OF POLYTECHNIC EDUCATION



VISION

To become the premier TVET institutions by industries lead

MISSION

Providing access to quality of TVET Programme and recognized

TUANKU SYED SIRAJUDDIN POLYTECHNIC



VISION

To become a superior TVET institutions by 2025

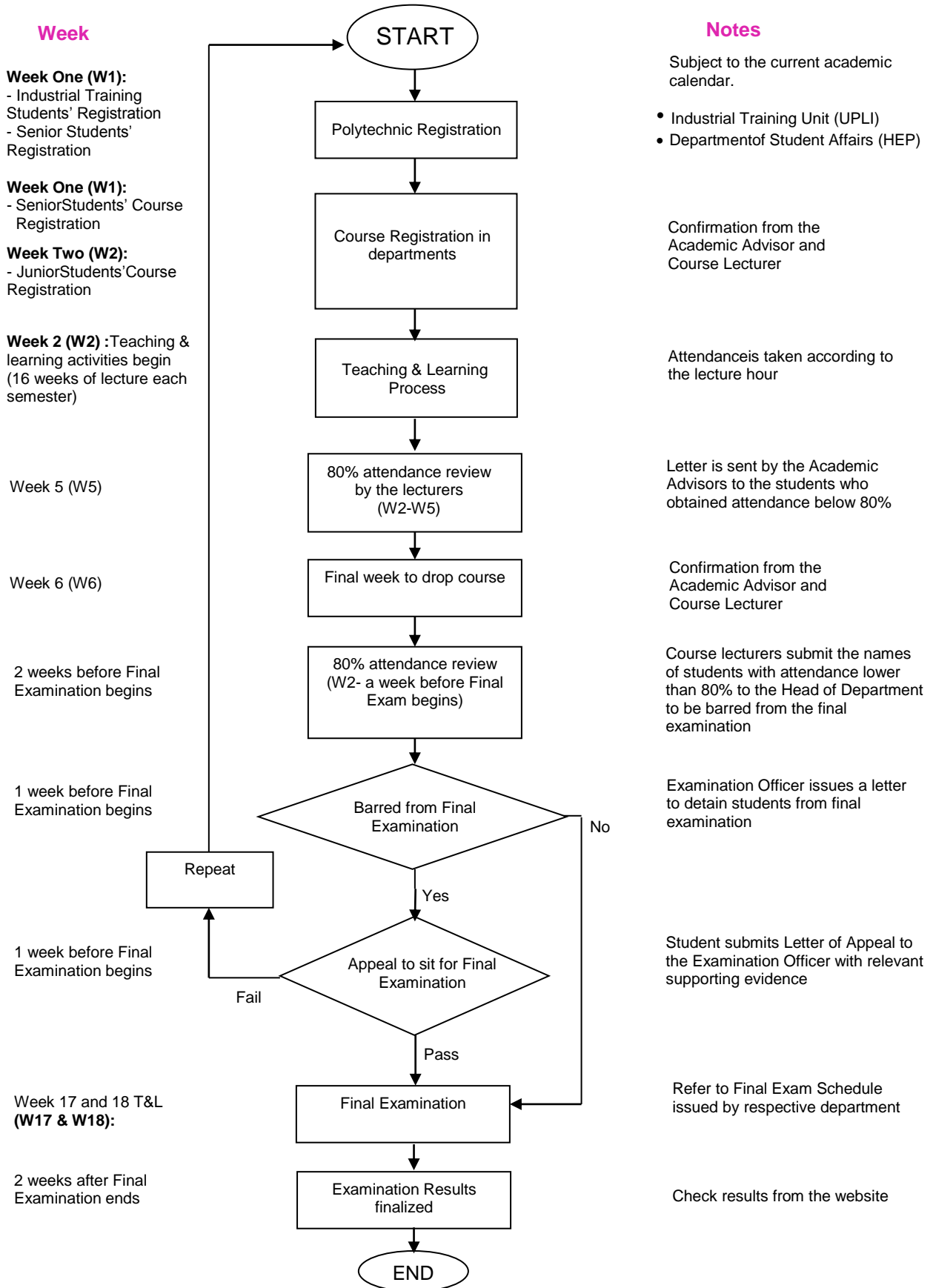
MISSION

To implement the quality of TVET programme and recognized
Producing well balanced and competitive graduates

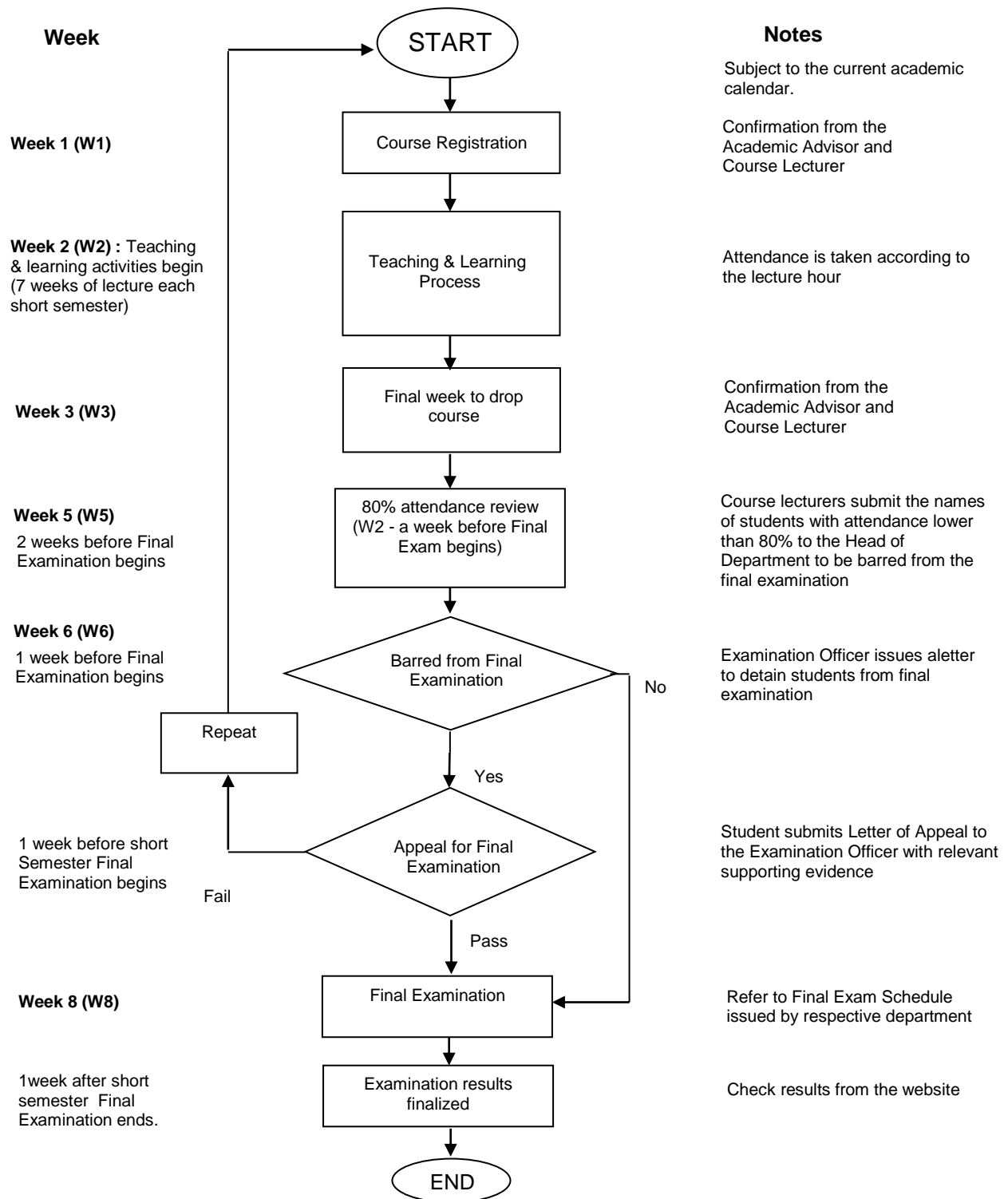
MOTTO

Knowledge drive Development

3.0 ACADEMIC FLOW CHART



3.1 ACADEMIC FLOW CHART FOR SHORT SEMESTER

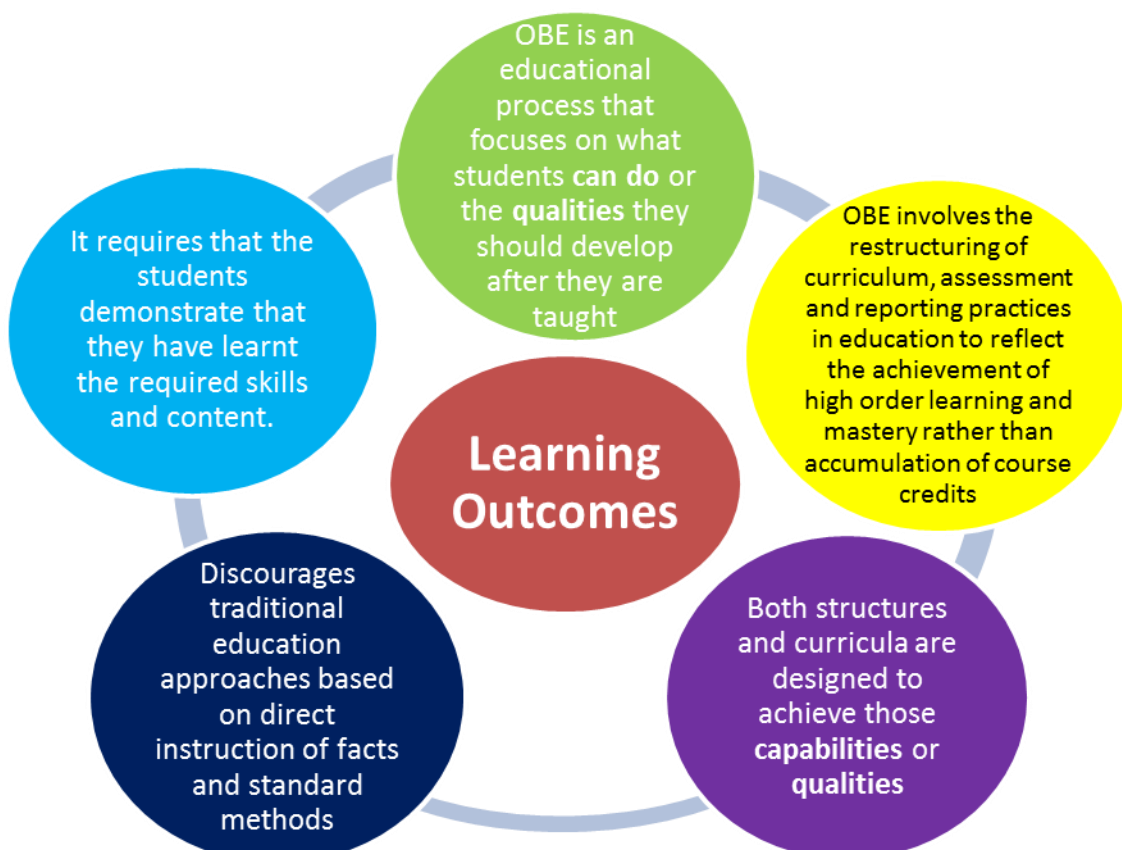


4.0 OUTCOME-BASED EDUCATION [OBE]

Outcome-based education (OBE) is an educational model for students to demonstrate their knowledge and able to perform according to the required outcomes. It is a student-centered approach that focuses on students' learning. It starts with a clear picture of what students should know, what they should be able to do, and what desirable attitudes and values needed to organize the curriculum, instruction, and assessment to ensure an ultimate learning (Spady, 1994:1). Thus, OBE involves the restructuring of curriculum and assessment that reflects achievement of high learning order and mastery learning.

OBE helps students to be aware of what they should learn, aware of what they are learning and the control over their own learning. It leads to successful student learning and encourages lecturers to be well prepared. It also provides students with appropriate, purposeful learning experiences and opportunities for students to develop originality, self-motivation and independence while acquiring useful knowledge and skills.

4.1 WHAT IS OUTCOME-BASED EDUCATION [OBE]



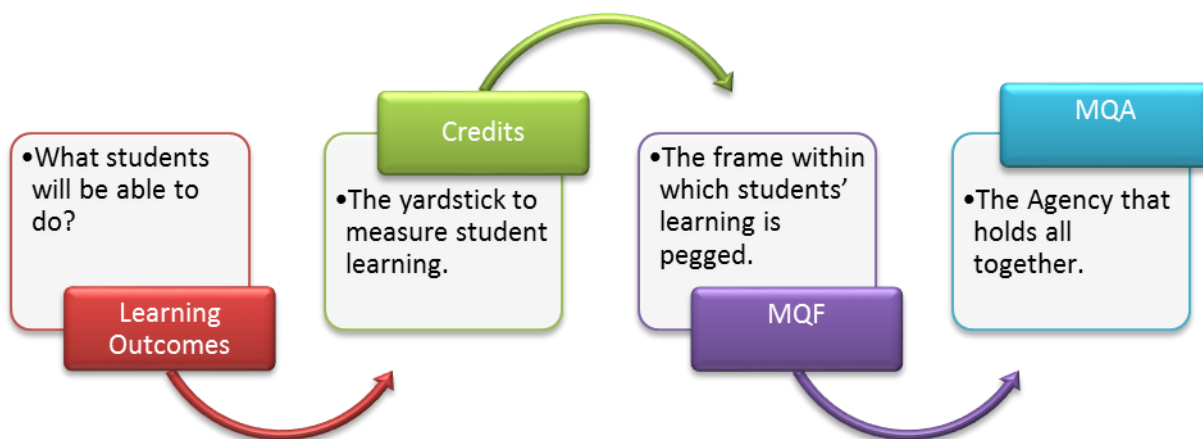
4.2 ACREDITATION PROCESS

Reference Number : MQA/FA3321
 Certificate Number : 09923
 Name of Qualification : Diploma in Hotel and Catering Management

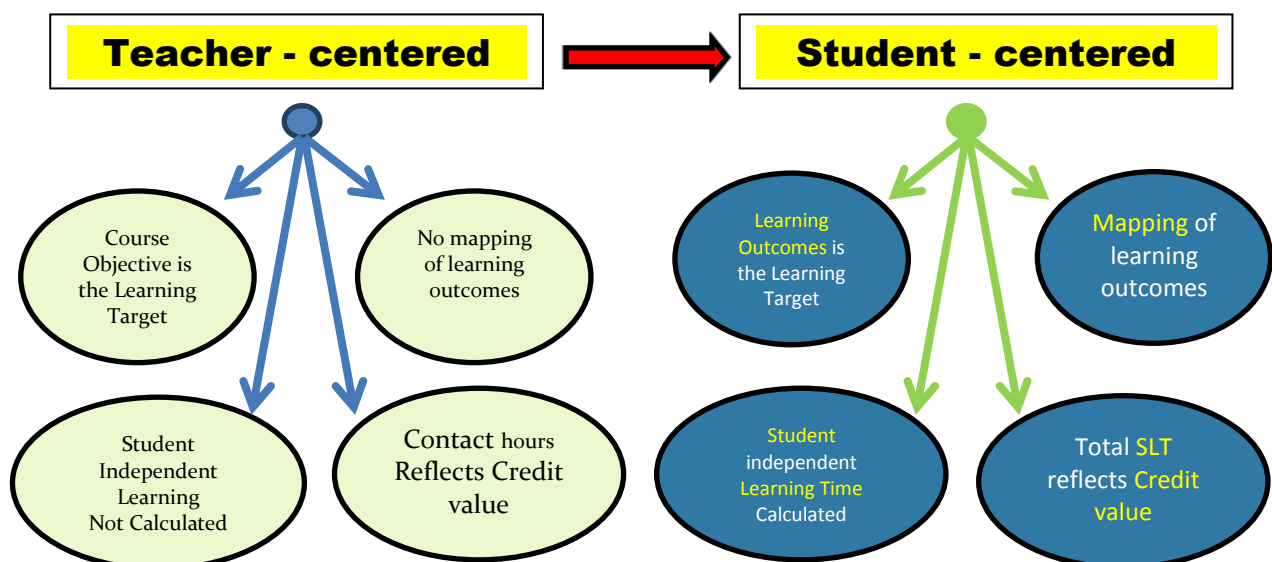
Reference Number : MQA/FA3322
 Certificate Number : 09924
 Name of Qualification : Diploma in Tourism Management

Reference Number : MQA/FA3360
 Certificate Number : 12336
 Name of Qualification : Diploma in Food Service (Halal Practice)

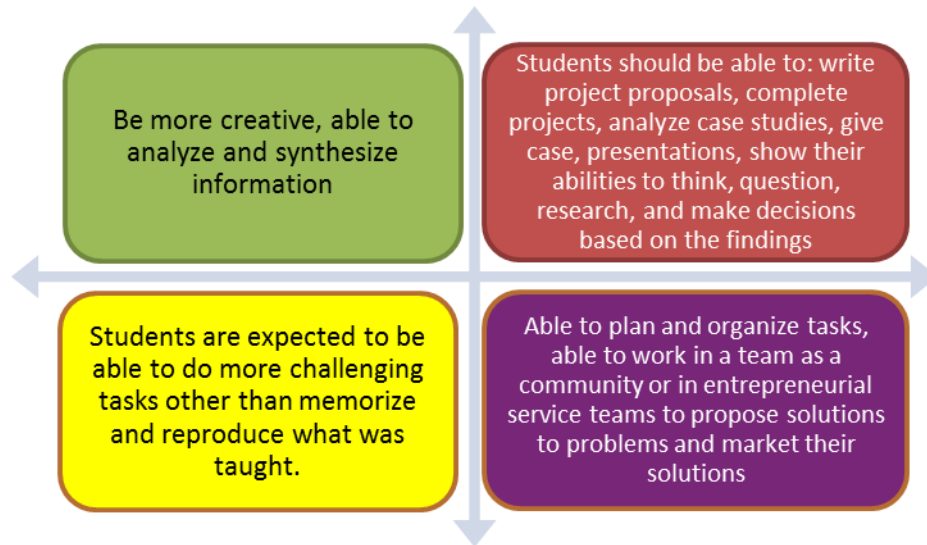
Reference Number : MQA/FA3361
 Certificate Number : 12337
 Name of Qualification : Diploma in Event Management



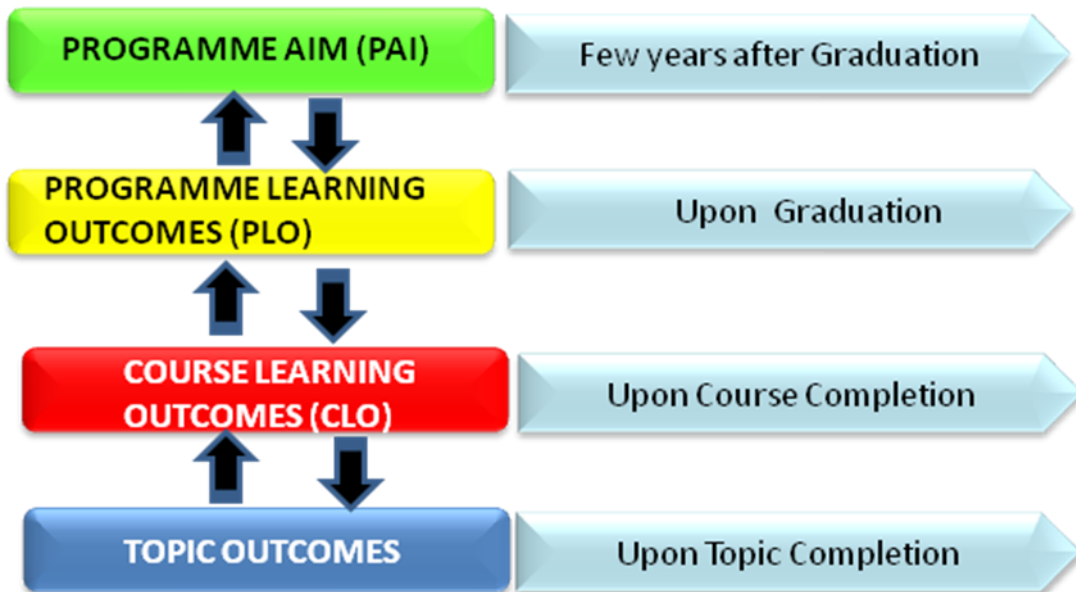
4.3 HOW DOES OBE AFFECT TEACHING-LEARNING?



4.4 EXPECTATIONS ON STUDENTS



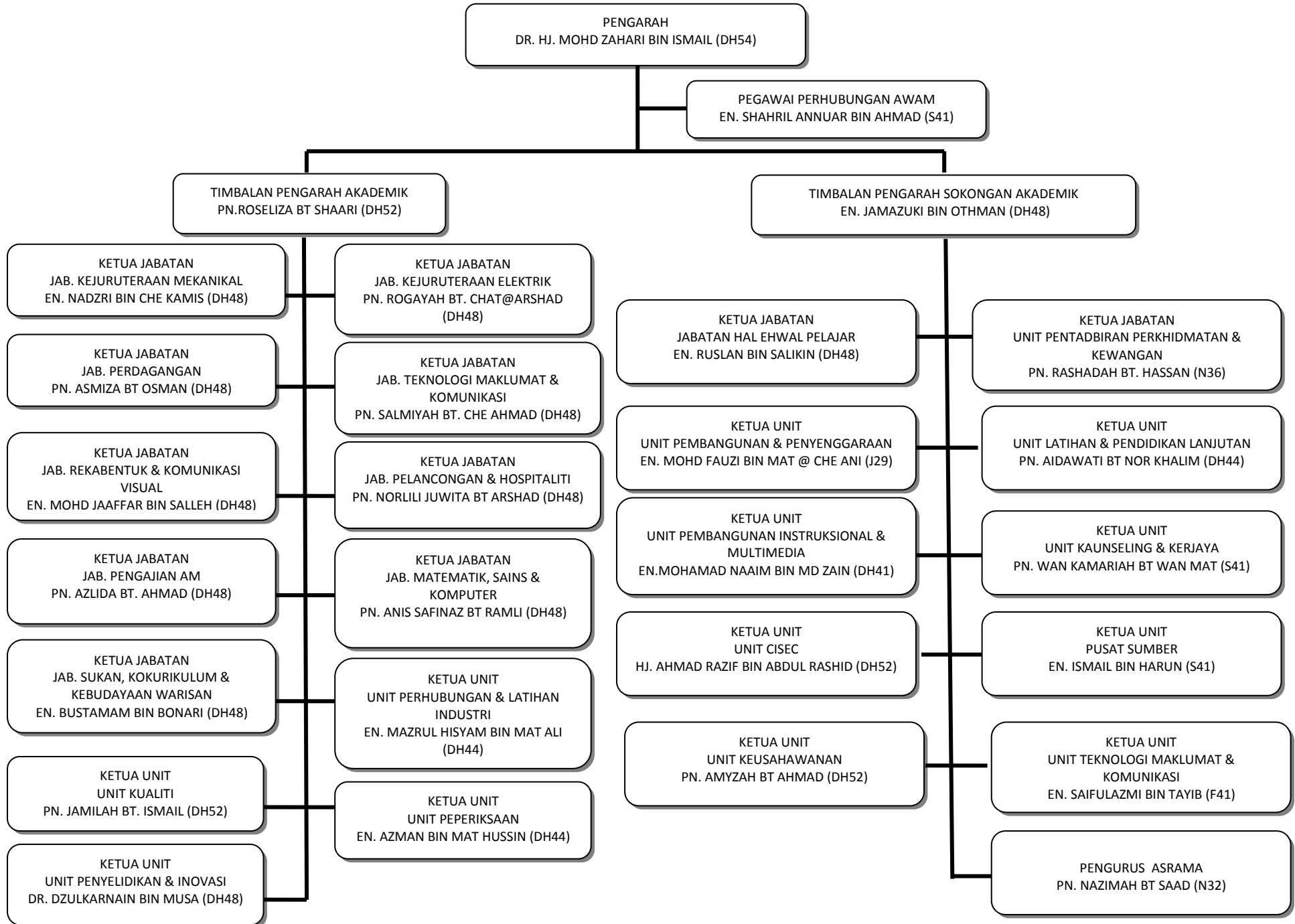
4.5 DIFFERENT LEVELS OF OBE



4.6 EXPECTED LEARNING DOMAIN AND GENERIC STUDENT ATTRIBUS

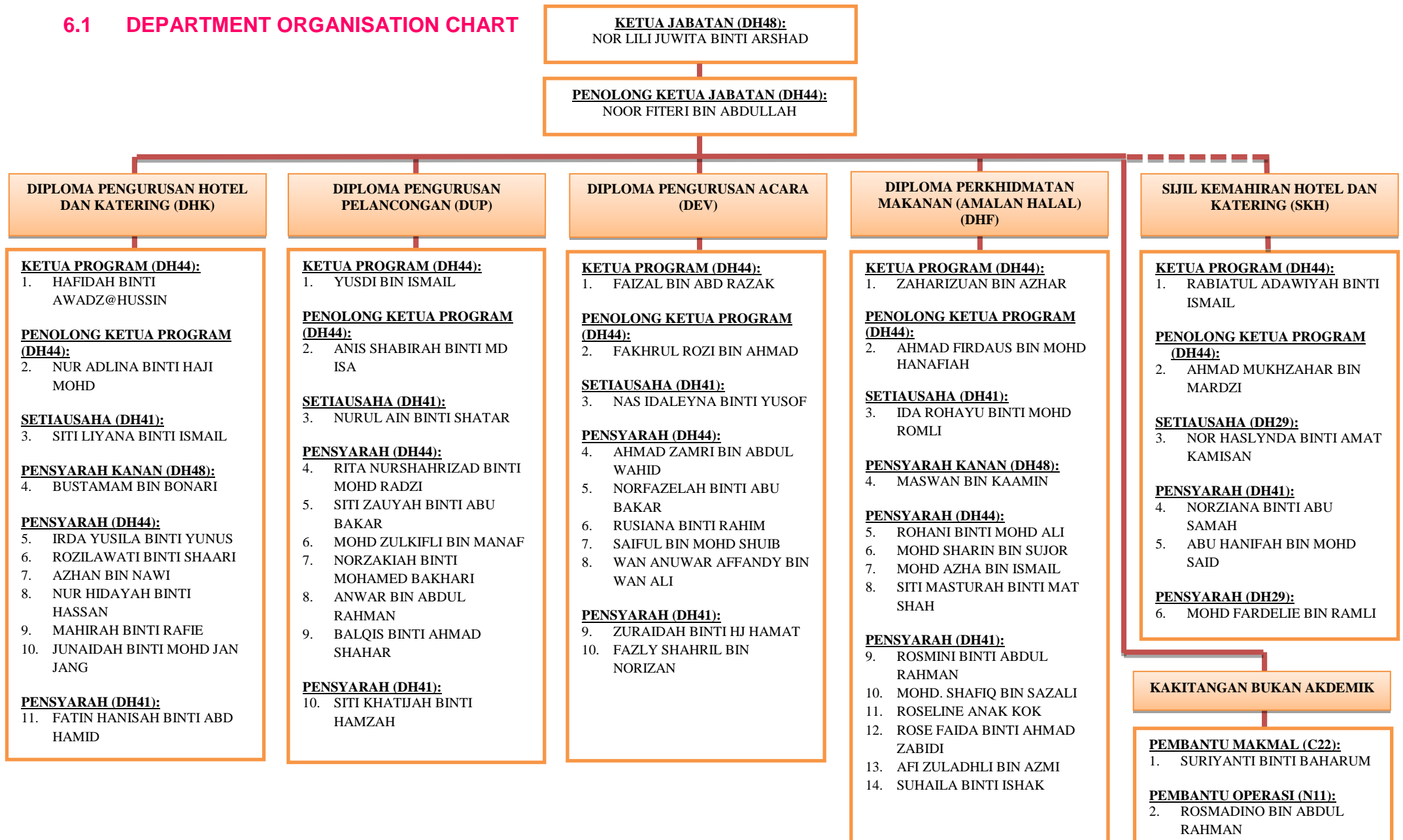
Learning Domain (LD)
LD 1 Knowledge
LD 2 Practical Skills
LD 3 Communication Skills
LD 4 Critical Thinking and Problem Solving Skills
LD 5 Social Skills and Responsibilities
LD 6 Continuous Learning and Information Management Skills
LD 7 Management and Entrepreneurial Skills
LD 8 Professionalism, Ethics and Moral
LD 9 Leadership and Teamwork Skills

5.0 MANAGEMENT ORGANISATION CHART



6.0 TOURISM AND HOSPITALITY DEPARTMENT

6.1 DEPARTMENT ORGANISATION CHART



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**TOURISM AND HOSPITALITY
DEPARTMENT**

**DIPLOMA IN HOTEL AND CATERING
MANAGEMENT**



6.3.1 PROGRAMME OVERVIEW

INTRODUCTION

Diploma in Hotel and Catering Management is a field which covers the study of hotel and catering, business operation and management. This programme is one of the educational programmes developed based on the body of knowledge on tourism and its competency standards for polytechnic graduates. Hotel and Catering Management reflects the combination of hotel and catering discipline of study which requires diploma graduates to be able to demonstrate knowledge, understanding and abilities in the interdisciplinary hotel and catering areas by exercising their academic knowledge and competencies as well as providing excellent services to guests.

Diploma in Hotel and Catering Management is a three-year full-time programme comprising of six semesters course work with one full semester of built- in industrial training. Students are prepared for their future role in the economy by building a solid foundation of hotel and catering knowledge together with the essential skills related to the diversified field of tourism and hospitality industry.

SYNOPSIS

Diploma in Hotel and Catering Management is designed to cover the current wide discipline of hotel and catering sectors. This programme offers hands-on practical skills and prepares the graduates to serve in catering, hotel and restaurant business. Diploma in Hotel and Catering Management graduates are prepared with a broad understanding of hotel and catering along with the world of knowledge and required competencies in both hotel and catering business operation and management.

This includes front office practices, safety and security practices, housekeeping, commercial food services, commercial kitchen operation, restaurant and catering services. Other fundamental competencies such as tourism and hospitality fundamentals, professional development, communication skills, health and safety, entrepreneurial development and halal practice management are also included in this programme.

6.3.2 JOB PROSPECT

Diploma in Hotel and Catering Management provides the knowledge and competencies for front office, housekeeping, accommodation and catering operation and management that can be applied to a broad range of careers in a wide variety of tourism and hospitality settings including hotels, rest-houses, hospitals, salvation homes, home stays, campgrounds, bakeries and catering businesses. The knowledge and skills that the students acquire from the programme will enable them to participate in the job market as:-

- Front Office Supervisor
- Assistant Night Auditor
- Housekeeping Supervisor
- Room Division Assistant Manager
- Hospitality Management Trainee
- Food and Beverage Supervisor
- Commis / Kitchen Assistant
- Production Supervisor
- Training Officer
- Assistant Foodservice Officer
- Penolong Pengurus Asrama
- Entrepreneur in Accommodation and Catering Businesses

6.3.3 PROGRAMME AIM

Diploma in Hotel and Catering Management graduates from Polytechnics of Ministry of Education will have broad-based knowledge, advanced technical skills, ethics in practice and the ability to adapt themselves with new technological advancement and challenges in the hotel and catering industry business and entrepreneurial development.

6.3.4 PROGRAMME EDUCATIONAL OBJECTIVES

Diploma in Hotel and Catering Management programme shall produce semi professionals who are:

1. able to display critical knowledge-based understanding, coherent with highly developed technical skills projected in a polished attitude in tourism and hospitality industry.
2. able to communicate effectively and utilise excellent leadership, teamwork and social skills to fulfill industrial needs.
3. able to apply critical thinking and problem solving skills professionally in dealing with various tourism and hospitality challenges.
4. able to apply management, entrepreneurship skills and adhere to the need of continuous learning for successful career advancement.

6.3.5 PROGRAMME LEARNING OUTCOMES

Upon completion of this programme, graduates should be able to:

1. demonstrate knowledge to meet current needs and adapt to challenges and changes in foodservice industry.
2. perform practical skills professionally in accordance with the ethical, moral and legal practice in foodservice industry.
3. practise effective communication skills, leadership and teamwork in delivering high quality services in foodservice industry.
4. solve operational problems within foodservice industry by applying critical thinking and problem solving skills.
5. demonstrate responsibility and mastery of social skills to meet the common goals in foodservice industry.
6. nurture intellectual and professional growth through lifelong learning activities and effective use of information from multiple sources.
7. inculcate entrepreneurial and management skills in the related discipline that contributes towards foodservice industry.

6.3.6 SYNOPSIS AND COURSE LEARNING OUTCOME (DHK)

SEMESTER	COURSE	SYNOPSIS	COURSE LEARNING OUTCOME (CLO)
1	DTH1022 FOODSERVICE SANITATION	<p>FOODSERVICE SANITATION provides information on hygiene, sanitation, quality and safety practices in foodservice industry. In addition, this course also discusses the causes and prevention methods of food contamination, and the importance of Hazardous Analysis Critical Control Point (HACCP), Good Manufacturing Practice (GMP) and Good Hygiene Practice (GHP) in foodservice industry.</p> <p>CREDIT (S) : 2 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. describe the importance of food sanitation in foodservice operation. (C1, PLO1) 2. explain food contamination, food poisoning and the importance of Quality Control System in foodservice operation. (C2, PLO1) 3. apply rules and regulations related to safety and public health law by local council. (C3, PLO1)
1	DTH1032 THEORY OF FOOD	<p>THEORY OF FOOD focuses on the understanding of cooking theory and the application of skills to a wide range of cooking styles and products. Students will be introduced to the foodservice establishment and organisation. Every aspect in cooking is explained starting from the basic equipment and utensils to cooking techniques, role of the ingredients used, garnishing and food presentation, food commodities, salad and salad dressing, stock, sauces and soup.</p> <p>CREDIT (S) : 2 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. identify the types of foodservice organisation. (C1, PLO1) 2. differentiate the function of each ingredient and principle in baking and cooking. (C2, PLO1) 3. explain the usage of equipment and utensils in food operation. (C4, PLO1)
1	DTH1044 BASIC EASTERN AND WESTERN COOKERY	<p>BASIC EASTERN AND WESTERN COOKERY is an introduction to eastern and western cookery preparation in the foodservice establishment. In this course, students will be exposed to the basic cooking techniques and skills on preparation, cooking and presenting a variety of food commodity on eastern and western cuisine. To enable students to prepare a complete course of western meals, students will need to acquire necessary skills in the preparation of appetizer, soup, sauces, meat, poultry, fish, shellfish and also starches. Students will also build and practice their entrepreneurial skills by marketing and selling their food products.</p> <p>CREDIT (S) : 4 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. select the appropriate cooking techniques into a wide range of cooking styles and products. (P1, PLO2) 2. prepare a complete course of dish consists of starch, protein, sauce, vegetable and garnishing. (P2, PLO2) 3. display culinary skills in selecting, preparing, producing and presenting food. (P3, PLO2)

1	DTM1013 FUNDAMENTALS OF TOURISM AND HOSPITALITY	<p>FUNDAMENTALS OF TOURISM AND HOSPITALITY exposes students to the profile, complexity and interrelation of tourism and hospitality sectors, including the significance of tourism to the host and global communities. Students are also introduced to the career, academic and entrepreneurial prospects which exist in the industry. The reality of workplace demands and employability skills in the tourism and hospitality profession are also shown. Students are given the opportunity to gain experience through talks on tourism and hospitality industry delivered by invited guest speakers.</p> <p>CREDIT (S) : 3 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. explain thoroughly the significance, impact and structure of global tourism from various perspectives. (C2, PLO1) 2. display professionalism in the working environment of tourism industry. (A5, PLO2) 3. explain the career and entrepreneurial opportunities, current trends and future outlook in tourism and hospitality business. (A3,PLO7)
1	DUW1012 OCCUPATIONAL SAFETY AND HEALTH	<p>OCCUPATIONAL SAFETY AND HEALTH course is designed to impart understanding of the self-regulatory concepts and provisions under the Occupational Safety & Health Act (OSHA). This course presents the responsibilities of employers and employees in implementing and complying with the safety procedures at work. This course provide an understanding of the key issues in OSH management, incident prevention, Emergency Preparedness and Response (EPR), fire safety, occupational first aid, Hazard Identification, Risk Assessment and Risk Control (HIRARC) and guide the students gradually into this multi-disciplinary science.</p> <p>CREDIT (S) : 2 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. identify the OSH legislation and its compliance in Malaysia. (C2, LD1) 2. explain briefly incident hazards, risks and safe work practices in order to maintain health and safe work environment. (C2, LD1) 3. discuss cooperatively in responding to an accident action at workplace. (C3,LD1; A2,LD4) 4. adhere to the safety procedures in respective fields. (A3, LD8)
2	DTH1013 PROFESSIONALISM AND CUSTOMER SERVICE	<p>PROFESSIONALISM AND CUSTOMER SERVICE exposes students to skills required for establishing a specific career path offered through personal and professional development. This course leads students to practise excellent hospitality and customer service attitude which are integral for success in tourism and hospitality industry. By providing a platform for students to keep abreast of the current practices, passion for tourism and hospitality professionalism can be inculcated. Students will demonstrate positive and warm hospitable attitude and values in delivering high quality service.</p> <p>CREDIT (S) : 3 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. apply professionalism, excellent hospitality and customer service in tourism and hospitality profession. (C3, PLO1) 2. display positive and warm hospitable attitude and values orientation while interacting with customers or guests in handling enquiries, complaints and feedback. (P2, PLO2) 3. demonstrate competencies in the performance of ethical habits and conduct among tourism and hospitality professionals to deliver high quality service. (A3, PLO2) 4. practise effective teamwork and time management competencies required for effective management within the diversified tourism and hospitality industry. (A2, PLO3)

2	DTH2013 HOUSEKEEPING OPERATION AND MANAGEMENT	<p>HOUSEKEEPING OPERATION AND MANAGEMENT introduces all aspects of hotel housekeeping operation including housekeeping department structure, inventory and equipment management, fabric and linen handling, housekeeping supplies, laundry, room management and cleaning. This course also focuses on overall housekeeping operation and operating procedures.</p> <p>CREDIT (S) : 3 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. discuss the role and functions of housekeeping department in hotel operations. (C2, PLO1) 2. apply suitable knowledge on hygiene, safety and security practices in the housekeeping operation. (C3, PLO1) 3. perform efficiently Standard Operating Procedures (SOP's) for handling linen, laundry operation, room cleaning, public area and other cleaning procedures in hotel operations. (P4, PLO2)
2	DTH2023 FOOD AND BEVERAGE SERVICES	<p>FOOD AND BEVERAGE SERVICES introduces students to the operation of food and beverage services. Students will be exposed to the knowledge and skills related to tasks and chores in food and beverage (F&B) institution or organisation of the functions of cutleries and the ability to use them appropriately. Preparation in the dining room, showcase of correct serving techniques and interaction with guests are also introduced. Students will be encouraged to apply F&B service rules and safety precautions in the operations.</p> <p>CREDIT (S) : 3 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. discuss the functions of Food and Beverage Department. (C2, PLO1) 2. apply appropriate knowledge and skills when performing food and beverage service. (C3, PLO1) 3. perform guest handling procedures, serving techniques and table preparation skills confidently. (P2, PLO2)
2	DTH2034 BAKING AND PASTRY	<p>BAKING AND PASTRY course covers the development of kitchen skills in the preparation, production and commercialisation of bakery and pastry products. Students are exposed to the production of good quality baked goods such as bread, pastry, cookies, cake, cake decoration and local delicacies.</p> <p>CREDIT (S) : 4 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. recognise fault and causes in baking and pastry production. (P1, PLO2) 2. follow the proper technique in producing pastry and bakery product. (P3, PLO2) 3. prepare quality bakery and pastry products independently. (P2, PLO2)

2	DPB2012 ENTREPRENEURSHIP	<p>ENTREPRENEURSHIP focuses the principles and concept of entrepreneurship. This course concentrates on the systematic methods of getting business ideas. This course also prepares the students on ways to conduct and control the business including fundamental of management, marketing and financing. It also emphasizes on the preparation of business plan, thus developing their entrepreneurial skills</p> <p>CREDIT (S) : 2 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. explain clearly the concept of entrepreneurship, process and procedures involved in developing effective business plan. (C2, LD1) 2. work cooperatively in group to complete the assigned project based on entrepreneurial skills. (P3, LD2) (A3, LD7) 3. present business plan creatively using knowledge gained via group. (A2, LD3)
3	DTF5012 MENU PLANNING AND DESIGN	<p>MENU PLANNING AND DESIGN course covers fundamentals of menu planning that are essential in building a successful foodservice concept. The menu is the foundation upon which a foodservice operation builds both its reputation and profit. Reflecting the latest menu trends in the restaurant industry, it shows how researches, surveys, and sales analysis are keys to menu planning and design. The content focuses on the evolution of the menu and includes topics such as menu trends in the industry, performing market research and creating a market survey, nutrition and dietary guidelines, and menu planning. Financial aspects of menu planning such as performing a yield test, creating and writing standardized recipes, and recipe costing, writing, designing, and merchandising the menu are also provided in this course.</p> <p>CREDIT (S) : 2 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. provide proper techniques and procedures to develop a menu based on requirement in foodservice operation. (C1, PLO1) 2. classify types of menu planning based on foodservice industry practices. (C2, PLO1) 3. identify marketing elements, financial aspect and nutrition requirements to be considered in menu planning. (C4, PLO1)

3	DTH3033 FRONT OFFICE OPERATION AND MANAGEMENT	<p>FRONT OFFICE MANAGEMENT exposes students to the knowledge of front office structure, requirements, role of front office operation and the understanding of multi-property management as well as all key areas of operation in ensuring the success of front office service. Students will build knowledge and competencies of front office operations. They will be a to use the front office systems to assess, search and retrieve guest information. This course also emphasizes the backbone of multi-property management, enabling more efficient delivery of guest services, revenue optimization and streamlined operations. This course also underlines the importance of front desk, excellent personal development and customer service.</p> <p>CREDIT (S) : 3 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. explain and understand front office organisational structure, relationship with other departments, types of room and factors affecting room rates effectively. (C2, PLO1) 2. show effective skills in handling telephone call, counter services, product information and delivering customer request. (P2, PLO2) 3. perform the operation of front office system, group sales, front desk, cashier, night audit and housekeeping modules correctly. (P4, PLO2)
3	DTH3044 COMMERCIAL FOODSERVICE OPERATIONS	<p>COMMERCIAL FOODSERVICE OPERATIONS covers the knowledge and skills of running various types of foodservice establishment. Students are exposed to menu planning and food production based on services and establishments. Topics discussed will help to develop skills and understanding in the operations of commercial food service with appropriate dine-in environment. Students also have the opportunities to organise outdoor catering, run operations of the whole restaurant, and handle food court operation, buffet and fast food restaurant.</p> <p>CREDIT (S) : 4 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. explain menu planning in different types of foodservice operations effectively. (P2, PLO2) 2. organise operations of fine-dining, catering services, buffet, food court and fast food restaurant and design sales promotion strategies effectively. (P3, PLO2) 3. follow procedures to prepare, produce, serve and clear food in a safe and sanitary environment correctly. (P3, PLO2)
3	DTH6013 FOOD AND BEVERAGE COST CONTROL	<p>FOOD AND BEVERAGE COST CONTROL contains various elements of costs associated with food and beverage industry. Students are taught to calculate the cost of food and beverage. They are also introduced to the concept of menu pricing, break-even and budgeting. This course also emphasizes production control system associated with cost control techniques.</p> <p>CREDIT (S) : 3 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. explain the attributes which support the understanding of food and beverage cost control in food operation accurately. (C2,PLO1) 2. apply menu analysis and food costing in food and beverage operation to budget and forecast sales and revenue effectively. (C3, PLO1) 3. prepare sales report on the cost control attributes of food and beverage in a practical way correctly. (C5, PLO1)

4	DUT40110 INDUSTRIAL TRAINING	<p>INDUSTRIAL TRAINING exposes students to related workplace competencies demanded by industries. This course provides exposure to students in terms of technology literacy, effective communication, practice social skills and teamwork, policies, procedures and regulations, professional ethics and reporting. It also equips students with real work experience, thus helping students to perform as novice workers.</p> <p>CREDIT (S) : 10 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. apply related knowledge and skills at the workplace. (C3, P2) 2. communicate effectively with others. (A3) 3. practice teamwork. (A5) 4. professionally and ethically comply with policies, procedures and rules of the organization. (A5) 5. explain the tasks assigned (during the industrial training) according to the prescribed format. (P2, A4)
5	DTC3023 CULINARY ARTISTRY	<p>CULINARY ARTISTRY introduces the knowledge and understanding of basic kitchen artistry skills such as ice carving, fruit and vegetable carving, chocolate making, sugar work, styrofoam carving and cake decorating skills. In this course, students are exposed to the duties of a kitchen artist along with the functions of equipment and tools involved. With the skills obtained, students will demonstrate the ability to perform carving, piping, chocolate-handling and food display presentation. This course also provides a value added skills to the existing course in this program.</p> <p>CREDIT (S) : 3 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. recognize the application of basic culinary artistry knowledge and skills appropriately. (C2, PLO1) 2. perform artistry skills in producing creative and innovative food design and presentation successfully. (P4, PLO2) 3. develop artistry skills in order to fulfill the requirement of foodservice business appropriately. (A4, PLO4)
5	DTH5013 HOTEL AND LODGING MANAGEMENT	<p>HOTEL AND LODGING MANAGEMENT course exposes students to the various aspects of hotel and lodging management. Students should be able to discuss various aspects in managing hotel and lodging facilities, service quality, service delivery, franchising, sales and marketing, as well as security and loss prevention. The course prepares students to succeed in entry-level management positions and provide a solid foundation for career progress in hospitality industry.</p> <p>CREDIT (S) : 3 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. discuss various aspects of hotel and lodging management which covers hotel functionality, safety and security and business growth effectively. (C2, PLO1) 2. explain the service quality and servicedelivery in hotel and lodging management accurately. (C4, PLO1) 3. apply knowledge learned to facilitatecurrent industry needs accurately.(C3, PLO1)
5	DTM5013 PRINCIPLES OF ACCOUNTING FOR TOURISM AND HOSPITALITY	<p>PRINCIPLES OF ACCOUNTING FOR TOURISM AND HOSPITALITY provides the knowledge on concepts and principles of accounting in various business transactions. The course gives emphasis on source documents, books of prime entry, double entry accounting system, preparation of a trial balance, adjustment and preparation of financial statement at the end of an accounting period.</p> <p>CREDIT (S) : 3 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. explain clearly the concepts and principles for accounting based on the accounting standards in recording a tourism and hospitality business transactions (C2,PLO1) 2. prepare source documents, books of prime entry, ledger, trial balance, adjustment and financial statement according to a complete accounting cycle (C4,PLO1) 3. practise critical thinking skills and problem solving skills in preparing complete accounting cycle (A2,PLO4)

5	DTM5033 EVENT OPERATION AND MANAGEMENT	<p>EVENT OPERATION AND MANAGEMENT covers the knowledge and understanding of planning and management skills of an event. Students are required to prepare event budgets, set event objectives, plan and manage a successful event. The course also looks at the operational and marketing planning as well as managing, implementing and evaluating the event.</p> <p>CREDIT (S) : 3 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. explain clearly the concept of event operation and management in tourism and hospitality industry. (C2,PLO1) 2. organize an effective event in tourism and hospitality industry. (P4, PLO4) 3. demonstrate proper communication skills, leadership and teamwork skills in organizing event in tourism and hospitality industry (A3,PLO3)
5	DTR6012 CULTURAL DIVERSITY	<p>CULTURAL DIVERSITY discusses the importance of cultural awareness and sensitivity in effective human resources management practices in the hospitality industry. The course examines the increasing cultural diversity found in both the consumer and employee populations and how managers can address different cultural needs of the relevant populations. Students will also be exposed to the issues of various cultures and ethnic communities.</p> <p>CREDIT (S) : 2 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. explain the concept of cultural diversity and workplace diversity in tourism and hospitality industry. (C2, PLO1) 2. discuss about the management and issues of cultural diversity in tourism and hospitality industry. (C6, PLO1) 3. study the impact of cultural diversity on tourism and hospitality industry. (A3,PLO5)
6	DTC3032 HEALTH AND NUTRITION	<p>HEALTH AND NUTRITION introduces students to the importance of nutrition in menu planning. This course also exposes students to the science of nutritional studies and also other substances which are found in food and body. Factors that influence human dietary practices and disease problems related to food and nutrition are also discussed in order for students to know how these nutrients are associated to health and disease.</p> <p>CREDIT (S) : 2 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. describe the importance of nutrients in providing an adequate, healthy and enjoyable diet correctly. (C1,PLO1) 2. explain the importance of nutrients in menu planning and its relation to human health clearly. (C2, PLO1) 3. classify the effects of deficiency, excess nutrient and method to overcome the malnutrition appropriately. (C3, PLO1)
6	DTH3013 HALAL PRACTICE	<p>HALAL PRACTICE course is developed to address the specific needs of halal operation and management in the hotel and catering industry. This course covers the basic of halal and haram, the concept of halal, best halal practices and effective halal operation. This course also covers the requirements for halal certification, legal aspects of halal food and halal consumerism.</p> <p>CREDIT (S) : 3 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. describe the fundamentals of halal practices according to shariah law and Malaysian Standard accurately. (C1, PLO1) 2. explain the needs and requirements for food industry to meet halal compliance effectively. (C2, PLO1) 3. analyse the current issues and challenges in implementing halal practices in food industry appropriately. (C4, PLO1) 4. perform halal slaughtering procedure according to Shariah law and Malaysian Standard accurately. (P3, PLO2)

6	DTH6022 HUMAN RESOURCE MANAGEMENT	<p>HUMAN RESOURCE MANAGEMENT exposes students to various topics such as recruitment, selection, training, performance appraisal, payment system and rewards. Students are also introduced to the benefits, reward and industrial relation during the course of this study. They will also learn the turnover rate method and stability index which is useful in the management of human resource.</p> <p>CREDIT (S) : 2 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. describe the importance, purpose and function of human resource management in hospitality business endeavours. (C1, PLO1) 2. explain process of recruitment and training of human resource by looking at performance and appraisal management. (C2, PLO1) 3. discuss theory and practice of payment system, working hours, performance development, employee benefits, retention and reward in the hospitality sector. (C4, PLO1)
6	DTH6034 PROJECT	<p>PROJECT is catered for the final semester students of diploma programme. It can be implemented individually or in groups. Project coordinator chosen among the lecturers will set the format of the project at the beginning of the semester. The project consists of case studies, scientific research, activities or production-related. Students may be required to make presentations or reports. Each student will be supervised by a lecturer who acts as their project supervisor.</p> <p>CREDIT (S) : 4 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. carry out project chosen that can consist of case studies, scientific research, services or products align with project procedures and guidelines accurately. (C3, PLO1) 2. produce a complete report based on the project conducted that consists of results, analysis, discussion and recommendations in a correct format. (C5, PLO1) 3. perform specific project that will benefit to the tourism and hospitality industry confidently. (P4, PLO2)
6	DTM3042 TOURISM AND HOSPITALITY LAW	<p>TOURISM AND HOSPITALITY LAW covers the basic concepts and application of the key principles of law applicable to tourism, hospitality, and related industries. Students are exposed to the Malaysian Legal System, Law of Contract, Agency Law, Negligence, and Employment Law. This course will also discuss related laws from an Islamic perspective and procedures related to sexual harassment. Students are also required to conduct case studies related to legal and liability issues in tourism and hospitality industry.</p> <p>CREDIT (S) : 2 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. recognise the sources and differences between federal, state and local laws and regulations in Malaysian legal system. (C1,PLO1) 2. critically analyze and discuss issues in tourism and hospitality industry. (C4,PLO1) 3. demonstrate understanding and familiarity with different areas of law, code of conduct or policies applicable to tourism and hospitality operations.(A3,PLO2)

6	DTM5043 TOURISM AND HOSPITALITY MARKETING	<p>TOURISM AND HOSPITALITY MARKETING provides knowledge on theories, concepts and strategies applied in marketing tourism and hospitality product and services. The current practices and methods of professional selling provide opportunities to practice and develop communication skills, organizational skills, and other skills necessary to succeed in any career particularly in the profession of selling. The course focuses on the use of eight marketing mix (8Ps) strategies, consumer behaviour, marketing research, market segmentation and positioning and marketing plan in tourism and hospitality industry.</p> <p>CREDIT (S) : 3 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. acquire accurate knowledge and understanding of the concepts of marketing, marketing mix 8P's and marketing research. (C1,PLO1) 2. carry out marketing research and construct marketing segmentation and positioning. (C3,PLO1) 3. report the marketing plan for tourism and hospitality products and/or services. (A3,PLO3)
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6.3.7 PROGRAMME STRUCTURE (DHK)

COMPONENTS	COURSE CODE	COURSE	CONTACT HOURS			CREDIT
			L	P	T	
SEMESTER 1						
Compulsory	DUB1012	Pengajian Malaysia	1	0	2	2
	DUE1012	Communicative English 1	1	0	2	2
	DRB1000	Asas Unit Beruniform	0	2	0	0
Common Core	DUW1012	Occupational, Safety & Health	2	0	0	2
	DTM1013	Fundamentals of Tourism and Hospitality	3	0	0	3
Discipline Core	DTH1022	Foodservice Sanitation	2	0	0	2
	DTH1032	Theory of Food	2	0	0	2
	DTH1044	Basic Eastern and Western Cookery	0	8	0	4
		TOTAL	23			17
SEMESTER 2						
Compulsory	DUA2032	Pelancongan dan Hospitaliti Dalam Islam*	1	0	2	2
	DUB2012	Nilai Masyarakat Malaysia **	1	0	2	2
	DRS2001	Sukan	0	2	0	1
	DRB2001	Unit Beruniform 1	0	2	0	1
Common Core	DPB2012	Entrepreneurship	2	1	0	2
	DTH1013	Professionalism and Customer Service	2	2	0	3
Discipline Core	DTH2013	Housekeeping Operation and Management	1	4	0	3
	DTH2023	Food and Beverage Services	1	4	0	3
	DTH2034	Baking and Pastry	0	8	0	4
		TOTAL	30			18
SEMESTER 3						
Compulsory	DUE3012	Communicative English 2	1	0	2	2
	DRK3002	Kelab/Persatuan	0	4	0	2
	DRB3002	Unit Beruniform 2	0	4	0	2
Discipline Core	DTH3033	Front Office Operation and Management	1	4	0	3
	DTH3044	Commercial Foodservice Operations	0	8	0	4
	DTF5012	Menu Planning and Design	2	0	0	2
	DTH6013	Food and Beverage Cost Control	2	0	2	3
		TOTAL	26			16
SEMESTER 4						
	DUT40110	Industrial Training	0	0	0	10
			0			10
SEMESTER 5						
Compulsory	DUE5012	Communicative English 3	1	0	2	2
Common Core	DTM5013	Principles of Accounting for Tourism and Hospitality	2	0	2	3
	DTR6012	Cultural Diversity	2	0	0	2
Discipline Core	DTH5013	Hotel and Lodging Management	3	0	0	3
	DTM5033	Event Operation and Management	1	4	0	3
	DTC3023	Culinary Artistry	1	4	0	3
		TOTAL	22			16
SEMESTER 6						
Compulsory	DUA6022	Komunikasi dan Penyiaran Islam	1	0	2	2
Common Core	DTM5043	Tourism and Hospitality Marketing	3	0	0	3
	DTH3013	Halal Practice	2	2	0	3
Discipline Core	DTH6034	Project	1	6	0	4
	DTH6022	Human Resource Management	2	0	0	2
	DTM3042	Tourism and Hospitality Law	2	0	0	2
	DTC3032	Health and Nutrition	2	0	0	2
		TOTAL	23			18

	TOTAL CREDIT	%
i. Compulsory	15	16%
ii. Common Core	18	19%
iii. Discipline Core	52	55%
iv. Elective	0	0%
v. Industrial Training	10	11%
TOTAL CREDIT	95	100%

	TOTAL	%
i. Lecture	47	38
ii. Practical (Practical+Tutorial)	77	62
iii. Contact Hours	124	-

Legend / Notes:

L : Lecture, P : Practical/Lab, T : Tutorial, C : Credit

(The numbers indicated under L, P & T represent the contact hours per week, to be used as a guide for time table preparation).

* For Muslim Students

** For Non Muslim Students

For Co-curriculum

1. Path 1 : Sport and Club

2. Path 2 : Uniform Unit

Uniform Unit (Students who choose Uniform Unit are required to complete 5 modules for commissioning)

1. DRB1000 (Asas Unit Beruniform) is a prerequisite to DRB2001 (Unit Beruniform 1).

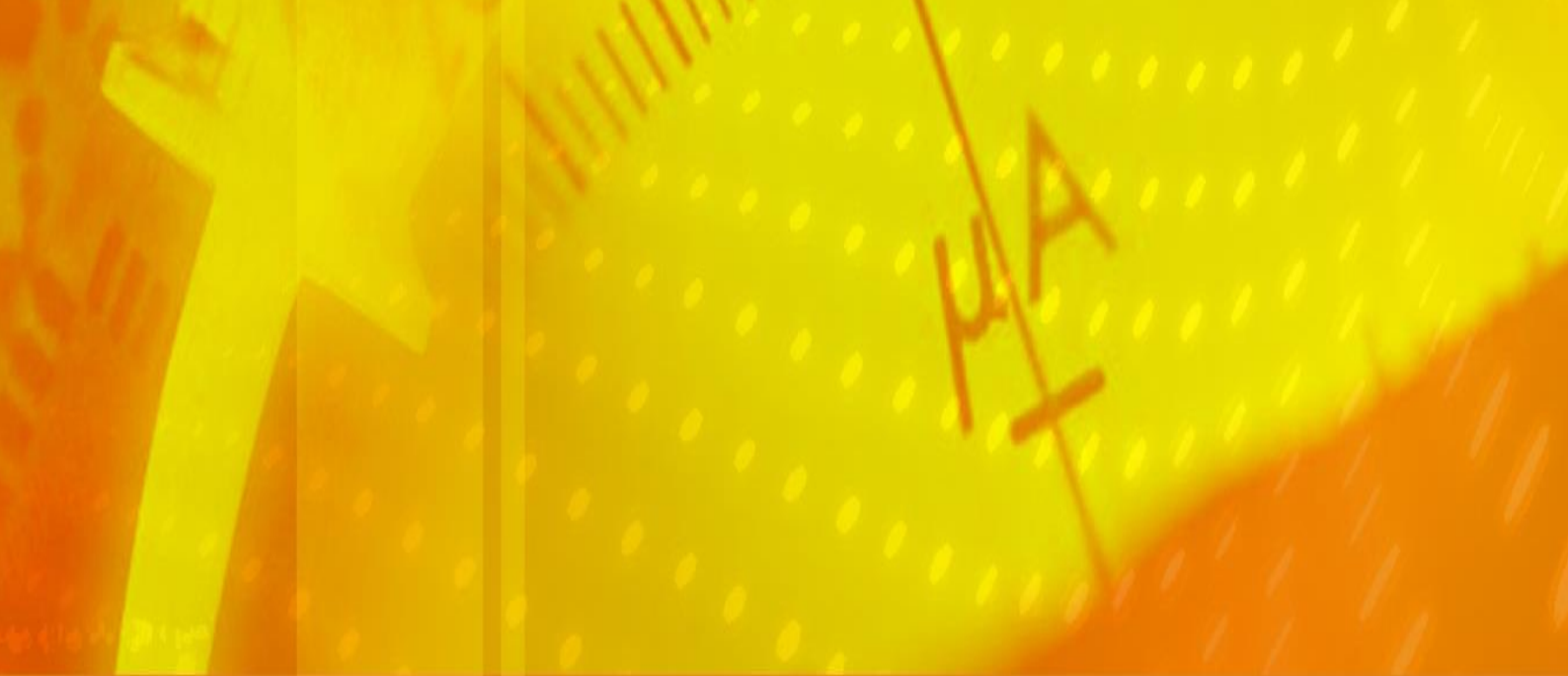
2. DRB2001 and DRB3002 are graded.

3. DRB5000 and DRB6000 are optional, non-graded and audited courses with full assessment. Upon completion, students are entitled for commissioning.

6.3.8 MATRIX OF PROGRAMME ASSESSMENT (DHK)

Code & Course	Quiz		Theory Test		Practical Test		Practical Work/ Tutorial Exercise		Other Assessment		Final Exam
	Qty	%	Qty	%	Qty	%	Qty	%	Qty	%	%
DTH1022 Foodservice Sanitation	3	15	2	20	-	-	-	-	2	15	50
DTH1032 Theory of Food	2	10	2	20	-	-	-	-	2	20	50
DTH1044 Basic Eastern and Western Cookery	-	-	-	-	3	30	5	70	-	-	-
DTM1013 Fundamentals Of Tourism And Hospitality	2	5	1	15	-	-	-	-	2	30	50
DTH1013 Professionalism and Customer Service	2	10	1	15	-	-	1	15	2	10	50
DUW1012 Occupational Safety and Health	2	10	1	20	-	-	-	-	4	70	-
DTH2013 Housekeeping Operation and Mangement	2	10	1	20	-	-	3	30	3	40	-
DTH2023 Food and Beverage Service	2	10	2	30	3	20	5	40	-	-	-
DTH2034 Baking and Pastry	-	-	-	-	3	40	5	60	-	-	-
DPB2012 Entrepreneurship	2	10	1	15	-	-	-	-	3	75	-
DTF5012 Menu Planning and Design	-	-	2	25	-	-	-	-	2	75	-
DTH3033 Front Office Operation and Mangement	2	10	2	30	2	30	2	30	-	-	-
DTH3044 Commercial Foodservice Operations	-	-	-	-	3	40	5	60	-	-	-
DTH6013 Food and Beverage Cost Control	1	5	2	10	-	-	-	-	3	35	50

DTC3023 Culinary Artistry	4	20	-	-	1	20	4	50	1	10	-
DUT40110 Industrial Training	-	-	-	-	-	-	-	-	-	100	-
DTH5013 Hotel and Lodging Management	2	10	2	10	-	-	-	-	3	30	50
DTM5013 Principles Of Accounting For Tourism And Hospitality	2	10	2	20	-	-	3	10	1	10	50
DTM5033 Event Operation And Management	4	20	1	20	-	-	-	-	2	60	-
DTR6012 Cultural Diversity	2	15	1	10	-	-	-	-	2	25	50
DTC3032 Health and Nutrition	2	10	2	20	-	-	-	-	2	20	50
DTH3013 Halal Practice	2	10	1	10	-	-	1	10	2	20	50
DTH6022 Human Resource Management	2	5	2	15	-	-	-	-	4	30	50
DTH6034 Project	-	-	-	-	-	-	-	-	4	100	-
DTM3042 Tourism and Hospitality Law	4	10	2	15	-	-	-	-	3	25	50
DTM5043 Tourism and Hospitality Marketing	2	10	2	15	-	-	-	-	3	25	50



**TOURISM AND HOSPITALITY
DEPARTMENT**

DIPLOMA IN TOURISM MANAGEMENT



Time to Explore
Malaysia



6.4 DIPLOMA IN TOURISM MANAGEMENT

6.4.1 PROGRAMME OVERVIEW

INTRODUCTION

In order to keep abreast with rapid technological advancements and evolving requirements in industries today, Department of Polytechnic Education (DPE) has worked collaboratively with the nation's key industry players in developing the curriculum of Diploma in Tourism Management programme. This collaboration aims to equip students with up-to-date knowledge and relevant skills to meet the global challenges and requirements of the industry. This initiative, namely blended learning, is a form of pedagogy that blends classroom instruction with structured industrial training that incorporates simulated real life working situations to prepare students for a competitive edge in today's workplace.

This is true especially in the Tourism area where there is a rapidly growing demand for highly skilled and technically savvy workforce. The activities of many Tourism industries require an increasingly sophisticated Tourism workforce. One of the most important factors that contribute to the growth of productivity is qualified manpower in this area, in order for the industry to develop and remain competitive in the world market. To address these issues, the Curriculum Development and Evaluation Section (CDES) cooperate with the industries, Private Higher Learning Institutions and other Public Higher Learning Institutions to develop the curriculum of this programme. This collaboration aims to equip students with state-of-the-art knowledge, relevant abilities and attitude to meet the ever-changing requirements of the industry as well as to provide knowledge and competencies for those who wish to embark on an entrepreneurial venture, so as to give the opportunities for the students to sit for professional diploma examinations by the end of the sixth semester. This will give the students an added value and ensure that the knowledge and skills acquired through this programme are relevant to the needs of the tourism industries.

SYNOPSIS

The Diploma in Tourism is specifically developed to provide a broad understanding of the tourism industry and the required competencies in major tourism activities such as in travel and tour operations, park and recreation management, facilities management, event management, recreation tourism, front office operation and visitor interpretative services. Other fundamental aspects of tourism industry competencies such as tourism and hospitality fundamentals, professional development, communication, health and safety, entrepreneurial development, and safety and risk management, theme park management, park and risk management are also embedded in this programme. This diploma programme over six semesters covers a spectrum of applied competencies and abilities associated with the industry at the skilled, semi-skilled and unskilled levels of employment.

In addition, this programme also incorporates hands-on and experiential learning, and six months of structured industrial training experience that will prepare the students to acquire workplace competencies and related academic education, as well as enable them to enter and function effectively in the labor market immediately upon graduation. Most importantly, it is imperative that the graduates acquire the ability to apply their knowledge and competencies in an innovative, creative and novel ways, as well as the ability to address the wide range of challenges, problems and issues at the workplace.

6.4.2 JOB PROSPECT

In addressing the issue of qualified work force that serves in the industry, the Curriculum Development and Evaluation Division (CDED), DPE has collaborated with the nation's key industry players and various Public and Private Higher Learning Institutions to develop the Competency Standards of the Diploma in Tourism programme. This collaboration aims to equip students with state-of-the-art knowledge, applicable abilities and attitude to meet the everchanging requirements of the industry as well as to provide knowledge and competencies for those who wish to embark on an entrepreneurial venture. Hence, the outcomes that have been

selected for the programme should adequately prepare the diploma graduates to function effectively when they venture into the relevant career path upon graduation.

- Tourism Officer
- Travel and Tour Supervisor;
- Nature interpreter
- Park administration
- Community recreation
- Tourism Programme Supervisor / Instructor / Facilitator;
- Tourism Sales and Marketing Personnel;
- Event Management Supervisor/Coordinator;
- Travel Package Development Consultant;
- Entrepreneur in Tourism, Travel and Tour businesses.
- Theme Park Supervisor
- Park Coordinator
- Recreation Facility supervisor

6.4.3 PROGRAMME AIM

Diploma in Tourism Management graduates in Polytechnics, Ministry of Higher Education will have knowledge, technical skills and attitude to adapt themselves with new technological advancement and challenges in tourism fields.

6.4.4 PROGRAMME EDUCATIONAL OBJECTIVES (PEO)

The Diploma in Tourism Management programme shall produce semi professionals who are:

1. Able to deliver critical knowledge based understanding, coherent with highly develop technical skills and projected in a polished attitude in tourism fields.
2. Effective in communication and able to prepares them with social skills, leadership qualities and willing to be responsible towards developing country and community.
3. Able to develop and adapt some key analytical and technical skills in dealing with various environments.
4. Able to demonstrate entrepreneurship skills and recognize the need of lifelong learning for successful career advancement.

6.4.5 PROGRAMME LEARNING OUTCOMES

Upon completion of the programme, graduates will be able to:

1. demonstrate knowledge to meet current needs and adapt to challenges and changes in tourism and hospitality industry.
2. perform practical skills professionally in accordance with the ethical, moral and legal practice in tourism and hospitality industry.
3. practise effective communication skills, leadership and teamwork in delivering high quality of service in tourism and hospitality industry.
4. solve operational problems within the tourism and hospitality industry by applying critical thinking and problem solving skills.
5. demonstrate responsibility and mastery of social skills to meet the common goals in tourism and hospitality industry.
6. nurture intellectual and professional growth through lifelong learning activities and effective use information from multiple sources.
7. inculcate entrepreneurial and management skill in the related discipline contribute towards tourism and hospitality industry.

6.4.6 SYNOPSIS AND COURSE LEARNING OUTCOME (DUP)

SEMESTER	COURSE	SYNOPSIS	COURSE LEARNING OUTCOME (CLO)
1	DTH1013 PROFESSIONALISM AND CUSTOMER SERVICE	<p>TOURISM AND HOSPITALITY PROFESSIONAL DEVELOPMENT exposes students to skills required for establishing a specific career path offered through personal and professional development. This course leads students to practice excellent hospitality and customer service attitude which are intergral for success in tourism and hospitality industry. By providing a platform for student to keep abreast of the current practices, passion for tourism and hospitality professionalism can be inculcated. Students will demonstrate positive and warm hospitable attitude and values in delivering high quality service.</p> <p>CREDIT (S) : 3 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. Apply professionalism, excellent hospitality and customer service in tourism and hospitality profession. (C3) (PLO1) 2. Display positive and warm hospitable attitude and values orientation while interacting with customers or guests in handling enquires, complaints and feedback. (P2) (P2) 3. Demonstrate competencies in the performance of ethical habits and conduct among tourism and hospitality professionals to deliver high quality service. (A3) (PLO2) 4. Practice effective teamwork and time management competencies required for effective management within the diverse tourism and hospitality industry.(A2) (PLO3)
1	DTM 1023 TOURISM MALAYSIA	<p>TOURISM MALAYSIA exposes students to the tourism scenario in Malaysia. It also covers the history of Malaysian tourism while instilling a sense of appreciation and pride towards Malaysia. Students' depth of knowledge and understanding of will leave a significant and positive impact to tourism industry in Malaysia. Students are also exposed to the various tourist products, services and attractions available as well as not forgetting the demands and existing supply in Malaysia. Students are given the opportunity to gain experience through field trips and talks on tourism and hospitality industry delivered by invited guest speakers.</p> <p>CREDIT (S) : 3 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. Explain thoroughly the Malaysian tourism industry's demand and supply factors. (C1) (PLO1) 2. Collect accurate information related to Malaysia. (C5) (PLO1) 3. Demonstrate a sense of appreciation and pride towards Malaysia. (A3) (PLO2)
1	DTM1013 FUNDAMENTALS OF TOURISM AND HOSPITALITY	<p>FUNDAMENTALS OF TOURISM AND HOSPITALITY exposes students to the profile, complexity and interrelation of tourism and hospitality sectors, including the significance of tourism to the host and global community. Students are also introduced to the career, academic and entrepreneurial prospects which exist in the industry. The reality of workplace demands and employability skills to ensure success in the tourism and hospitality profession are also shown. Students are given the opportunity to gain experience through contextual visits and talks on tourism and hospitality industry delivered by invited guest speakers.</p> <p>CREDIT (S) : 3 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. Explain thoroughly the significance, impact and structure of global tourism from various perspectives. (C2) (PLO1) 2. Display professionalism in the working environment of tourism industry. (A5) (PLO2) 3. Explain the career and entrepreneurial opportunities, current trends and future outlook in tourism and hospitality business. (A3) PLO7)

1	DUW1012 OCCUPATIONAL SAFETY AND HEALTH	<p>OCCUPATIONAL SAFETY AND HEALTH course is designed to impart understanding of the self-regulatory concepts and provisions under the Occupational Safety & Health Act (OSHA). This course presents the responsibilities of employers and employees in implementing and complying with the safety procedures at work. This course provide an understanding of the key issues in OSH management, incident prevention, Emergency Preparedness and Response (EPR), fire safety, occupational first aid, Hazard Identification, Risk Assessment and Risk Control (HIRARC) and guide the students gradually into this multi-disciplinary science.</p> <p>CREDIT (S) : 2 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. identify the OSH legislation and its compliance in Malaysia. (C2, LD1) 2. explain briefly incident hazards, risks and safe work practices in order to maintain health and safe work environment. (C2, LD1) 3. discuss cooperatively in responding to an accident action at workplace. (C3,LD1; A2,LD4) 4. adhere to the safety procedures in respective fields. (A3, LD8)
1	DTM2013 TOURISM GEOGRAPHY	<p>TOURISM GEOGRAPHY exposes the students to the basic geographical components of tourism. Students are also be exposed to the resources,physical features, attractions, transportation, climatic variations, study of maps, time difference, international date line and the importance of geography in tourism. This course also aims to introduce the student to the tourist generating countries to Malaysia.</p> <p>CREDIT (S) : 3 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. Describe concept of geography tourism, tourism system and tourism natural resources. (C1) (P1) 2. Identify the transport for tourism namely in transport modes, routes and networks. (C2) (P1) 3. Explain the world continents in terms of physical regions and climates, economy demand for tourism, features of tourism industry and tourist regions. (A3) (P4)
2	DTM2033 GLOBAL DISTRIBUTION SYSTEM	<p>GLOBAL DISTRIBUTION SYSTEM (GDS) is designed for students who want to start a career in the travel industry or upgrade their professional competence in travel counseling. The course is designed to familiarize students with the basic standards in air travel pricing and ticketing, to provide them with sales and customer service skills, product knowledge and destination awareness and computer reservations systems. It contains general information about fares and ticketing, reporting plans, ticketing agreement tables, tickets, journey and passenger types.</p> <p>CREDIT (S) : 3 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. Demonstrate the procedures in GDS: encode and decode. (C2) (PLO1) 2. Make reservations and ticketing using the correct sequence procedure(P4) (PLO2) 3. Utilize various information to handle reservation and ticketing (P3) (PLO6)

2	DTH3022 FRONT OFFICE PRACTICE	<p>FRONT OFFICE PRACTICE exposes students to the structure, requirements and the role of front office operation in ensuring the success of tourism and hospitality business. Students will develop knowledge and competencies of front office operations including guest reservation, registration and receptions, accounts, cashier and night audit, concierge and guest services. Students are able to use the front office systems, assess and interpret data, and understand the vital role of the front office as the interdepartmental cooperation and communication link to other departments in an organisation. This course also emphasizes the importance of front desk excellent personal development and customer service.</p> <p>CREDIT (S) : 2 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. Explain front office organizational structure, relationship with other departments, types of room and factors affecting room rates effectively. (C2, PLO1) 2. Perform effective telephone handling procedures, handling counter services, product information and customer request.(C3, PLO1) 3. Show functions and duties in handling reservation, check-in, check-out and special procedures correctly. (P2, PLO2)
2	DPB2012 ENTREPRENEURSHIP	<p>ENTREPRENEURSHIP focuses the principles and concept of entrepreneurship. This course concentrates on the systematic methods of getting business ideas. This course also prepares the students on ways to conduct and control the business including fundamental of management, marketing and financing. It also emphasizes on the preparation of business plan, thus developing their entrepreneurial skills</p> <p>CREDIT (S) : 2 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. explain clearly the concept of entrepreneurship, process and procedures involved in developing effective business plan. (C2, LD1) 2. work cooperatively in group to complete the assigned project based on entrepreneurial skills. (P3, LD2) (A3, LD7) 3. present business plan creatively using knowledge gained via group. (A2, LD3)
3	DTM3012 TRAVEL AGENCY OPERATION	<p>TRAVEL AGENCY OPERATION exposes students to the objective, purpose and roles of travel agency. All the topics discussed will help the students to prepare effective travel agency operation. Students are also exposed to the professional travel agency operation in Malaysia.</p> <p>CREDIT (S) : 2 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. Explain the concepts of business, establishment and rules that relate to travel agency (C2,PLO1) 2. Apply the procedures and requirements for establishment of travel agency (C3, PLO1) 3. Design a tour package based on market segmentation (P7,PLO2)

2	DTM3023 RECREATIONAL TOURISM 1 (TERRESTRIAL)	<p>RECREATIONAL TOURISM 1 (TERRESTRIAL) exposes the students to terrestrial-based recreation activities within the tourism industry. Students will develop competencies in the overall operation and management of terrestrial-based recreational activities. All terrestrial-based recreational activities will be conducted based on international safety and risk management plan standards. To ensure successful implementation of this course, the teaching and learning process must apply flexible and innovative scheduling strategies.</p> <p>CREDIT (S) : 3 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. Demonstrate mastery of knowledge and understanding of the core concept of terrestrial based recreational and its contribution to tourism industry. (C3,PLO1) 2. Display the required skills and techniques of terrestrial based recreational tourism activities. (P2,PLO2) 3. Demonstrate effective communication skills in explaining rules and safety procedures of recreation activities. (A3,PLO3)
2	DTM3033 TOURIST GUIDING TECHNIQUES	<p>TOURIST GUIDING TECHNIQUES exposes students to the major aspects of professional tour guiding: public speaking, communication skills, interpretation, and tour commentary. Students will gain hands-on experience in designing, conducting, guiding and managing a sightseeing tour, delivering tour commentary on-site and conducting a group tour operation to completion. .</p> <p>CREDIT (S) : 3 PRE REQUISITE(S) : DTM1023 TOURISM MALAYSIA</p>	<ol style="list-style-type: none"> 1. Describe the functions and duties of a professional tourist guide. (C1,PLO1) 2. Demonstrate competence in designing, conducting, guiding and managing a sightseeing tour. (P2,PLO3) 3. Demonstrate self-esteem and passion towards guiding profession. (A3, PLO3)
3	DTM3042 TOURISM AND HOSPITALITY LAW	<p>TOURISM AND HOSPITALITY LAW covers the basic concepts and application of the key principles of law applicable to tourism, hospitality, and related industries. Students are exposed to the Malaysian Legal System, Law of Contract, Agency Law, Negligence, and Employment Law. This course will also discuss related laws from an Islamic perspective and procedures related to sexual harassment. Students are also required to conduct case studies related to legal and liability issues in tourism and hospitality industry.</p> <p>CREDIT (S) : 2 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. Recognise the sources and differences between federal, state and local laws and regulations in Malaysian legal system (C1,PLO1) 2. Critically analyze and discuss issues in tourism and hospitality industry. (C4,PLO1) 3. Demonstrate understanding and familiarity with different areas of law, code of conduct or policies applicable to tourism and hospitality operations.(A3,PLO2)
3	DTM5023 RECREATIONAL TOURISM 2 (MARINE)	<p>RECREATIONAL TOURISM 2 (MARINE) exposes students to marine-based recreational activities within the tourism industry. Students will develop competencies in overall operations and management of marine-based recreational activities. All recreational activities will be conducted based on international safety and risk management plan standards. To ensure successful implementation of this course, the teaching and learning process must apply flexible and innovative scheduling strategies.</p> <p>CREDIT (S) : 3 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. Demonstrate knowledge and understanding on the core concept of marine-based recreational and its contribution to tourism industry. (C3,PLO1) 2. Display the required skills and techniques of marine-based recreational tourism activities. (P2,PLO2) 3. Demonstrate effective communication in explaining recreation activities rules and safety procedures (A3,PLO3)

3	DTM5033 EVENT OPERATION MANAGEMENT	<p>EVENT OPERATION AND MANAGEMENT covers the knowledge and understanding of planning and management skills of an event. Students are required to prepare event budgets, set event objectives, plan and manage a successful event. The course also looks at the operational and marketing planning as well as managing, implementing and evaluating the even</p> <p>CREDIT (S) : 3 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. Explain clearly the concept of event operation and management in tourism and hospitality industry. (C2,PLO1) 2. Organize an effective event in tourism and hospitality industry. (P4, PLO4) 3. Demonstrate proper communication skills, leadership and teamwork skills in organizing event in tourism and hospitality industry (A3,PLO3)
3	DTM5043 TOURISM AND HOSPITALITY MARKETING	<p>TOURISM AND HOSPITALITY MARKETING provides knowledge on theories, concepts and strategies applied in marketing tourism and hospitality product and services. The current practices and methods of professional selling provide opportunities to practice and develop communication skills, organizational skills, and other skills necessary to succeed in any career particularly in the profession of selling. The course focuses on the use of eight marketing mix (8Ps) strategies, consumer behaviour, marketing research, market segmentation and positioning and marketing plan in tourism and hospitality industry.</p> <p>CREDIT (S) : 2 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. Acquire accurate knowledge and understanding of the concepts of marketing, marketing mix 8P's and marketing research (C1,PLO1) 2. Carry out marketing research and construct marketing segmentation and positioning (C3,PLO1) 3. Report the marketing plan for tourism and hospitality products and/or services. (A3,PLO3)
4	DUT40110 INDUSTRIAL TRAINING	<p>INDUSTRIAL TRAINING exposes students to related workplace competencies demanded by industries. This course provides exposure to students in terms of technology literacy, effective communication, practice social skills and teamwork, policies, procedures and regulations, professional ethics and reporting. It also equips students with real work experience, thus helping students to perform as novice workers.</p> <p>CREDIT (S) : 10 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. apply related knowledge and skills at the workplace. (C3, P2) 2. communicate effectively with others. (A3) 3. practice teamwork. (A5) 4. professionally and ethically comply with policies, procedures and rules of the organization. (A5) 5. explain the tasks assigned (during the industrial training) according to the prescribed format. (P2, A4)

5	DTM 5053 PRINCIPLE OF MANAGEMENT	<p>PRINCIPLES OF MANAGEMENT contains management aspects such as planning, organising, leading, controlling and human resources management in tourism context. The concept, elements, types and process of management will be discussed during the course of study. The understanding of management principles in tourism context is very much required for enhancement of future career.</p> <p>CREDIT (S) : 3 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. Demonstrate mastery of knowledge and understanding based on fundamental principles of management practice. (C3,PLO1) 2. Relate management roles to its functions in tourism organisations. (C4,PLO1) 3. Explain the human resource management activities involved in attracting, developing and maintaining an effective workforce in tourism organisations. (A3, PLO7)
5	DTM6014 VISITOR INTERPRETATION SERVICES	<p>VISITOR INTERPRETATION SERVICES covers the basic concepts and application of interpretation services in tourist and visitor attraction. It includes the principles, competencies, methodologies, and planning elements in interpretation services for visitors and tourists. Students are required to plan and accomplish interpretation assignments and project.</p> <p>CREDIT (S) : 4 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. Apply effectively the concept and application of visitor interpretation services. (C3,PLO1) 2. Organize effectively interpretive talk, presentation techniques and interpretive media development for tourism attraction interpretation services. (P4,PLO2) 3. Display ethical information management in conducting visitors interpretation services. (A5,PLO6)
5	DTM3053 TOURISM EXPEDITION	<p>TOURISM EXPEDITION equips students with real life experience on planning, organising and managing domestic and international tourism expedition. Students are required to plan activities for fundraising and sponsorship. This course emphasizes on tourism expedition briefing, conducting a trip to the tourist attraction area, conducting tourism survey, preparing report and presentation.</p> <p>CREDIT (S) : 3 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. Demonstrate the accurate tourism expedition knowledge to meet the expedition objectives. (C1, PLO1) 2. Organise professionally the tourism expedition project. (P2, PLO2) 3. Demonstrate effective leadership skills and teamwork in preparing, managing, and conducting tourism expedition. (A3, PLO3)
5	DTM5013 PRINCIPLES OF ACCOUNTING FOR TOURISM AND HOSPITALITY	<p>PRINCIPLES OF ACCOUNTING FOR TOURISM AND HOSPITALITY provides the knowledge on concepts and principles of accounting in various business transactions. The course gives emphasis on source documents, books of prime entry, double entry accounting system, preparation of a trial balance, adjustment and preparation of financial statement at the end of an accounting period. .</p> <p>CREDIT (S) : 3 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. Explain clearly the concepts and principles for accounting based on the accounting standards in recording a tourism and hospitality business transactions (C2,PLO1) 2. Prepare source documents, books of prime entry, ledger, trial balance, adjustment and financial statement according to a complete accounting cycle (C4,PLO1) 3. Practise critical thinking skills and problem solving skills in preparing complete accounting cycle (A2,PLO4)

5	DTR6012 CULTURAL DIVERSITY	<p>CULTURAL DIVERSITY discusses the importance of cultural awareness and sensitivity in effective human resources management practices in the hospitality industry. The course examines the increasing cultural diversity found in both the consumer and employee populations and how managers can address different cultural needs of the relevant populations. Students will also be exposed to the issues of various cultures and ethnic communities.</p> <p>CREDIT (S) : 3 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. Explain the concept of cultural diversity and workplace diversity in tourism and hospitality industry. (C2, PLO1) 2. Discuss about the management and issues of cultural diversity in tourism and hospitality industry. (C6, PLO1) 3. Study the impact of cultural diversity on tourism and hospitality industry. (A3,PLO5)
6	DTM6033 COMMUNITY BASED TOURISM (CBT)	<p>COMMUNITY BASED TOURISM (CBT) is designed to expose students to the concepts, planning and programming process of a community-based tourism destination or attractions. Based on established CBT development manual, this syllabus allows students to put into practise the leadership role in the initial start-up process and operation of a CBT destination. Topics include the understanding of community-based tourism concepts and principles, destination selection process, community readiness and resources assessment, community capacity building process, leadership and administrative set-up, quality programming design, marketing and networking.</p> <p>CREDIT (S) : 3 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. Explain clearly the concepts and principles of Community Based Tourism (CBT) in the tourism and hospitality industry. (C2,PLO1) 2. Execute resourcefully Community Based Tourism (CBT) development programme for the local community. (P5,PLO2) 3. Demonstrate passionately social skills and responsibilities in Community Based Tourism (CBT) development. (A3, PLO5)
6	DTM6052 CONSUMER BEHAVIOUR	<p>CONSUMER BEHAVIOUR introduces the important areas of consumer behaviour and puts forward a simple decision making model. Internal and external influences on consumer behaviour are explored. The course also looks at the typologies of consumer behaviour as well as segmentation. Students will also be exposed to the markets and demands as well as the emergence of new markets, issues and changes in tourism demand.</p> <p>CREDIT (S) : 2 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. Explain actively the meaning, role, concept, model, relationship, nature and characteristics of the consumer behaviour. (C2, PLO1) 2. Demonstrate knowledge and information of consumer behavior purchase decision model, typologies, characteristic, behavior segmentation, product usage segmentation and benefit of consumer behaviour. (C3, PLO1) 3. Explain thoroughly the market, nature of demand, types of market segment, development of marketing mix, new market, changes of consumer behavior and issues in consumerism. (A4, PLO4)

6	DTM6204 TOURISM PROJECT	<p>TOURISM PROJECT exposes the students on knowledge and skills in management, marketing, accounting and interpretation. The types of the project consist of research, design and product development related to tourism field. Students will be supervised by lecturer who acts as their project supervisor. For assessment purposes, students are required to plan and implement the project. Students are also required to produce a project proposal and report in a professional manner.</p> <p>CREDIT (S) : 4 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. Demonstrate the concepts of case study, scientific research and tourism product accurately. (C3,PLO1) 2. Produce a complete final project report effectively. (P3,PLO2) 3. Present outcome of the project according to schedule accurately. (A2,PLO6)
6	DTM6033 SUSTAINABLE TOURISM	<p>SUSTAINABLE TOURISM exposes students to the techniques in managing tourism resources and ways to reduce the negative impact of tourism development. Students are exposed to the topics on sustainable development progress such as conservation and preservation, carrying capacity, environmental impact assessment and visitor management techniques that are used to minimise the negative impact caused by tourism activities. Students are also required to organize activities to enhance their understanding of sustainable tourism knowledge in tourism industry.</p> <p>CREDIT (S) : 3 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. Apply effectively the concept and impact of sustainable tourism development in tourism industry. (C3,PLO1) 2. Discuss thoroughly the roles of tourism stakeholders in supporting sustainable tourism development in Malaysia. (C2,PLO1) 3. Demonstrate effective communication skills in explaining the impact of sustainable tourism development on the tourism industry. (A3,PLO3)
6	DTH6022 HUMAN RESOURCE MANAGEMENT	<p>HUMAN RESOURCE MANAGEMENT exposes students to various topics such as recruitment, selection, training, performance appraisal, payment system and rewards. Students are also introduced to the benefits, reward and industrial relation during the course of this study. They will also learn the turnover rate method and stability index which is useful in the management of human resource.</p> <p>CREDIT (S) : 2 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. Describe the importance, purpose and function of human resource management in hospitality business endeavours. (C1, PLO1) 2. Explain process of recruitment and training of human resource by looking at performance and appraisal management (C2, PLO1) 3. Discuss theory and practice of payment system, working hours, performance development, employee benefits, retention and reward in the hospitality sector. (C4, PLO1)

6.4.7 PROGRAMME STRUCTURE (DUP)

COMPONENTS	COURSE CODE	COURSE	CONTACT HOURS			CREDIT
			L	P	T	
SEMESTER 1						
Compulsory	DUB1012	Pengajian Malaysia	1	0	2	2
	DUE1012	Communicative English 1	1	0	2	2
	DRB1000	Asas Unit Beruniform	0	2	0	0
Common Core	DUW1012	Occupational, Safety & Health	2	0	0	2
	DTH1013	Professionalism and Customer Service	2	2	0	3
	DTM1013	Fundamentals of Tourism and Hospitality	3	0	0	3
Discipline Core	DTM1023	Tourism Malaysia	3	0	0	3
	DTM2013	Tourism Geography	3	0	0	3
		TOTAL	21			18
SEMESTER 2						
Compulsory	DUA2032	Pelancongan dan Hospitaliti Dalam Islam*	1	0	2	2
	DUB2012	Nilai Masyarakat Malaysia**	1	0	2	2
	DRS2001	Sukan	0	2	0	1
	DRB2001	Unit Beruniform 1	0	2	0	1
Common Core	DPB2012	Entrepreneurship	2	1	0	2
Discipline Core	DTM2033	Global Distribution System	0	6	0	3
	DTH3022	Front Office Practice	1	2	0	2
	DTM3023	Recreational Tourism 1 (Terrestrial)	1	4	0	3
	DTM3033	Tourist Guiding Techniques	1	4	0	3
		TOTAL	27			16
SEMESTER 3						
Compulsory	DUE3012	Communicative English 2	1	0	2	2
	DRK3002	Kelab/Persatuan	0	4	0	2
	DRB3002	Unit Beruniform 2	0	4	0	2
Common Core	DTM5043	Tourism and Hospitality Marketing	3	0	0	3
Discipline Core	DTM3012	Travel Agency Operation	2	0	0	2
	DTM3042	Tourism and Hospitality Law	2	0	0	2
	DTM5023	Recreational Tourism 2 (Marine)	1	4	0	3
	DTM5033	Event Operation and Management	1	4	0	3
		TOTAL	24			17
SEMESTER 4						
	DUT40110	Industrial Training	0	0	0	10
			0			10
SEMESTER 5						
Compulsory	DUE5012	Communicative English 3	1	0	2	2
Common Core	DTM5013	Principles of Accounting for Tourism and Hospitality	2	0	2	3
	DTR6012	Cultural Diversity	2	0	0	2
Discipline Core	DTM3053	Tourism Expedition	1	4	0	3
	DTM5053	Principles of Management	3	0	0	3
	DTM6014	Visitor Interpretation Services	1	6	0	4
		TOTAL	24			17
SEMESTER 6						
Compulsory	DUA6022	Komunikasi dan Penyiaran Islam	1	0	2	2
Discipline Core	DTM6052	Consumer Behaviour	2	0	0	2
	DTH6022	Human Resource Management	2	0	0	2
	DTM6024	Tourism Project	1	6	0	4
	DTM6033	Sustainable Tourism	3	0	0	3
	DTM6043	Community Based Tourism	1	4	0	3
		TOTAL	22			16

	TOTAL CREDIT	%
i. Compulsory	15	16%
ii. Common Core	18	19%
iii. Discipline Core	51	54%
iv. Elective	0	0%
v. Industrial Training	10	11%
TOTAL CREDIT	94	100%

	TOTAL	%
i. Lecture	51	43
ii. Practical (Practical+Tutorial)	67	57
iii. Contact Hours	118	-

Legend / Notes:

L : Lecture, P : Practical/Lab, T : Tutorial, C : Credit

(The numbers indicated under L, P & T represent the contact hours per week, to be used as a guide for time table preparation).

* For Muslim Students

** For Non Muslim Students

For Co-curriculum.

1. Path 1 : Sport and Club
2. Path 2 : Uniform Unit

Uniform Unit (Students who choose Uniform Unit are required to complete 5 modules for commissioning)

1. DRB1000 (Asas Unit Beruniform) is a prerequisite to DRB2001 (Unit Beruniform 1).
2. DRB2001 and DRB3002 are graded.
3. DRB5000 and DRB6000 are optional, non-graded and audited courses with full assessment. Upon completion, students are entitled for commissioning.

6.4.8 MATRIX OF PROGRAMME ASSESSMENT (DUP)

Code & Course	Quiz		Theory Test		Practical Test		Practical Work/ Tutorial Exercise		Other Assessment		Final Exam
	Qty	%	Qty	%	Qty	%	Qty	%	Qty	%	%
DTM1013 Professionalism and Customer Service	2	10	1	15	-	-	1	15	2	10	100
DTM1013 Fundamentals of Tourism and Hospitality	2	5	1	15	-	-	-	-	3	30	100
DTM1023 Tourism Malaysia	4	10	1	15	-	-	-	-	4	25	100
DUW1012 Occupational Safety and Health	2	10	1	20	-	-	-	-	4	70	-
DTM2013 Tourism Geography	3	15	2	10	-	-	-	-	4	25	100
DTM2033 Global Distribution System	-	-	-	-	3	30	7	70	-	-	-
DPB2012 Entrepreneurship	2	10	1	15	-	-	-	-	3	75	-
DTH3022 Front Office Practise	2	10	1	10	1	10	2	20	-	-	100
DTM3023 Recreational Tourism 1 (Terrestrial)	2	20	-	-	4	60	-	-	4	20	100
DTM3033 Tourist Guiding Techniques	2	10	-	-	3	60	-	-	2	30	-
DTM5043 Tourism and Hospitality Marketing	2	10	2	15	-	-	-	-	3	25	100

DTM3012 Travel Agency Operation	2	5	2	10	-	-	-	-	2	35	100
DTM3042 Tourism and Hospitality Law	4	10	2	15	-	-	-	-	3	25	100
DUT40110 Industrial Training	-	-	-	-	-	-	-	-	-	100	-
DTM5023 Recreational Tourism 2 (Marine)	2	20	-	-	4	60	-	-	2	20	-
DTM5033 Event Operation and Management	4	20	1	20	-	-	-	-	2	60	-
DTM5013 Principles Of Accounting For Tourism And Hospitality	2	10	2	20	-	-	-	-	5	20	100
DTR6012 Cultural Diversity	2	15	1	10	-	-	-	-	2	25	100
DTM3053 Tourism Expedition	1	10	2	20	-	-	-	-	1	70	-
DTM5053 Principle Of Management	2	10	2	20	-	-	-	-	3	20	100
DTM6014 Visitor Interpretation Services	1	5	1	15	2	30	-	-	1	50	-
DTM6052 Consumer Behaviour	3	15	2	20	-	-	-	-	3	15	100



**TOURISM AND HOSPITALITY
DEPARTMENT**

DIPLOMA IN EVENT MANAGEMENT



*Time to Explore
Malaysia*



6.5 DIPLOMA IN EVENT MANAGEMENT

6.5.1 PROGRAMME OVERVIEW

INTRODUCTION

Event Management is one of the sectors in tourism industry which is increasingly becoming significant player in national and global tourism markets. Event management is a dynamic industry that is closely related to tourism and hospitality industry.

This programme provides students with the opportunity to develop practical event management skills which covers both theory and operational skills. Students are exposed to multi-disciplines skills as well as technologies used such as event planning and design, event technology, fund raising, internet marketing, incentive tour management and event management projects.

The Diploma in Event Management is a three-year full-time programme comprising of six semesters course work with one full semester of industrial training. Students are prepared for their future role in the economy by building a solid foundation in event industrial knowledge and the essential skills related to the diverse field of event industry.

SYNOPSIS

The Diploma in Event Management programmed is designed to educate and equip the students with comprehensive knowledge and skills in related fields of event industry such as in administration, operations, marketing, risk management and event project are also emphasized to support creative thinking. Other fundamental aspects of event industry such as tourism and hospitality fundamentals, professional development, customer service, health and safety, and entrepreneurial development are also embedded in this programme.

Also incorporates hands-on and experiential learning, and six months of structured industrial training experience that will prepare the students to acquire workplace competencies and related academic education, as well as enable them to enter and function effectively in the labour market immediately upon graduation. Most importantly, it is imperative that the graduates acquire the ability to apply their knowledge and competencies in an innovative, creative and novel ways, as well as the ability to address the wide range of challenges, problems and issues at the workplace.

6.5.2 JOB PROSPECT

Diploma in Event Management tailors its graduates for career opportunities that are offered in a wide range of event settings including , hotel, travel and hospitality industries, advertising agencies, public relation firms, news media, integrated marketing and communications, cultural performance companies, destination management companies, events companies, exhibition contractors, freight forwarders, professional conference organizers (PCO) and professional exhibition organizers (PEO). Students are providing with integrated knowledge and skills in event industry. These can be applied to a range of careers in the event industries. Potential jobs include:

- Industries of Employment:
- Advertising Agencies
- Special Events and Conferences
- Tourism and hospitality Industries
- Destination Management Companies
- Integrated Marketing & Communications
- Incentive Travel, Trade Shows and Expositions

Occupational Categories:

- Event Planner
- Event Designer
- Venue Coordinator
- Meeting Planner
- Wedding Planner
- Security Coordinator
- Entertainment Coordinator
- Event Manager
- Corporate Meeting Planners
- Catering and Waste Manager
- Exposition Service Contractors
- Event Management Consultancy
- Operational and Logistics Manager
- Hotel and Convention Centre Personnel

6.5.3 PROGRAMME AIM

Diploma in Event Management graduates of Polytechnics, Ministry of Education will have knowledge, technical skills and attitude to adapt themselves with new technological advancement and challenges in event management fields.

6.5.4 PROGRAMME EDUCATIONAL OBJECTIVES (PEO)

The Diploma in Event Management programs shall produce semiprofessionals who are:

1. able to display critical knowledge-based understanding, coherent with highly developed technical skills projected in a polished attitude in event industry.
2. able to communicate effectively and utilise excellent leadership, teamwork and social skills to fulfil industrial needs.
3. able to apply critical thinking and problem solving skills professionally in dealing with various event challenges.
4. able to apply management, entrepreneurship skills and adhere to the need of continuous learning for successful career advancement.

6.5.5 PROGRAMME LEARNING OUTCOMES

Upon completion of the programme, students should be able to:

1. demonstrate knowledge to meet current needs and adapt to challenges and changes in event industry.
2. perform practical skills professionally in accordance with the ethical, moral and legal practice in event industry environment.
3. practise effective communication skills, leaderships and teamwork in delivering high quality service in event industry.
4. solve operational problems within the event industry by applying critical thinking and problem solving skills
5. demonstrate responsibility and mastery of social skills to meet the common goals in event industry
6. nurture intellectual and professional growth through lifelong learning activities and effective use information from multiple sources
7. inculcate entrepreneurial and management skill in the related discipline that contribute towards event industry

6.5.6 SYNOPSIS AND COURSE LEARNING OUTCOME (DEV)

SEMESTER	COURSE	SYNOPSIS	COURSE LEARNING OUTCOME (CLO)
1	DTM1013 FUNDAMENTALS OF TOURISM AND HOSPITALITY	<p>FUNDAMENTALS OF TOURISM AND HOSPITALITY exposes students to the profile, complexity and interrelation of tourism and hospitality sectors, including the significance of tourism to the host and global communities. Students are also introduced to the career, academic and entrepreneurial prospects which exist in the industry. The reality of workplace demands and employability skills in the tourism and hospitality profession are also shown. Students are given the opportunity to gain experience through talks on tourism and hospitality industry delivered by invited guest speakers.</p> <p>CREDIT (S) : 3 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. Explain thoroughly the significance, impact and structure of global tourism from various perspectives. (C2, PLO1) 2. Display professionalism in the working environment of tourism industry. (A5, PLO2) 3. Explain the career and entrepreneurial opportunities, current trends and future outlook in tourism and hospitality business. (A3,PLO7)
1	DTM1023 TOURISM MALAYSIA	<p>TOURISM MALAYSIA exposes students to the tourism scenario in Malaysia. It also covers the history of Malaysian tourism while instilling a sense of appreciation and pride towards Malaysia. Students' depth of knowledge and understanding of Malaysia will leave a significant and positive impact to the tourism industry in Malaysia. Students are also exposed to the various tourism products and attractions available as well as not forgetting the demands and existing supply in Malaysia. Students are given the opportunity to gain experience through field trips and talks on tourism and hospitality industry delivered by invited guest speakers.</p> <p>CREDIT (S) : 3 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. Explain thoroughly the Malaysia tourism industry's demand and supply factors. (C1, PLO1) 2. Collect accurate information related to Malaysia.(C5, PLO1) 3. Demonstrate a sense of appreciation and pride towards Malaysia.(A3, PLO2)
1	DTM5013 PRINCIPLES OF ACCOUNTING FOR TOURISM AND HOSPITALITY	<p>PRINCIPLES OF ACCOUNTING FOR TOURISM AND HOSPITALITY provides the knowledge on concepts and principles of accounting in various business transactions. The course gives emphasis on source documents, books of prime entry, double entry accounting system, preparation of a trial balance, adjustment and preparation of financial statement at the end of an accounting period.</p> <p>CREDIT (S) : 3 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. Explain clearly the concepts and principles for accounting based on the accounting standards in recording a tourism and hospitality business transactions (C2,PLO1) 2. Prepare source documents, books of prime entry, ledger, trial balance, adjustment and financial statement according to a complete accounting cycle (C4,PLO1) 3. Practise critical thinking skills and problem solving skills in preparing complete accounting cycle (A2,PLO4)

1	DTE1013 INTRODUCTION TO EVENT MANAGEMENT	<p>INTRODUCTION TO EVENT MANAGEMENT introduces the concept and characteristic of event management. It explains the size and types of event and the impact to community. The course also looks at the roles and responsibilities of public, private and voluntary bodies in event industry. Students will also be exposed to the career and entrepreneurial opportunities, issues and challenges in event industry.</p> <p>CREDIT(S) : 3 PREREQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. Explain appropriately the concept and types of event management in event industry. (C2, PLO1) 2. State accurately the roles and responsibilities each parties involved in event industry. (C2, PLO1) 3. Implement effectively the impact and opportunities of event industry. (C3,PLO1)
1	DUW1012 OCCUPATIONAL SAFETY AND HEALTH	<p>OCCUPATIONAL SAFETY AND HEALTH course is designed to impart understanding of the self-regulatory concepts and provisions under the Occupational Safety & Health Act (OSHA). This course presents the responsibilities of employers and employees in implementing and complying with the safety procedures at work. This course provide an understanding of the key issues in OSH management, incident prevention, Emergency Preparedness and Response (EPR), fire safety, occupational first aid, Hazard Identification, Risk Assessment and Risk Control (HIRARC) and guide the students gradually into this multi-disciplinary science.</p> <p>CREDIT (S) : 2 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. identify the OSH legislation and its compliance in Malaysia. (C2, LD1) 2. explain briefly incident hazards, risks and safe work practices in order to maintain health and safe work environment. (C2, LD1) 3. discuss cooperatively in responding to an accident action at workplace. (C3,LD1; A2,LD4) 4. adhere to the safety procedures in respective fields. (A3, LD8)
2	DTE2013 CROWD MANAGEMENT	<p>CROWD MANAGEMENT provides knowledge and understanding of crowd management and the importance of planning effective crowd management in any kind of event. Students also learn about safety in crowd management, crowd control, communication in crowd management and crowd monitoring.</p> <p>CREDIT (S) : 3 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. Interpret knowledge and understanding of crowd management correctly. (C3,PLO1) 2. Explain crowd safety management plan for an event effectively. (C3,PLO1) 3. Produce proposal of crowd management plan for an even appropriately. (C4,PLO2)
2	DTE2043 PROTOCOL AND ETIQUETTE	<p>PROTOCOL AND ETIQUETTE explains the importance of protocol and etiquette in event. Students learn the protocol requirements in various events such as seating arrangement, honorific, writing speech text and palace language .This course also provides the information to the students do's and don'ts' attending the event.</p> <p>CREDIT (S) : 3 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. Explain the correct protocol and etiquette in event. (C2,PLO1) 2. Apply the correct protocol and etiquette in event. (C3, PLO1) 3. React with appropriate protocol to appreciate the attendees that involves in event. (A2, PLO5)

2	<p style="text-align: center;">DTH1013 PROFESSIONALISM AND CUSTOMER SERVICE</p>	<p>PROFESSIONALISM AND CUSTOMER SERVICE exposes students to skills required for establishing a specific career path offered through personal and professional development. This course leads students to practise excellent hospitality and customer service attitude which are integral for success in tourism and hospitality industry. By providing a platform for students to keep abreast of the current practices, passion for tourism and hospitality professionalism can be inculcated. Students will demonstrate positive and warm hospitable attitude and values in delivering high quality service.</p> <p>CREDIT (S) : 3 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. Apply professionalism, excellent hospitality and customer service in tourism and hospitality profession. (C3, PLO1) 2. Display positive and warm hospitable attitude and values orientation while interacting with customers or guests in handling enquiries, complaints and feedback. (P2, PLO2) 3. Demonstrate competencies in the performance of ethical habits and conduct among tourism and hospitality professionals to deliver high quality service. (A3, PLO2) 4. Practise effective teamwork and time management competencies required for effective management within the diversified tourism and hospitality industry. (A2, PLO3)
2	<p style="text-align: center;">DTM5043 TOURISM AND HOSPITALITY MARKETING</p>	<p>TOURISM AND HOSPITALITY MARKETING provides knowledge on theories, concepts and strategies applied in marketing tourism and hospitality product and services. The current practices and methods of professional selling provide opportunities to practice and develop communication skills, organizational skills, and other skills necessary to succeed in any career particularly in the profession of selling. The course focuses on the use of eight marketing mix (8Ps) strategies, consumer behaviour, marketing research, market segmentation and positioning and marketing plan in tourism and hospitality industry.</p> <p>CREDIT (S) : 3 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. Acquire accurate knowledge and understanding of the concepts of marketing, marketing mix 8P's and marketing research (C1,PLO1) 2. Carry out marketing research and construct marketing segmentation and positioning (C3,PLO1) 3. Report the marketing plan for tourism and hospitality products and/or services. (A3,PLO3)

2	DPB2012 ENTREPRENEURSHIP	<p>ENTREPRENEURSHIP focuses the principles and concept of entrepreneurship. This course concentrates on the systematic methods of getting business ideas. This course also prepares the students on ways to conduct and control the business including fundamental of management, marketing and financing. It also emphasizes on the preparation of business plan, thus developing their entrepreneurial skills</p> <p>CREDIT (S) : 2 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. explain clearly the concept of entrepreneurship, process and procedures involved in developing effective business plan. (C2, LD1) 2. work cooperatively in group to complete the assigned project based on entrepreneurial skills. (P3, LD2) (A3, LD7) 3. present business plan creatively using knowledge gained via group. (A2, LD3)
3	DTE2032 LEGAL AND ETHICS MANAGEMENT	<p>LEGAL AND ETHICS MANAGEMENT exposes students with the basic knowledge of Malaysia Law and ethical issues. Students discuss the Contract Law, Employment Law and Islamic Law as for basic knowledge required in event business as well as other issues in ethics such as negligence and sexual harassment.</p> <p>CREDIT (S) : 2 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. Explain information related to the relevant legislation and policies of Malaysia in event management appropriately. (C2, PLO1) 2. Analyse the concepts, implication and the importance of legal and ethics in event management clearly. (C4, PLO1) 3. Explain the concepts, types, behaviours and issues of legal and ethics in event management correctly. (A2, PLO3)
3	DTE2023 EVENT MARKETING	<p>EVENT MARKETING exposes students to the principles and practical understanding of the formulation of event marketing process. The students also learn numerous communication tools such as advertising, public relations and publicity, sales promotion and merchandising, personal selling and sales management, direct marketing and interactive or internet marketing to enable successful communication with the customers.</p> <p>CREDIT (S) : 3 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. Define accurately the elements of marketing in event management accurately (C2, PLO1) 2. Plan marketing strategies for appointed event using multiple approaches successfully (C5, PLO1) 3. Synthesis multiple information on marketing strategies for appointed event correctly. (A4, PLO6)
3	DTE3023 EVENT DESIGN	<p>EVENT DESIGN incorporates the concept, principles and basic elements of event design into effective and functional event. The course also looks at the environment design, unique decorative elements, backdrops and props. Students are exposed to food and service requirements and guidelines for food and beverage services which comply with the event design.</p> <p>CREDIT (S) : 3 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. Explain the concept of event design correctly. (C2, PLO1) 2. Design multiple types of decoration, props and backdrops that could inspire crowd for an event appropriately. (P7, PLO2) 3. Discuss the principle and elements of basic event design and basic aesthetic principles actively. (A2, PLO4)

3	DTE3033 THE PRACTICE OF PUBLIC RELATIONS	<p>THE PRACTICE OF PUBLIC RELATIONS covers the technical knowledge of theory, history, processes and practices, judgemental skills, and personal relationships that underlie public relations. Students learn the essential in building trust and respect of diverse communities in the twenty-first century.</p> <p>CREDIT (S) : 3 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. Explain the importance of public relations in event management clearly. (C2, PLO1) 2. Demonstrate management process and media in public relations appropriately. (C3, PLO 1) 3. Apply the concept of ethics in public relations effectively. (C3, PLO 1)
3	DTR6012 CULTURAL DIVERSITY	<p>CULTURAL DIVERSITY discusses the importance of cultural awareness and sensitivity in effective human resources management practices in the hospitality industry. The course examines the increasing cultural diversity found in both the consumer and employee populations and how managers can address different cultural needs of the relevant populations. Students will also be exposed to the issues of various cultures and ethnic communities.</p> <p>CREDIT (S) : 2 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. Explain the concept of cultural diversity and workplace diversity in tourism and hospitality industry. (C2, PLO1) 2. Discuss about the management and issues of cultural diversity in tourism and hospitality industry. (C6, PLO1) 3. Study the impact of cultural diversity on tourism and hospitality industry. (A3,PLO5)
4	DUT40110 INDUSTRIAL TRAINING	<p>INDUSTRIAL TRAINING exposes students to related workplace competencies demanded by industries. This course provides exposure to students in terms of technology literacy, effective communication, practice social skills and teamwork, policies, procedures and regulations, professional ethics and reporting. It also equips students with real work experience, thus helping students to perform as novice workers.</p> <p>CREDIT (S) : 10 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. apply related knowledge and skills at the workplace. (C3, P2) 2. communicate effectively with others. (A3) 3. practice teamwork. (A5) 4. professionally and ethically comply with policies, procedures and rules of the organization. (A5) 5. explain the tasks assigned (during the industrial training) according to the prescribed format. (P2, A4)
5	DTE5013 EVENT FUNDRAISING AND SPONSORSHIP	<p>EVENT FUNDRAISING AND SPONSORSHIP introduces the types of fundraising and sponsorship, importance, benefit, key success factor, history and trend of fundraising and sponsorship. It explains the fundraising and sponsorship plan and financial resources. The course also looks at the process of sponsorship, programme funding and programme donour. Students are also exposed to the implementation of fundraising and sponsorship program in managing event.</p> <p>CREDIT (S) : 3 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. Explain briefly the management of fundraising and sponsorship in managing event. (C2, PLO1) 2. Organize effectively the fundraising and sponsorship programme for event project. (P5, PLO2) 3. Practise effectively leadership and teamwork skills through the process of sponsorship in event management. (A2, PLO3)

5	DTE5024 VENUE AND EVENT LOGISTICS	<p>VENUE AND EVENT LOGISTICS introduces the objective, process and basic steps of site management. It explains the criteria and consideration of venue selection. The course also looks at the venue layout, venue location and set-up. Students are also be exposed to the elements of event logistics system and event logistics planning.</p> <p>CREDIT (S) : 4 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. Explain accurately knowledge and information related to venue and event logistics for an event. (C2, PLO1) 2. Explain accurately venue and event logistics proposal for an event. (C2, PLO2) 3. Work efficiently in team to propose selected venue and event logistics for an event. (A3, PLO3)
5	DTE6023 TECHNICAL AND PRODUCTION MANAGEMENT	<p>TECHNICAL AND PRODUCTION MANAGEMENT introduces definition, concept, process, terminologies and the importance of technical and production management. Students are exposed to the preparing of technical equipment and staging requirement in event technical operation. It explains thoroughly the technical personnel task, roles and responsibilities in event operation. The course also looks at the discussion of latest technologies applied in event technical production in organizing an event.</p> <p>CREDIT (S) : 3 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. Explain accurately knowledge and information related to preparing technical equipment and staging requirement in event operation. (C2, PLO1). 2. Show effectively the latest technologies applied in event technical production. (C3, PLO1) 3. Explain clearly technical equipment and staging requirement in event production. (P2, PLO2)
5	DTE3014 EVENT PLANNING	<p>EVENT PLANNING covers the basics knowledge and understanding of planning process. Through this course, students learn to prepare event budgets, set event objectives and collaborate with business professionals to maintain successful events. The course also looks at the operational planning and marketing planning as well as managing, implementing and evaluating the event. Students will propose and organize an event independently.</p> <p>CREDIT (S) : 4 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. Explain knowledge and information of event planning components accurately. (C2, PLO1) 2. Combine important information in writing a systematic proposal and framework for community event proposal appropriately. (P7, PLO2) 3. Explain the event proposal to align with the management and entrepreneurial skills in selling the event proposal confidently. (A4, PLO7).
6	DTE5033 RISK MANAGEMENT	<p>RISK MANAGEMENT covers the basics concepts and application of risk management plan. Students learn the fundamental techniques and strategies in risk management, risk management plan, analyze risks, develop contingency plan, manage emergencies, health and safety requirements, insurance and security.</p> <p>CREDIT (S) : 3 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. Explain thoroughly risk management in event. (C2, PLO1) 2. Describe clearly the types of risks, techniques and strategies in event management. (C1, PLO1) 3. Demonstrate appropriately the risk management plan. (A3, PLO2)

6	DTE6033 EVENT PUBLICATION AND MERCHANDISING	<p>EVENT PUBLICATION AND MERCHANDISING exposes students to the publication of event promotion materials and merchandising. It equips students with technical skills of developing, designing and producing the related media. It also covers the marketing activities and sales techniques, not forgetting the business processes of merchandising in event industry.</p> <p>CREDIT (S) : 3 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. Explain the concepts, roles and process required in event publication and merchandising correctly. (C2, PLO1) 2. Create event publication and merchandising techniques and materials successfully. (P7, PLO2) 3. Practise on communicating ideas for event publication and merchandising effectively. (A5, PLO3)
6	DTE6044 EVENT PROJECT	<p>EVENT PROJECT exposes students to the running of event. It emphasizes in coordinating the resources and technical preparation based on proposals of previous semester. Student learns to plan, manage and run events and evaluate factors that contribute to the success and failure of event. Students are also required to produce final report and make presentation.</p> <p>CREDIT (S) : 4 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. Organize an event successfully according to systematic planning, coordination and process. (A4,PLO4) 2. Display the ability to perform task and duty on site and running the events based on schedule and resources accurately. (P4,PLO2) 3. Demonstrate the ability to work in team, analyze, write report and make presentation correctly. (A3, PLO3)
6	DTH6022 HUMAN RESOURCE MANAGEMENT	<p>HUMAN RESOURCE MANAGEMENT exposes students to various topics such as recruitment, selection, training, performance appraisal, payment system and rewards. Students are also introduced to the benefits, reward and industrial relation during the course of this study. They will also learn the turnover rate method and stability index which is useful in the management of human resource.</p> <p>CREDIT (S) : 2 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. Describe the importance, purpose and function of human resource management in hospitality business endeavours. (C1, PLO1) 2. Explain process of recruitment and training of human resource by looking at performance and appraisal management. (C2, PLO1) 3. Discuss theory and practice of payment system, working hours, performance development, employee benefits, retention and reward in the hospitality sector. (C4, PLO1)
6	DTM6052 CONSUMER BEHAVIOUR	<p>CONSUMER BEHAVIOUR introduces the important areas of consumer behaviour and puts forward a simple decision making model. Internal and external influences on consumer behaviour are explored. The course also looks at the typologies of consumer behaviour as well as segmentation. Students will also be exposed to the markets and demands as well as the emergence of new markets, issues and changes in tourism demand.</p> <p>CREDIT (S) : 2 PRE REQUISITE(S) :NONE</p>	<ol style="list-style-type: none"> 1. Explain actively the meaning, role, concept, model, relationship, nature and characteristics of the consumer behaviour. (C2, PLO1) 2. Demonstrate knowledge and information of consumer behavior purchase decision model, typologies, characteristic, behavior segmentation, product usage segmentation and benefit of consumer behaviour. (C3, PLO1) 3. Explain thoroughly the market, nature of demand, types of market segment, development of marketing mix, new market, changes of consumer behavior and issues in consumerism. (A4, PLO4)

6.5.7 PROGRAMME STRUCTURE (DEV)

COMPONENTS	COURSE CODE	COURSE	CONTACT HOURS			CREDIT
			L	P	T	
SEMESTER 1						
Compulsory	DUB1012	Pengajian Malaysia	1	0	2	2
	DUE1012	Communicative English 1	1	0	2	2
	DRB1000	Asas Unit Beruniform	0	2	0	0
Common Core	DUW1012	Occupational, Safety & Health	2	0	0	2
	DTM1013	Fundamentals of Tourism and Hospitality	3	0	0	3
	DTM5013	Principles of Accounting for Tourism and Hospitality	2	0	2	3
Discipline Core	DTM1023	Tourism Malaysia	3	0	0	3
	DTE1013	Introduction to Event Management	3	0	0	3
		TOTAL	21			18
SEMESTER 2						
Compulsory	DUA2032	Pelancongan dan Hospitaliti Dalam Islam *	1	0	2	2
	DUB2012	Nilai Masyarakat Malaysia **	1	0	2	2
	DRS2001	Sukan	0	2	0	1
	DRB2001	Unit Beruniform 1	0	2	0	1
Common Core	DPB2012	Entrepreneurship	2	1	0	2
	DTH1013	Professionalism and Customer Service	2	2	0	3
	DTM5043	Tourism and Hospitality Marketing	3	0	0	3
Discipline Core	DTE2013	Crowd Management	3	0	0	3
	DTE2043	Protocol and Etiquette	3	0	0	3
		TOTAL	21			17
SEMESTER 3						
Compulsory	DUE3012	Communicative English 2	1	0	2	2
	DRK3002	Kelab/Persatuan	0	4	0	2
	DRB3002	Unit Beruniform 2	0	4	0	2
Common Core	DTR6012	Cultural Diversity	2	0	0	2
Discipline Core	DTE2023	Event Marketing	3	0	0	3
	DTE2032	Legal and Ethics Management	2	0	0	2
	DTE3023	Event Design	1	4	0	3
	DTE3033	The Practice of Public Relations	3	0	0	3
		TOTAL	22			17
SEMESTER 4						
	DUT40110	Industrial Training	0	0	0	10
			0			10
SEMESTER 5						
Compulsory	DUE5012	Communicative English 3	1	0	2	2
Discipline Core	DTE5013	Event Fundraising and Sponsorship	1	4	0	3
	DTE3014	Event Planning	1	6	0	4
	DTE5024	Venue and Event Logistic	3	0	1	4
	DTE6023	Technical and Production Management	1	4	0	3
		TOTAL	24			16

SEMESTER 6						
Compulsory	DUA6022	Komunikasi dan Penyiaran Islam	1	0	2	2
Discipline Core	DTE5033	Risk Management	3	0	0	3
	DTH6022	Human Resource Management	2	0	0	2
	DTE6044	Event Project	0	8	0	4
	DTM6052	Consumer Behaviour	2	0	0	2
	DTE6033	Event Publication and Merchandising	1	4	0	3
		TOTAL	23			16

	TOTAL CREDIT	%
i. Compulsory	15	16%
ii. Common Core	18	19%
iii. Discipline Core	51	54%
iv. Elective	0	0%
v. Industrial Training	10	11%
TOTAL CREDIT	94	100%

	TOTAL	%
i. Lecture	57	51
ii. Practical (Practical+Tutorial)	54	49
iii. Contact Hours	111	-

Legend / Notes:

L : Lecture, P : Practical/Lab, T : Tutorial, C : Credit

(The numbers indicated under L, P & T represent the contact hours per week, to be used as a guide for time table preparation).

* For Muslim Students

** For Non Muslim Students

For Co-curriculum,

1. Path 1 : Sport and Club

2. Path 2 : Uniform Unit***

***Students who choose Uniform Unit are required to complete 5 modules.

Uniform Unit

1. DRB1000 (Asas Unit Beruniform) is a pre-requisite to DRB2001 (Unit Beruniform 1)

2. DRB2001 and DRB3002 are graded

3. DRB5000 and DRB6000 are optional, non-graded, audited courses with full assessment. Upon completion of DRB6XX0, students are entitled for commissioning.

6.5.8 MATRIX OF PROGRAMME ASSESSMENT (DEV)

Code & Course	Quiz		Theory Test		Practical Test		Practical Work/ Tutorial Exercise		Other Assessment		Final Exam
	Qty	%	Qty	%	Qty	%	Qty	%	Qty	%	%
DTE 1013 Introduction To Event Management	2	10	1	10	-	-	-	-	3	30	50
DTM1013 Fundamentals Of Tourism And Hospitality	2	5	1	15	-	-	-	-	2	30	50
DTM1023 Tourism Malaysia	4	10	1	15	-	-	-	-	3	25	50
DUW1012 Occupational Safety and Health	2	10	1	20	-	-	-	-	4	70	-
DTM5013 Principles Of Accounting For Tourism And Hospitality	2	10	2	20	-	-	3	10	1	10	50
DTE2013 Crowd Management	2	10	1	10	-	-	-	-	3	30	50
DTE2043 Protocol And Etiquette	2	10	1	10	-	-	-	-	3	30	50
DTH1013 Professionalism And Customer Service	2	10	1	15	-	-	1	15	2	10	50
DTM5043 Tourism And Hospitality Marketing	2	10	2	15	-	-	-	-	3	25	50
DTE2032 Legal And Ethics Management	2	10	2	20	-	-	-	-	2	20	50
DTE2023 Event Marketing	2	10	2	20	-	-	-	-	3	20	50

DPB2012 Entrepreneurship	2	10	1	15	-	-	-	-	3	75	-
DTE 3023 Event Design	4	20	2	30	-	-	-	-	2	50	-
DTE 3033 The Practice Of Public Relations	2	10	1	10	-	-	-	-	3	30	50
DUT40110 Industrial Training	-	-	-	-	-	-	-	-	-	100	-
DTR6012 Cultural Diversity	2	15	1	10	-	-	-	-	2	25	50
DTE 5013 Event Fundraising And Sponsorship	2	10	1	15	-	-	-	-	2	75	-
DTE5024 Venue And Event Logistics	2	10	1	20	-	-	2	20	3	50	-
DTE6023 Technical And Production Management	2	10	1	20	2	30	-	-	2	40	-
DTE3014 Event Planning	2	10	1	10	-	-	-	-	4	80	-
DTE5033 Risk Management	1	5	2	15	-	-	-	-	4	30	50
DTE6033 Event Publication And Merchandising	2	10	-	-	-	-	2	30	2	60	-
DTE 6044 Event Project	-	-	-	-	-	-	-	-	5	100	-
DTH6022 Human Resource Management	2	5	2	15	-	-	-	-	4	30	50
DTM6052 Consumer Behaviour	3	15	2	20	-	-	-	-	2	15	50



**TOURISM AND HOSPITALITY
DEPARTMENT**

**DIPLOMA IN FOODSERVICE
(HALAL PRACTICE)**



6.6 DIPLOMA IN FOODSERVICE (HALAL PRACTICE)

6.6.1 PROGRAMME OVERVIEW

INTRODUCTION

Diploma in Foodservice (Halal Practice) focuses towards the development of knowledge and the implementation of halal practice in foodservice operations and management as well as providing excellent services to guests. This educational programme is developed based on the halal industry body of knowledge and competency standards for polytechnic graduates. Halal Foodservice is a discipline of study which requires the graduates to be able to demonstrate knowledge, understanding and abilities in providing excellent food services as well as ensuring halal practices are incorporated in the whole process of foodservice and food production. Industry interdisciplinary academic knowledge and competencies such as foodservice fundamentals, hotel operations, catering services and other related foodservice competencies are delivered based on halal practices.

The Diploma in Foodservice (Halal Practice) is a three-year full-time programme comprising of six semesters coursework with one full semester of industrial training. Students are prepared for their future role in the economy by building a solid foundation in hospitality industrial knowledge and the essential skills related to the diverse field of halal foodservice industry.

SYNOPSIS

Diploma in Foodservice (Halal Practice) is designed to introduce students to halal practices in foodservice industry. The programme prepares the graduates to a broad understanding of halal foodservice industry and the required competencies such as professionalism and customer service, fundamental of halal food and food industry, halal standard, foodservice sanitation, nutrition, theory of food, basic eastern and western cookery, food and beverage service management, menu planning, bakery and pastry, food law and legal aspect, commercial foodservice operations, event operation and management, food and beverage cost control, project and human resource management. Muslim friendly hospitality practice and layout design for foodservice facilities are also included in this programme.

6.6.2 JOB PROSPECT

Diploma in Foodservice (Halal Practice) provides students with integrated knowledge and skills supervisory or management role within the halal foodservice industry. They will also be able to apply for jobs in the halal food production, halal foodservice or halal food production sectors. There are numerous possible career paths as:

- Food & Beverage (F&B) Supervisor
- Food Retail Supervisor
- Restaurant Supervisor
- Halal Executive (Comply to Muslim)
- Entrepreneur in Foodservice Industry
- Assistant Catering Officer (Penolong Pegawai Penyediaan Makanan C27)
- Halal Enforcement Officer
- Executive in Foodservice Industry
- Foodservice Personnel
- Food and Beverage Quality Controller
- Food and Beverage Quality Assurance Personnel

6.6.3 PROGRAMME AIM

Diploma in Foodservice (Halal Practice) graduates in Polytechnics, Ministry of Education Malaysia will acquire knowledge, competencies, professional attitude and abilities required in halal food product and food trade in Malaysia

6.6.4 PROGRAMME EDUCATIONAL OBJECTIVES (PEO)

The Diploma in Foodservice (Halal Practice) programme shall produce semiprofessionals who are:

1. able to display critical knowledge-based understanding, coherent with highly developed technical skills projected in a polished attitude in tourism and hospitality industry.

2. able to communicate effectively and utilise excellent leadership, teamwork and social skills to fulfill industrial needs.
3. able to apply critical thinking and problem solving skills professionally in dealing with various tourism and hospitality challenges.
4. able to apply management, entrepreneurship skills and adhere to the need of continuous learning for successful career advancement.

6.6.5 PROGRAMME LEARNING OUTCOMES

Upon completion of this programme, graduates should be able to:

1. demonstrate knowledge to meet current needs and adapt to challenges and changes in foodservice industry.
2. perform practical skills professionally in accordance with the ethical, moral and legal practice in foodservice industry.
3. practise effective communication skills, leadership and teamwork in delivering high quality services in foodservice industry.
4. solve operational problems within foodservice industry by applying critical thinking and problem solving skills.
5. demonstrate responsibility and mastery of social skills to meet the common goals in foodservice industry.
6. nurture intellectual and professional growth through lifelong learning activities and effective use of information from multiple sources.
7. inculcate entrepreneurial and management skills in the related discipline that contributes towards foodservice industry.

6.6.6 SYNOPSIS AND COURSE LEARNING OUTCOME (DHF)

SEMESTER	COURSE	SYNOPSIS	COURSE LEARNING OUTCOME (CLO)
1	DTF1013 FUNDAMENTAL OF HALAL AND HALAL FOOD INDUSTRY	<p>FUNDAMENTAL OF HALAL AND HALAL FOOD INDUSTRY course is developed to expose the basic knowledge of halal based on shariah law, the halal concept in foodservice industry, halal practices applied by the industry, the related agencies involved in the halal industry development in Malaysia and the latest issues on halal food and product. The course also discusses the increasing of demand in domestic and global halal market. Students are exposed to the Malaysia halal logo as well as to discuss halal awareness and implementation of halal food issues and challenges in foodservice industry</p> <p>CREDIT (S) : 3 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. recognise the knowledge, concepts and fundamentals of halal and haram practice in food service industry. (C1, PLO1) 2. explain the concept of halal food industry and the roles of related agencies that enforce halal policy. (C2, PLO1) 3. explain the awareness and implementation of halal practices effectively towards consumerism issues and challenges in halal foodservice industry. (C4, PLO1)
1	DTH1013 PROFESSIONALISM AND CUSTOMER SERVICE	<p>PROFESSIONALISM AND CUSTOMER SERVICE exposes students to skills required for establishing a specific career path offered through personal and professional development. This course leads students to practise excellent hospitality and customer service attitude which are integral for success in tourism and hospitality industry. By providing a platform for students to keep abreast of the current practices, passion for tourism and hospitality professionalism can be inculcated. Students will demonstrate positive and warm hospitable attitude and values in delivering high quality service.</p> <p>CREDIT (S) : 3 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. apply professionalism, excellent hospitality and customer service in tourism and hospitality profession. (C3, PLO1) 2. display positive and warm hospitable attitude and values orientation while interacting with customers or guests in handling enquiries, complaints and feedback. (P2, PLO2) 3. demonstrate competencies in the performance of ethical habits and conduct among tourism and hospitality professionals to deliver high quality service. (A3, PLO2) 4. practise effective teamwork and time management competencies required for effective management within the diversified tourism and hospitality industry. (A2, PLO3)
1	DTH1022 FOODSERVICE SANITATION	<p>FOODSERVICE SANITATION provides information on hygiene, sanitation, quality and safety practices in foodservice industry. In addition, this course also discusses the causes and prevention methods of food contamination, and the importance of Hazardous Analysis Critical Control Point (HACCP), Good Manufacturing Practice (GMP) and Good Hygiene Practice (GHP) in foodservice industry.</p> <p>CREDIT (S) : 2 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. describe the importance of food sanitation in foodservice operation. (C1, PLO1) 2. explain food contamination, food poisoning and the importance of Quality Control System in foodservice operation. (C2, PLO1) 3. apply rules and regulations related to safety and public health law by local council. (C3, PLO1)

1	DTM1013 FUNDAMENTALS OF TOURISM AND HOSPITALITY	<p>FUNDAMENTALS OF TOURISM AND HOSPITALITY exposes students to the profile, complexity and interrelation of tourism and hospitality sectors, including the significance of tourism to the host and global communities. Students are also introduced to the career, academic and entrepreneurial prospects which exist in the industry. The reality of workplace demands and employability skills in the tourism and hospitality profession are also shown. Students are given the opportunity to gain experience through talks on tourism and hospitality industry delivered by invited guest speakers</p> <p>CREDIT (S) : 3 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. explain thoroughly the significance, impact and structure of global tourism from various perspectives. (C2, PLO1) 2. display professionalism in the working environment of tourism industry. (A5, PLO2) 3. explain the career and entrepreneurial opportunities, current trends and future outlook in tourism and hospitality business. (A3,PLO7)
2	DPB2012 ENTREPRENEURSHIP	<p>ENTREPRENEURSHIP focuses the principles and concept of entrepreneurship. This course concentrates on the systematic methods of getting business ideas. This course also prepares the students on ways to conduct and control the business including fundamental of management, marketing and financing. It also emphasizes on the preparation of business plan, thus developing their entrepreneurial skills</p> <p>CREDIT (S) : 2 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1.explain clearly the concept of entrepreneurship, process and procedures involved in developing effective business plan. (C2, LD1) 2. work cooperatively in group to complete the assigned project based on entrepreneurial skills. (P3, LD2) (A3, LD7) 3. present business plan creatively using knowledge gained via group. (A2, LD3)
2	DTF2013 NUTRITION	<p>NUTRITION introduces students to the importance of nutrition in menu planning. This course also exposes students to the science of nutritional studies and substances usually found in food and body. This course also discusses the factors influencing human dietary practices, disease problems related to food and nutrition</p> <p>CREDIT (S) : 3 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. describe the importance of nutrients in menu planning and its relation to human health. (C1, PLO1) 2. explain the effect of deficiency and excess nutrients to human health (C2, PLO1) 3. apply the essentials element of nutrients in providing adequate, healthy and enjoyable diet. (C3, PLO1)

2	DTH1032 THEORY OF FOOD	<p>THEORY OF FOOD focuses on the understanding of cooking theory and the application of skills to a wide range of cooking styles and products. Students will be introduced to the foodservice establishment and organisation. Every aspect in cooking is explained starting from the basic equipment and utensils to cooking techniques, role of the ingredients used, garnishing and food presentation, food commodities, salad and salad dressing, stock, sauces and soup.</p> <p>CREDIT (S) : 2 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. identify the types of foodservice organisation.(C1, PLO1) 2. differentiate the function of each ingredient and principle in baking and cooking. (C2, PLO1) 3. explain the usage of equipment and utensils in food operation. (C4, PLO1)
2	DTH1044 BASIC EASTERN AND WESTERN COOKERY	<p>BASIC EASTERN AND WESTERN COOKERY is an introduction to eastern and western cookery preparation in the foodservice establishment. In this course, students will be exposed to the basic cooking techniques and skills on preparation, cooking and presenting a variety of food commodity on eastern and western cuisine. To enable students to prepare a complete course of western meals, students will need to acquire necessary skills in the preparation of appetizer, soup, sauces, meat, poultry, fish, shellfish and also starches. Students will also build and practice their entrepreneurial skills by marketing and selling their food products</p> <p>CREDIT (S) : 4 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. select the appropriate cooking techniques into a wide range of cooking styles and products. (P1, PLO2) 2. prepare a complete course of dish consists of starch, protein, sauce, vegetable and garnishing. (P2, PLO2) 3. display culinary skills in selecting, preparing, producing and presenting food. (P3, PLO2)
2	DTH2023 FOOD AND BEVERAGE SERVICES	<p>FOOD AND BEVERAGE SERVICES introduces students to the operation of food and beverage services. Students will be exposed to the knowledge and skills related to tasks and chores in food and beverage (F&B) institution or organisation of the functions of cutleries and the ability to use them appropriately. Preparation in the dining room, showcase of correct serving techniques and interaction with guests are also introduced. Students will be encouraged to apply F&B service rules and safety precautions in the operations.</p> <p>CREDIT (S) : 3 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. discuss the functions of Food and Beverage Department. (C2, PLO1) 2. apply appropriate knowledge and skills when performing food and beverage service. (C3, PLO1) 3. perform guest handling procedures, serving techniques and table preparation skills confidently. (P2, PLO2)

2	DPB2012 ENTREPRENEURSHIP	<p>ENTREPRENEURSHIP focuses the principles and concept of entrepreneurship. This course concentrates on the systematic methods of getting business ideas. This course also prepares the students on ways to conduct and control the business including fundamental of management, marketing and financing. It also emphasizes on the preparation of business plan, thus developing their entrepreneurial skills</p> <p>CREDIT (S) : 2 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. apply related knowledge and skills at the workplace. (C3, P2) 2. communicate effectively with others. (A3) 3. practice teamwork. (A5) 4. professionally and ethically comply with policies, procedures and rules of the organization. (A5) 5. explain the tasks assigned (during the industrial training) according to the prescribed format. (P2, A4)
3	DTF3013 HALAL FOOD PRODUCTION	<p>HALAL FOOD PRODUCTION introduces aspects of Islamic Shariah Law and also the exceptional criteria for halal food. Students are exposed to the general guidelines of halal food producer in producing, preparing and handling halal food. Students are provided with opportunities to acquire skills in the Islamic slaughtering practice and procedures. Students are equipped with knowledge of halal requirements to demonstrate professionalism.</p> <p>CREDIT (S) : 3 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. explain the requirements of food industry towards halal compliances by integrating the toyyiban element in the halal food production. (C2, PLO1) 2. show the correct method of halal slaughtering process according to Shariah compliance and obligation comply by industry in managing halal food production. (P2, PLO2) 3. practise halalan-toyyiban concept through halal food production and creating awareness of halal consumerism issues among community. (A2, PLO5)
3	DTF3023 HALAL STANDARD	<p>HALAL STANDARD introduces students to the importance of halal foods standards and the crucial role of halal certifier bodies in Malaysia. This course exposes students to the Malaysian Halal Standard practical guidelines for food industry in the preparation and handling of halal food. This course also focuses on halal standard auditing and current issues for Malaysian Halal Standard.</p> <p>CREDIT (S) : 3 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. explain clearly the implementation of halal standardization and food law in foodservice operation. (C2, PLO1) 2. differentiate the Malaysian Halal Food Standard, Malaysian Halal Certification and Quality Assurance in Halal Foodservice operation. (C4, PLO1) 3. produce an effective halal standard auditing surveillance. (C5, PLO1)

3	DTH2034 BAKING AND PASTRY	<p>BAKING AND PASTRY course covers the development of kitchen skills in the preparation, production and commercialisation of bakery and pastry products. Students are exposed to the production of good quality baked goods such as bread, pastry, cookies, cake, cake decoration and local delicacies.</p> <p>CREDIT (S) : 4 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. recognise fault and causes in baking and pastry production. (P1, PLO2) 2. follow the proper technique in producing pastry and bakery product. (P3, PLO2) 3. prepare quality bakery and pastry products independently. (P2, PLO2)
3	DTM5043 TOURISM AND HOSPITALITY MARKETING	<p>TOURISM AND HOSPITALITY MARKETING provides knowledge on theories, concepts and strategies applied in marketing tourism and hospitality product and services. The current practices and methods of professional selling provide opportunities to practice and develop communication skills, organizational skills, and other skills necessary to succeed in any career particularly in the profession of selling. The course focuses on the use of eight marketing mix (8Ps) strategies, consumer behaviour, marketing research, market segmentation and positioning and marketing plan in tourism and hospitality industry.</p> <p>CREDIT (S) : 3 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. acquire accurate knowledge and understanding of the concepts of marketing, marketing mix 8P's and marketing research. (C1,PLO1) 2. carry out marketing research and construct marketing segmentation and positioning. (C3,PLO1) 3. report the marketing plan for tourism and hospitality products and/or services. (A3,PLO3)

4	DUT40110 INDUSTRIAL TRAINING	<p>INDUSTRIAL TRAINING exposes students to related workplace competencies demanded by industries. This course provides exposure to students in terms of technology literacy, effective communication, practice social skills and teamwork, policies, procedures and regulations, professional ethics and reporting. It also equips students with real work experience, thus helping students to perform as novice workers.</p> <p>CREDIT (S) : 10 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. apply related knowledge and skills at the workplace. (C3, P2) 2. communicate effectively with others. (A3) 3. practice teamwork. (A5) 4. professionally and ethically comply with policies, procedures and rules of the organization. (A5) 5. explain the tasks assigned (during the industrial training) according to the prescribed format. (P2, A4)
5	DTF5012 MENU PLANNING AND DESIGN	<p>MENU PLANNING AND DESIGN course covers fundamentals of menu planning that are essential in building a successful foodservice concept. The menu is the foundation upon which a foodservice operation builds both its reputation and profit. Reflecting the latest menu trends in the restaurant industry, it shows how researches, surveys, and sales analysis are keys to menu planning and design. The content focuses on the evolution of the menu and includes topics such as menu trends in the industry, performing market research and creating a market survey, nutrition and dietary guidelines, and menu planning. Financial aspects of menu planning such as performing a yield test, creating and writing standardized recipes, and recipe costing, writing, designing, and merchandising the menu are also provided in this course.</p> <p>CREDIT (S) : 3 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. provide proper techniques and procedures to develop a menu based on requirement in foodservice operation. (C1, PLO1) 2. classify types of menu planning based on foodservice industry practices. (C2, PLO1) 3. identify marketing elements, financial aspect and nutrition requirements to be considered in menu planning. (C4, PLO1)
5	DTF5023 DESIGN AND LAYOUT FOR FOODSERVICE FACILITIES	<p>DESIGN AND LAYOUT FOR FOODSERVICE FACILITIES exposes students to the fundamental of planning and designing a proper foodservice establishment. Students are exposed to planning, basic design, space analysis and pre-selection of equipment. Emphasis is given to the design and layout placement, for the front and back of the establishment.</p> <p>CREDIT (S) : 3 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. explain the principles of design and layout and factors to be considered in designing a foodservice establishment. (C2, PLO1) 2. sketch a design and layout using proper selection criteria. (P4, PLO2) 3. explain basic design and layout concept for a proper foodservice establishment that could encounter any technical and maintenance problems. (A3, PLO4)

5	DTH3044 COMMERCIAL FOODSERVICE OPERATIONS	<p>COMMERCIAL FOODSERVICE OPERATIONS covers the knowledge and skills of running various types of foodservice establishment. Students are exposed to menu planning and food production based on services and establishments. Topics discussed will help to develop skills and understanding in the operations of commercial food service with appropriate dine-in environment. Students also have the opportunities to organise outdoor catering, run operations of the whole restaurant, and handle food court operation, buffet and fast food restaurant.</p> <p>CREDIT (S) : 4 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. explain menu planning in different types of foodservice operations effectively. (P2, PLO2) 2. organise operations of fine-dining, catering services, buffet, food court and fast food restaurant and design sales promotion strategies effectively.(P3, PLO2) 3. follow procedures to prepare, produce, serve and clear food in a safe and sanitary environment correctly. (P3, PLO2)
5	DTM5013 PRINCIPLES OF ACCOUNTING FOR TOURISM AND HOSPITALITY	<p>PRINCIPLES OF ACCOUNTING FOR TOURISM AND HOSPITALITY provides the knowledge on concepts and principles of accounting in various business transactions. The course gives emphasis on source documents, books of prime entry, double entry accounting system, preparation of a trial balance, adjustment and preparation of financial statement at the end of an accounting period.</p> <p>CREDIT (S) : 3 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. explain clearly the concepts and principles for accounting based on the accounting standards in recording a tourism and hospitality business transactions (C2,PLO1) 2. prepare source documents, books of prime entry, ledger, trial balance, adjustment and financial statement according to a complete accounting cycle (C4,PLO1) 3. practise critical thinking skills and problem solving skills in preparing complete accounting cycle (A2,PLO4)
5	DTM5033 EVENT OPERATION AND MANAGEMENT	<p>EVENT OPERATION AND MANAGEMENT covers the knowledge and understanding of planning and management skills of an event. Students are required to prepare event budgets, set event objectives, plan and manage a successful event. The course also looks at the operational and marketing planning as well as managing, implementing and evaluating the event.</p> <p>CREDIT (S) : 3 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. explain clearly the concept of event operation and management in tourism and hospitality industry. (C2,PLO1) 2. organize an effective event in tourism and hospitality industry. (P4, PLO4) 3. demonstrate proper communication skills, leadership and teamwork skills in organizing event in tourism and hospitality industry (A3,PLO3)

6	DTF6012 MUSLIM FRIENDLY HOSPITALITY PRACTICE	<p>MUSLIM FRIENDLY HOSPITALITY PRACTICE course emphasises on specific services and products which must be taken into consideration and provided by tourism and hospitality businesses. This course covers the application of Muslim friendly hospitality services in various service sectors of tourism and hospitality business such as accommodation, foodservice, travel services, recreation, transportation, entertainment and public places. This course will also study, analyze and identify creative solutions on issues and/or challenges, related to the implementation of Muslim friendly hospitality services.</p> <p>CREDIT (S) : 2 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. define the terminologies related to Muslim friendly hospitality service. (C1,PLO1) 2. explain the importance of tourism and hospitality practitioners to fulfil the needs of Muslim and/or Halal-conscious travellers. (C4,PLO1) 3. explain the current issues and challenges faced by tourism and hospitality industry related to the implementation of Muslim friendly practice. (A3,PLO4)
6	DTF6023 FOOD LAW AND LEGAL ASPECT	<p>FOOD LAW AND LEGAL ASPECT covers the basic concepts and application of legal and trends issues in the foodservice industry. Students are introduced to the Malaysian legal system, laws, acts and policies relating to foodservice industry. In addition, this course also covers the Halal Food Legal Control and related Fatwa. Case study in foodservice industry is evaluated to identify the facts, legal issues and laws applicable.</p> <p>CREDIT (S) : 3 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. explain the main elements of Malaysian legal system. (C2,PLO1) 2. categorize the Food Law, Halal Food Legal Control and Fatwa in foodservice industry (C4,PLO1) 3. apply the related law and regulation to handle legal issues in foodservice industry. (C3,PLO1)
6	DTH6013 FOOD AND BEVERAGE COST CONTROL	<p>FOOD AND BEVERAGE COST CONTROL contains various elements of costs associated with food and beverage industry. Students are taught to calculate the cost of food and beverage. They are also introduced to the concept of menu pricing, break-even and budgeting. This course also emphasizes production control system associated with cost control techniques.</p> <p>CREDIT (S) : 3 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. explain the attributes which support the understanding of food and beverage cost control in food operation accurately. (C2,PLO1) 2. apply menu analysis and food costing in food and beverage operation to budget and forecast sales and revenue effectively. (C3, PLO1) 3. prepare sales report on the cost control attributes of food and beverage in a practical way correctly. (C5, PLO1)

6	DTH6034 PROJECT	<p>PROJECT is catered for the final semester students of diploma programme. It can be implemented individually or in groups. Project coordinator chosen among the lecturers will set the format of the project at the beginning of the semester. The project consists of case studies, scientific research, activities or production-related. Students may be required to make presentations or reports. Each student will be supervised by a lecturer who acts as their project supervisor.</p> <p>CREDIT (S) : 4 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. carry out project chosen that can consist of case studies, scientific research, services or products align with project procedures and guidelines accurately. (C3, PLO1) 2. produce a complete report based on the project conducted that consists of results, analysis, discussion and recommendations in a correct format. (C5, PLO1) 3. perform specific project that will benefit to the tourism and hospitality industry confidently. (P4, PLO2)
6	DTR6012 CULTURAL DIVERSITY	<p>CULTURAL DIVERSITY discusses the importance of cultural awareness and sensitivity in effective human resources management practices in the hospitality industry. The course examines the increasing cultural diversity found in both the consumer and employee populations and how managers can address different cultural needs of the relevant populations. Students will also be exposed to the issues of various cultures and ethnic communities.</p> <p>CREDIT (S) : 2 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. explain the concept of cultural diversity and workplace diversity in tourism and hospitality industry. (C2, PLO1) 2. discuss about the management and issues of cultural diversity in tourism and hospitality industry. (C6, PLO1) 3. study the impact of cultural diversity on tourism and hospitality industry. (A3,PLO5)

6.6.7 PROGRAMME STRUCTURE (DHF)

COMPONENTS	COURSE CODE	COURSE	CONTACT HOURS			CREDIT
			L	P	T	
SEMESTER 1						
Compulsory	DUB1012	Pengajian Malaysia	1	0	2	2
	DUE1012	Communicative English 1	1	0	2	2
	DRB1000	Asas Unit Beruniform	0	2	0	0
Common Core	DUW1012	Occupational, Safety & Health	2	0	0	2
	DTH1013	Professionalism and Customer Service	2	2	0	3
	DTM1013	Fundamentals of Tourism and Hospitality	3	0	0	3
Discipline Core	DTF1013	Fundamentals of Halal and Halal Food Industry	3	0	0	3
	DTH1022	Foodservice Sanitation	2	0	0	2
TOTAL			20			17
SEMESTER 2						
Compulsory	DUA2032	Pelancongan dan Hospitaliti Dalam Islam *	1	0	2	2
	DUB2012	Nilai Masyarakat Malaysia **	1	0	2	2
	DRS2001	Sukan	0	2	0	1
	DRB2001	Unit Beruniform 1	0	2	0	1
Common Core	DPB2012	Entrepreneurship	2	1	0	2
Discipline Core	DTF2013	Nutrition	3	0	0	3
	DTH1044	Basic Eastern and Western Cookery	0	8	0	4
	DTH1032	Theory of Food	2	0	0	2
	DTH2023	Food and Beverage Services	1	4	0	3
TOTAL			26			17
SEMESTER 3						
Compulsory	DUE3012	Communicative English 2	1	0	2	2
	DRK3002	Kelab/Persatuan	0	4	0	2
	DRB3002	Unit Beruniform 2	0	4	0	2
Common Core	DTM5043	Tourism and Hospitality Marketing	3	0	0	3
Discipline Core	DTF3013	Halal Food Production	2	2	0	3
	DTF3023	Halal Standard	3	0	0	3
	DTH2034	Baking and Pastry	0	8	0	4
TOTAL			25			17
SEMESTER 4						
	DUT40110	Industrial Training	0	0	0	10
TOTAL			0			10
SEMESTER 5						
Compulsory	DUE5012	Communicative English 3	1	0	2	2
Common Core	DTM5013	Principles of Accounting for Tourism and Hospitality	2	0	2	3
Discipline Core	DTF5012	Menu Planning and Design	2	0	0	2
	DTF5023	Design and Layout for Foodservice Facilities	2	2	0	3
	DTH3044	Commercial Foodservice Operations	0	8	0	4
	DTM5033	Event Operation and Management	1	4	0	3
TOTAL			26			17
SEMESTER 6						
Compulsory	DUA6022	Komunikasi dan Penyiaran Islam	1	0	2	2
Common Core	DTR6012	Cultural Diversity	2	0	0	2
Discipline Core	DTF6012	Muslim Friendly Hospitality Practice	2	0	0	2
	DTF6023	Food Law and Legal Aspect	3	0	0	3
	DTH6013	Food and Beverage Cost Control	2	0	2	3
	DTH6034	Project	1	8	0	4
TOTAL			21			16

	TOTAL CREDIT	%
I. Compulsory	15	16%
II. Common Core	18	19%
III. Discipline Core	51	54%
IV. Elective	0	0%
V. Industrial Training	10	11%
TOTAL CREDIT	94	100%

	TOTAL	%
I. Lecture	51	43
II. Practical (Practical+Tutorial)	67	57
III. Contact Hours	118	

Legend / Notes:

L : Lecture, P : Practical/Lab, T : Tutorial, C : Credit

(The numbers indicated under L, P & T represent the contact hours per week, to be used as a guide for time table preparation).

* For Muslim Students

** For Non Muslim Students

For Co-curriculum,

1. Path 1 : Sport and Club
2. Path 2 : Uniform Unit

Uniform Unit (Students who choose Uniform Unit are required to complete 5 modules for commissioning)

1. DRB1000 (Asas Unit Beruniform) is a prerequisite to DRB2001 (Unit Beruniform 1).
2. DRB2001 and DRB3002 are graded.
3. DRB5000 and DRB6000 are optional, non-graded and audited courses with full assessment. Upon completion, students are entitled for commissioning.

6.6.8 MATRIX OF PROGRAMME ASSESSMENT (DHF)

Code & Course	Quiz		Theory Test		Practical Test		Practical Work/ Tutorial Exercise		Other Assessment		Final Exam
	Qty	%	Qty	%	Qty	%	Qty	%	Qty	%	%
DTF1013 Fundamental Of Halal And Halal Food Industry	2	10	2	15	-	-	-	-	3	25	50
DTH1013 Professionalism And Customer Service	2	10	1	15	-	-	1	15	2	10	50
DTH1022 Foodservice Sanitation	2	20	3	15	-	-	-	-	2	15	50
DTM1013 Fundamentals Of Tourism And Hospitality	2	5	1	15	-	-	-	-	2	30	50
DUW1012 Occupational Safety and Health	2	10	1	20	-	-	-	-	4	70	-
DTF2013 Nutrition	2	10	2	15	-	-	-	-	3	25	50
DTH1032 Theory Of Food	2	10	2	10	-	-	-	-	2	20	50
DTH1044 Basic Eastern And Western Cookery	-	-	-	-	3	30	5	70	-	-	-
DPB2012 Entrepreneurship	2	10	1	15	-	-	-	-	3	75	-
DTF3013 Halal Food Production	2	10	2	15	1	15	-	-	1	10	50
DTF3023 Halal Standard	2	10	1	10	-	-	-	-	3	30	50

DTH2034 Baking And Pastry	-	-	-	-	3	40	5	60	-	-	-
DUT40110 Industrial Training	-	-	-	-	-	-	-	-	-	100	-
DTM5043 Tourism And Hospitality Marketing	2	10	2	15	-	-	-	-	3	25	50
DTF5012 Menu Planning And Design	-	-	2	25	-	-	-	-	2	75	-
DTF5023 Design And Layout For Foodservice Facilities	2	15	1	25	-	-	-	-	2	60	-
DTH3044 Commercial Foodservice Operations	-	-	-	-	3	40	5	60	-	-	-
DTM5013 Principles Of Accounting For Tourism And Hospitality	2	10	2	20	-	-	3	10	1	10	50
DTM5033 Event Operation And Management	4	20	1	20	-	-	-	-	2	60	-
DTF6012 Muslim Friendly Hospitality Practice	2	10	2	30	-	-	-	-	2	60	-
DTF6023 Food Law And Legal Aspect	2	10	2	10	-	-	-	-	3	30	50
DTH6013 Food And Beverage Cost Control	1	5	2	10	-	-	-	-	3	35	50
DTH6034 Project	-	-	-	-	-	-	-	-	4	100	-
DTR6012 Cultural Diversity	2	15	1	10	-	-	-	-	2	25	50



**TOURISM AND HOSPITALITY
DEPARTMENT**

**SIJIL KEMAHIRAN HOTEL DAN
KATERING**



6.7 SIJIL KEMAHIRAN HOTEL DAN KATERING

6.7.1 PROGRAMME OVERVIEW

PENGENALAN

Selaras dengan kepesatan perkembangan industri perhotelan dan catering di Malaysia, program Sijil Kemahiran Hotel dan Katering, telah diwujudkan di Politeknik. Ia memberi peluang kepada pelajar bermasalah pendengaran memperkembangkan potensi diri dan kerjaya dalam bidang ini. Matlamat program ini adalah untuk melahirkan pelajar yang berpengetahuan, berkemahiran tinggi dan berdikari selaras dengan keperluan tenaga kerja di Malaysia. Program ini juga mendapat sokongan daripada pihak industry dengan menyediakan tempat bagi pelajar menjalani latihan industry. Pelajar juga berpeluang untuk bekerja di tempat latihan selepas menamatkan pengajian.

SINOPSIS

Program Sijil Kemahiran Hotel & Katering menawarkan peluang kepada pelajar khas bermasalah pendengaran untuk memulakan kerjaya dalam bidang hotel dan katering. Ia bertujuan untuk melahirkan tenaga kerja separa professional yang berkualiti selaras dengan misi politeknik bagi menampung keperluan sektor awam dan swasta di Malaysia. Pelajar dibekalkan dengan pelbagai kemahiran seperti penyediaan makanan, penyajian makanan dan minuman, pengemasan bilik, mendobi, bakeri dan pastri, pengiraan kos makanan dan operasi restoran. Bagi melahirkan pelajar yang berdikari dan berdaya saing, pelajar juga dibekalkan dengan ilmu keusahawanan. Pelajar diberi pendedahan tentang alam pekerjaan melalui latihan industri sebagai persediaan untuk menghadapi alam pekerjaan sebenar. Pelajar diwajibkan menjalani latihan industri di firma-firma berkaitan dengan bidang hotel dan katering selama 6 bulan.

6.7.2 PROSPEK PEKERJAAN

Program ini melengkapkan pelajar dengan pengetahuan dan kemahiran yang diperlukan sebagai seorang hotelier. Peluang pekerjaan yang boleh diceburi oleh pelajar selepas tamat pengajian ialah:

- Penyelia Pengemasan
- Atendan Kanan Bilik
- Atendan Kawasan Awam
- Attendant Linen
- Porter
- Pramusaji
- Pembantu Chef
- Penyedia Makanan
- Pembantu Penyedia Makanan
- Pembantu Penyedia Roti
- Penyedia Pastrri
- Pembantu Penyedia Pastrri
- Penyelia Makanan dan Minuman
- Kapten Makanan dan Minuman

6.7.3 MATLAMAT PROGRAM

Graduan yang menamatkan program ini akan memperolehi pengetahuan dan kemahiran dalam bidang perhotelan dan katering pada tahap asas. Pelajar dibekalkan dengan kemahiran dalam bidang penyediaan makanan, penyajian makanan dan minuman serta pengemasan kawasan hotel. Bagi membolehkan pelajar mengadaptasikan segala pengetahuan dan kemahiran dengan alam pekerjaan sebenar dan masyarakat sekeliling, mereka juga dibekalkan dengan kemahiran berkomunikasi dan keusahawanan.

Pelajar diterapkan dengan nilai sendiri yang kreatif, inovatif, dan mempunyai jati diri dalam menghadapi arus globalisasi. Pelajar boleh bekerja secara berpasukan ke arah meningkatkan produktiviti organisasi. Selain itu, lulusan program ini juga boleh mengaplikasikan pengetahuan dan kemahiran mereka bagi menyesuaikan diri dengan masyarakat dan perubahan teknologi baru.

6.3.6 SYNOPSIS AND COURSE LEARNING OUTCOME (SKH)

SEMESTER	COURSE	SYNOPSIS	COURSE LEARNING OUTCOME (CLO)
1	SHK1012 PENGENALAN KEPADA INDUSTRI HOTEL DAN KATERING	<p>PENGENALAN KEPADA INDUSTRI HOTEL DAN KATERING mendedahkan pelajar kepada gambaran menyeluruh industri hotel dan katering serta memberi penekanan kepada peluang kerjaya yang terdapat dalam industri ini. Pelajar diberi pendedahan tentang jenis-jenis institusi penginapan dan perkhidmatan yang disediakan serta peluang kerjaya dalam industri hotel dan katering.</p> <p>CREDIT (S) : 2 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. Mengenali jenis-jenis hotel dan katering serta kepentingan kepada negara. (C1,PLO1) 2. Mengenali jenis perkhidmatan yang ditawarkan dalam industri hotel dan katering. (C1,PLO1) 3. 3. Mengenalpasti peluang pekerjaan dalam bidang hotel dan katering. (A1,PLO2)
1	SHK1043 BAKERI DAN PASTRI 1	<p>PASTRI memberi pendedahan kepada pelajar tentang fungsi bahan–bahan asas yang digunakan untuk penghasilan produk pastri seperti pai, tart, choux paste, kuih lapis dan karipap. Di samping itu, pelajar mendapat kemahiran dalam menghasilkan produk pastri mengikut resepi yang ditetapkan.</p> <p>CREDIT (S) : 3 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. Mengenalpasti fungsi bahan asas dalam penghasilan produk pastri. (C1,PLO1) 2. Mengaplikasi penggunaan peralatan untuk penghasilan produk pastri dengan betul. (P1,PLO2) 3. Menghasilkan pelbagai jenis produk pastri menggunakan kaedah penghasilan yang sesuai mengikut resepi standard. (P2,PLO2)
1	SHK1034 PENYEDIAAN MAKANAN TIMUR	<p>PASTRI memberi pendedahan kepada pelajar tentang fungsi bahan–bahan asas yang digunakan untuk penghasilan produk pastri seperti pai, tart, choux paste, kuih lapis dan karipap. Di samping itu, pelajar mendapat kemahiran dalam menghasilkan produk pastri mengikut resepi yang ditetapkan.</p> <p>CREDIT (S) : 3 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. Mengenalpasti fungsi bahan asas dalam penghasilan produk pastri. (C1,PLO1) 2. Mengaplikasi penggunaan peralatan untuk penghasilan produk pastri dengan betul. (P1,PLO2) 3. Menghasilkan pelbagai jenis produk pastri menggunakan kaedah penghasilan yang sesuai mengikut resepi standard. (P2,PLO2)
1	SHK1022 SANITASI DALAM PERKHIDMATAN MAKANAN	<p>SANITASI DALAM PERKHIDMATAN MAKANAN membincangkan tentang kepentingan sanitasi dalam industri perkhidmatan makanan. Pelajar akan mempelajari pelbagai jenis mikroorganisma dan kesannya ke atas makanan. Selain itu, pelajar juga diterapkan dengan amalan sanitasi dan tindakan yang diperlukan bagi mencegah keracunan makanan.</p> <p>CREDIT (S) : 2 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. Menerangkan kepentingan sanitasi dalam industri makanan.(C2,PLO1) 2. Mengenalpasti punca pencemaran dan keracunan makanan.(C1,PLO1) 3. Menerangkan kesan keracunan dan kaedah pencegahan pencemaran makanan. (C2,PLO1)

1	SHK1052 PENGIRAAN KOS MAKANAN	<p>PENGIRAAN KOS MAKANAN memperkenalkan kos yang terlibat dalam pengiraan harga jualan produk dan untung-rugi. Ia juga membincangkan mengenai resepi standard, catuan dan faktor yang mempengaruhi kos.</p> <p>CREDIT (S) : 2 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. Menerangkan elemen dalam pengiraan kos makanan. (C2,PLO1) 2. Mengaplikasi kaedah pengiraan kos makanan dan minuman. (C3,PLO1) 3. Menyediakan pengiraan kos dalam penetapan harga jualan produk. (C3,PLO1)
2	SHK2023 PENYAJIAN MAKANAN DAN MINUMAN	<p>PENYAJIAN MAKANAN DAN MINUMAN membincangkan fungsi dan peranan sesebuah organisasi perkhidmatan makanan dan minuman, serta menerangkan spesifikasi tugas dan tanggungjawab personel dalam organisasi tersebut, cara penyajian makanan dan minuman, penggunaan alat tatasajian, persediaan meja untuk <i>A la Carte</i> dan <i>Table D'hote</i> serta operasi tatasajian.</p> <p>CREDIT (S) : 3 PRE REQUISITE(S) : NON</p>	<ol style="list-style-type: none"> 1. Menerangkan tugas dan tanggungjawab individu yang terlibat dalam organisasi perkhidmatan dan minuman.. 2. Mengaplikasi penggunaan pelbagai jenis peralatan tatasajian mengikut prosedur amalan asas pramusaji. 3. Mempamerkan jenis-jenis tatasajian dan aturan hidangan yang digunakan dalam penyajian makanan dan minuman dengan betul.
2	SHK2043 PENGEMASAN	<p>PENGEMASAN mendedahkan pelajar tentang struktur, operasi dan fungsi asas Jabatan Pengemasan di sesebuah hotel. Pelajar juga akan mempelajari prosedur standard bagi penegemasan bilik, pembersihan ruang awam serta pendobian.</p> <p>CREDIT (S) : 3 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. Mengaplikasi peralatan dan agen pembersihan dengan mengamalkan <i>standard operating procedure</i> (SOP) (P1, PLO2) 2. Mempamerkan operasi pembersihan dengan kaedah atau prosedur yang betul (P2, PLO2) 3. Mengikut operasi pendobian dengan kaedah atau prosedur yang betul (P2, PLO2)
2	SHK2014 PENYEDIAAN MAKANAN BARAT	<p>PENYEDIAAN MAKANAN BARAT memberi pendedahan kepada pelajar tentang asas masakan barat yang terdiri daripada pembuka selera, hidangan utama dan pencuci mulut. Menyediakan pelajar dengan kemahiran dalam penyediaan pelbagai menu dalam masakan barat.</p> <p>CREDIT (S) : 4 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. Mempamerkan pelbagai jenis potongan komoditi makanan dalam masakan barat. 2. Mengaplikasi pelbagai kaedah memasak untuk di sesuaikan dengan jenis hidangan dan peralatan yang digunakan dalam menghasilkan masakan barat. 3. Menghasilkan hidangan pembuka selera, sup, hidangan utama dan pencuci mulut mengikut resepi standard yang ditetapkan.
2	SHK2033 BAKERI	<p>PENGHASILAN PRODUK BAKERI memberi pendedahan kepada pelajar tentang kaedah dan langkah-langkah penyediaan doh menggunakan bahan yang betul. Disamping itu, para pelajar juga dapat menghasilkan produk yang berasaskan yis seperti roti putih (<i>sandwich</i>), roti gandum, ban (manis dan pedas) donut dan pau.</p> <p>CREDIT (S) : 3 PRE REQUISITE(S) : NON</p>	<ol style="list-style-type: none"> 4. Menyesuaikan bahan asas dan teknik penghasilan produk bakeri dan peralatan yang digunakan (P1, PLO2) 5. Mengaplokasi penggunaan peralatan untuk penghasilan produk bakeri dengan betul (P1, PLO2) 6. Menghasilkan pelbagai jenis produk pastry dan kuih tempatan menggunakan kaedah penghasilan yang sesuai mengikut resepi yang ditetapkan. (P2, PLO2)

3	SHK3044 OPERASI RESTORAN	<p>OPERASI RESTORAN memperkenalkan perancangan dan pelaksanaan operasi restoran dalam pelbagai jenis tatasajian dan spesifikasi tugas bagi seorang staf dapur dan restoran. Pelajar mempelajari amalan dapur dan restoran di dalam situasi operasi yang sebenar.</p> <p>CREDIT (S) : 4 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. Mengaplikasi jenis tatasajian yang terdapat di restoran mengikut tema yang telah ditetapkan. (P1, PLO2) 2. Mempamer tugas-tugas di dalam restoran dan dapur mengikut spesifikasi yang telah ditetapkan. (P2, PLO2) 3. Mematuhi prosedur kerja yang ditetapkan secara bermoral dan professional (A2, PLO2)
3	SHK3023 PENGURUSAN MAJLIS	<p>PENGURUSAN MAJLIS memperkenalkan kaedah pengurusan majlis dan mengaturcara sesuatu aktiviti mengikut kemampuan pelajar. Pelajar diberi pendedahan bagaimana merancang majlis, mengurus tempat dan tetamu. Pelajar juga berpeluang mengendalikan majlis mengikut kesesuaian dan aktiviti.</p> <p>CREDIT (S) : 3 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. Menghuraikan konsep dan elemen dalam pengurusan majlis. 2. Menyediakan laporan aktiviti majlis yang telah dilaksanakan secara terperinci. 3. Mempamerkan konsep dan elemen dalam pengurusan majlis.
3	SHK3013 PERNIAGAAN KECIL KATERING	<p>PERNIAGAAN KECIL KATERING memberi pendedahan kepada pelajar tentang proses memulakan aktiviti perniagaan, dokumen perniagaan dan asas simpankira. Pelajar akan menjalankan perniagaan kecil berbentuk catering dengan mengamalkan konsep serta kemahiran yang telah dipelajari dan memperkenalkan kos yang terlibat dalam pengiraan harga jualan produk dan untung-rugi.</p> <p>CREDIT (S) : 3 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. Menerangkan perniagaan kecil, kebaikan dan keburukannya serta alternative untuk memulakan perniagaan kecil. 2. Menyediakan pelbagai dokumen perniagaan dan asas simpankira. 3. Menjalankan perniagaan kecil catering.
3	SHK3032 SENI GUBAHAN DAN UKIRAN	<p>SENI GUBAHAN DAN UKIRAN meliputi pengenalan dan pengetahuan tentang asas kesenian dapur seperti gubahan bunga, ukiran buah-buahan dan sayur-sayuran, kemahiran menghias kek, pembuatan coklat dan ukiran Styrofoam. Dalam kursus ini, pelajar akan didedahkan kepada jenis-jenis seni gubahan dan ukiran yang terdapat di industri hotel dan catering, teknik asas seni gubahan dan ukiran serta mengaplikasikan teknik yang dipelajari dalam mempersembahkan makanan.</p> <p>CREDIT (S) : 2 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. Mengaplikasikan jenis-jenis seni gubahan dan ukiran yang terdapat di industri hotel dan catering. (P1, PLO2) 2. Mempamerkan teknik asas seni gubahan dan ukiran. (P2, PLO2) 3. Menunjuk cara yang betul teknik asas seni gubahan dan ukiran yang dipelajari dalam mempersembahkan makanan. (A2, PLO6)

6.7.4 STRUKTUR PROGRAM (SKH)

KOMPONEN	KOD KURSUS	KURSUS	JAM PERTEMUAN			KREDIT
			S	A	T	
SEMESTER 1						
Teras Wajib	SUA1011	Pendidikan Islam 1*	1	0	1	1
	SUB1011	Pendidikan Moral 1**	1	0	1	1
	SUM1011	Bahasa Melayu 1	1	0	1	1
Teras Umum	SBK1021	Aplikasi Komputer	0	2	0	1
Teras Khusus	SHK1012	Pengenalan kepada Industri Hotel dan Katering	2	0	0	2
	SHK1022	Sanitasi dalam Perkhidmatan Makanan	1	0	2	2
	SHK1034	Penyediaan Makanan Timur	0	8	0	4
	SHK1043	Pastri	0	6	0	3
	SHK1052	Pengiraan Kos Makanan	1	0	2	2
		JUMLAH	28			16
SEMESTER 2						
Teras Wajib	SUA2011	Pendidikan Islam 2*	1	0	1	1
	SUB2011	Pendidikan Moral 2**	1	0	1	1
	SUE2011	English for Communication 1	1	0	1	1
	SU*2001	Kokurikulum	0	2	0	1
Teras Umum	SWK2021	Keselamatan dan Kesihatan Pekerjaan (OSH)	1	0	1	1
Teras Khusus	SHK2013	Penyediaan Makanan Barat	0	8	0	4
	SHK2023	Penyajian Makanan dan Minuman	1	4	0	3
	SHK2033	Bakeri	0	6	0	3
	SHK2043	Pengemasan	0	6	0	3
		JUMLAH	31			16
SEMESTER 3						
Teras Wajib	SUE3011	English for Communication 2	1	0	1	1
	SUM3011	Bahasa Melayu 2	1	0	1	1
Teras Umum	SPK3013	Keusahawanan	1	4	0	3
Teras Khusus	SHK3013	Perniagaan Kecil Katering	1	4	0	3
	SHK3023	Pengurusan Majlis	1	4	0	3
	SHK3032	Seni Gubahan dan Ukiran	0	6	0	2
	SHK3044	Operasi Restoran	0	8	0	4
		JUMLAH	33			18
SEMESTER 4						
	SUL40110	Latihan Industri	0	0	0	10

	JUMLAH KREDIT	%
i. TerasWajib	7	12%
ii. TerasUmum	5	8%
iii. TerasKhusus	38	63%
iv. Elektif	0	0%
v. Latihan Industri	10	17%
JUMLAH KREDIT	60	100%

	JUMLAH	%
i. Syarahan	15	16%
ii. Amali (Amali+Tutorial)	77	84%
iii. Jam Pertemuan	92	

Petunjuk / Catatan :

S : Syarahan, **A** : Amali / Makmal, **T** : Tutorial

(Nombor yang tertera pada S, A & T menunjukkan jam pertemuan dalam seminggu, untuk digunakan sebagai panduan bagi penyediaan jadual waktu)

* Untuk Pelajar Beragama Islam

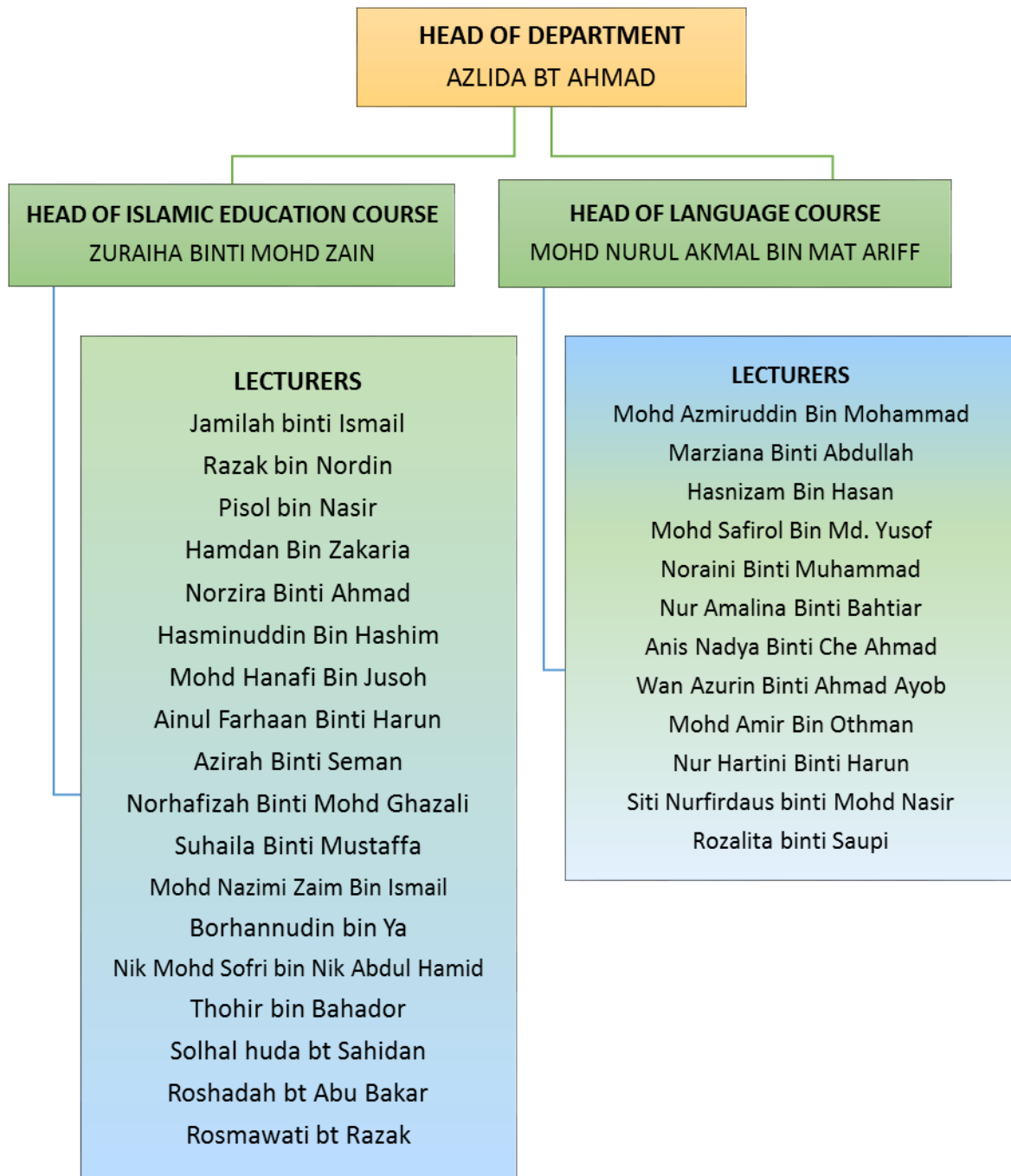
** Untuk Pelajar Bukan Beragama Islam



**SUPPORTING
DEPARTMENTS & UNITS**

7.1 GENERAL STUDIES DEPARTMENT (JPA)

7.1.1 ORGANISATION CHART



7.1.2 GENERAL STUDIES DEPARTMENT LECTURERS

No.	Name	Designation	Contact No.	E-mail
1	Azlida Binti Ahmad	Head of Department	04-9886277	azlidaahmad.poli@1govuc.gov.my
2	Jamilah Binti Ismail	Senior Lecturer	04-9886242	jamilahis.poli@1govuc.gov.my
3	Mohd Azmiruddin Bin MOhammad	Senior Lecturer	04-9886274	mdazmir66@gmail.com
4	Marziana Binti Abdullah	Senior Lecturer	04-9886274	marzianabdullah.poli@1govuc.gov.my
5	Razak Bin Nordin	Senior Lecturer	04-9886276	razaknordin.poli@1govuc.gov.my
6	Pisol bin Nasir	Senior Lecturer	04-9886274	lbnunasr_jpa@yahoo.com
7	Mohd Nurul Akmal Bin Mat Ariff	Head of Unit	04-9881652	mohdnurulakmal.poli@1govuc.gov.my
8	Zuraiha Binti Mohd. Zain	Head of Unit	04-9881653	zuraiha.poli@1govuc.gov.my
9	Hamdan Bin Zakaria	Lecturer	04-9886273	hamdanzakaria.poli@1govuc.gov.my
10	Norzira Binti Ahmad	Lecturer	04-9886275	norziraahmad.poli@1govuc.gov.my
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12	Hasminuddin Bin Hashim	Lecturer	04-9886274	hasminuddin.poli@1govuc.gov.my
13	Mohd Hanafi Bin Jusoh	Lecturer	04-9886272	mohdhanafijusoh.poli@1govuc.gov.my
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15	Azirah Binti Seman	Lecturer	04-9886276	azirahseman.poli@1govuc.gov.my
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30	Roshadah bt Abu Bakar	Lecturer	04-9886276	roshadah5058@gmail.com
31	Rosmawati bt Razak	Lecturer	04-9886276	wardati83@yahoo.com

No.	Name	Designation	Contact No.	E-mail
32	Siti Nurfirdaus Binti Mohd Nasir	Lecturer	04-9881657	sitinurfirdaus.poli@1govuc.gov.my
33	Rozalita Binti Saupi	Lecturer	04-9881657	rozalitasaupi.poli@1govuc.gov.my

7.1.3 COURSE LEARNING OUTCOME (CLO)

SEMESTER	COURSE	SYNOPSIS	COURSE LEARNING OUTCOME (CLO)
1	DUB1012 Pengajian Malaysia	<p>PENGAJIAN MALAYSIA memupuk penghayatan ke arah melahirkan generasi yang cintakan negara. Kursus ini juga dapat mendidik kelompok masyarakat yang mempunyai daya juang yang tinggi dan mampu menghadapi cabaran di peringkat antarabangsa. Kursus ini memberi penghayatan tentang sejarah dan politik, perlembagaan Malaysia, kemasyarakatan dan perpaduan, pembangunan negara dan isu-isu keprihatinan negara. Objektif kursus ini adalah untuk melahirkan warganegara yang setia dan cintakan negara, berwawasan serta bangga menjadi rakyat Malaysia.</p> <p>KREDIT : 2 PRASYARAT : TIADA</p>	<ol style="list-style-type: none"> 1. Menerangkan dengan baik sejarah bangsa dan negara. (C2, LD1) 2. Menjelaskan Perlembagaan Malaysia dan sistem pemerintahan negara. (C2, LD1) 3. Melaksanakan aktiviti berkaitan kenegaraan ke arah peningkatan patriotisme pelajar. (C3, LD1 : A3,LD6)
1	DUE1012 Communicative English 1	<p>COMMUNICATIVE ENGLISH 1 focuses on speaking skills for students to develop the ability to communicate effectively and confidently in group discussions and in a variety of social interactions. It is designed to provide students with appropriate reading skills to comprehend a variety of texts. It is also aimed to equip students with effective presentation skills.</p> <p>CREDIT(S) : 2 PRE REQUISITE(S) : NONE</p>	<ol style="list-style-type: none"> 1. Apply appropriate communication skills in discussions and conversations. (C3) 2. (C3) 3. Respond to selected texts using appropriate reading skills.(C2) 4. Respond to current issues / topics of interest in written form. (C2) 5. Apply effective presentation skills.(C3, A3)

SEMESTER	COURSE	SYNOPSIS	COURSE LEARNING OUTCOME (CLO)
2	DUJA2032 Pelancongan dan Hospitaliti Dalam Islam	<p>PELANCONGAN DAN HOSPITALITI DALAM ISLAM memberi pengetahuan tentang konsep asas Islam dan seterusnya membincangkan konsep pelancongan dan hospitaliti mengikut perspektif Islam. Ia merangkumi penyediaan rumah penginapan, makanan, layanan terhadap tetamu dan hubungan alam sekitar dalam bidang pelancongan. Seterusnya membincangkan konsep asas kaedah fiqh, nilai-nilai kebersihan dan estetika Islam dalam bidang tersebut dan seterusnya membincangkan isu-isu semasa yang berkaitan dengannya.</p> <p>KREDIT : 2 PRASYARAT : TIADA</p>	<p>Di akhir kursus ini, pelajar akan dapat:</p> <ol style="list-style-type: none"> 1. Menghuraikan konsep Islam sebagai cara hidup. (C2, LD1 : P2, LD2) 2. Menjelaskan konsep pelancongan dan hospitaliti dalam Islam. (C2 : LD1) 3. Membincangkan prinsip syariah dan kaedah fiqh dalam pelancongan dan hospitaliti. (C3, LD1 : A3, LD6)
2	DUB2012 Nilai Masyarakat Malaysia	<p>NILAI MASYARAKAT MALAYSIA membincangkan aspek sejarah pembentukan masyarakat Malaysia, nilai-nilai agama serta adat resam dan budaya masyarakat majmuk. Selain itu, pelajar diberi kefahaman mengenai tanggungjawab individu dalam kehidupan dan cabaran-cabaran dalam membangunkan masyarakat Malaysia.</p> <p>KREDIT : 2 PRASYARAT : TIADA</p>	<p>Di akhir kursus ini, pelajar akan dapat:</p> <ol style="list-style-type: none"> 1. Menerangkan sejarah pembentukan masyarakat dan nilai agama di Malaysia. (C2 : LD1) 2. Menghubungkan kait tanggungjawab individu dalam kehidupan masyarakat dan negara. (C3 : LD1, A2 : LD5) 3. Membincangkan cabaran-cabaran dalam membangunkan masyarakat Malaysia. (C3 : LD1, A3 : LD6)
3	DUE3012 Communicative English 2	<p>COMMUNICATIVE ENGLISH 2 emphasises the skills required at the workplace to describe products or services as well as processes or procedures. It also focuses on the skills to give and respond to instructions. This course will also enable students to make and reply to enquiries and complaints.</p> <p>CREDIT(S) : 2 PREREQUISITE(S) : DUE1012 COMMUNICATIVE ENGLISH 1</p>	<p>Upon completion of this course, students should be able to:</p> <ol style="list-style-type: none"> 1. describe products or services related to their field of studies using appropriate language. (C3, A3) 2. transfer information on processes or procedures using appropriate language from non-linear to linear form. (C3) 3. listen and respond to enquiries using appropriate language.(C3) 4. make and respond to complaints using appropriate language.(C3)

SEMESTER	COURSE	SYNOPSIS	COURSE LEARNING OUTCOME (CLO)
5	DUE5012 Communicative English 3	<p>COMMUNICATIVE ENGLISH 3 aims to develop the necessary skills in students to carry out a mini project as well as job hunting. Students will learn to present ideas through the use of graphs and charts. Students will learn the process of job hunting which includes job search strategies and making enquiries. They will also learn to write resumes and cover letters. The students will develop skills to introduce themselves, highlight their strengths and abilities, present ideas, express opinions and respond appropriately during job interviews.</p> <p>CREDIT(S) : 2 PREREQUISITE(S) : DUE3012 COMMUNICATIVE ENGLISH 2</p>	<p>Upon completion of this course, students should be able to:</p> <ol style="list-style-type: none"> 1. describe information contained in graphs and charts effectively. (C4, A3) 2. apply job hunting mechanics appropriately. (C3) 3. respond to interview questions using appropriate language when applying for jobs. (C3)
6	DUA6022 Komunikasi dan Penyiaran Islam	<p>KOMUNIKASI DAN PENYIARAN ISLAM memfokuskan kepada penguasaan konsep, kemahiran komunikasi dan penyiaran Islam bagi meningkatkan kefahaman pelajar secara holistik terhadap kursus ini.</p> <p>KREDIT : 2 PRASYARAT : TIADA</p>	<p>Di akhir kursus ini, pelajar akan dapat:</p> <ol style="list-style-type: none"> 1. Menjelaskan konsep komunikasi dan penyiaran dalam Islam. (C2 : LD1) 2. Menghubung kait isu-isu semasa dalam komunikasi Islam. (C3, A4 : LD1, LD5) 3. Menunjukkan kemahiran pengurusan dakwah dalam bidang penyiaran Islam. (C3, A3 : LD1, LD6)

SIJIL KEMAHIRAN KHAS (SKH)

SEMESTER	COURSE	SYNOPSIS	COURSE LEARNING OUTCOME (CLO)
1	SUA 1011 PENDIDIKAN ISLAM 1	<p>PENDIDIKAN ISLAM 1 memperkenalkan kepada para pelajar tentang cara hidup Islam yang lengkap dan sempurna melalui penghayatan konsep akidah, ibadah (toharah) dan akhlak Islam.</p> <p>KREDIT : 1 PRASYARAT : TIADA</p>	<p>Di akhir kursus ini, pelajar akan dapat:</p> <ol style="list-style-type: none"> 1. Menyenaraikan Rukun Iman dan Rukun Islam dengan tepat (C1) 2. Menunjuk cara pelaksanaan toharah dengan betul.(P2) 3. Membincangkan isu – isu semasa berkaitan akhlak (C2)
1	SUB 1011 PENDIDIKAN MORAL 1	<p>PENDIDIKAN MORAL 1 memberikan kefahaman kepada pelajar tentang peranan individu dalam hidup bermasyarakat. Kursus ini juga mendedahkan kepada pelajar mengenai cabaran dan isu-isu moral dalam mewujudkan masyarakat Malaysia yang harmoni.</p> <p>KREDIT : 1 PRASYARAT : TIADA</p>	<p>Di akhir kursus ini, pelajar akan dapat:</p> <ol style="list-style-type: none"> 1. Menyenaraikan peranan individu dalam masyarakat. 2. Menjelaskan elemen-elemen yang mencabar nilai-nilai moral. 3. Mengenalpasti isu-isu moral semasa.
1	SUM 1011 BAHASA MELAYU 1	<p>Bahasa Melayu 1 memberi pengetahuan penggunaan Bahasa Melayu yang betul. Penekanan kepada penggunaan tatabahasa yang betul mengikut situasi sebenar dan menyebarkan maklumat dengan cara yang berkesan</p> <p>KREDIT : 1 PRASYARAT : TIADA</p>	<p>Di akhir kursus ini, pelajar akan dapat:</p> <ol style="list-style-type: none"> 1. Menulis semula dengan menggunakan tatabahasa dan struktur ayat yang betul untuk menghasilkan penulisan yang berkesan. (C2) 2. Membina struktur ayat pendek untuk menghasilkan penulisan (C1) 3. Mengenalpasti maklumat penting daripada sumber yang dibaca dan ditonton kemudian menulis semula dalam ayat yang betul. (C1)

SEMESTER	COURSE	SYNOPSIS	COURSE LEARNING OUTCOME (CLO)
2	SUA 2011 PENDIDIKAN ISLAM 2	<p>PENDIDIKAN ISLAM 2 memperkenalkan konsep ibadah yang merangkumi adab-adab, tanggungjawab suami isteri dan pendidikan anak-anak yang perlu diamalkan dalam kehidupan seharian. Kursus ini juga mendedahkan kepada pelajar mengenai isu-isu semasa yang berkaitan dengan perkahwinan sebagai panduan hidup.</p> <p>KREDIT : 1 PRASYARAT : TIADA</p>	<p>Di akhir kursus ini, pelajar akan dapat:</p> <ol style="list-style-type: none"> 1. Menunjuk cara pelaksanaan ibadah solat dengan tertib 2. Menjelaskan adab-adab pergaulan dalam Islam 3. Membincangkan isu-isu semasa berkaitan dengan perkahwinan
2	SUM 3011 BAHASA MELAYU 2	<p>BAHASA MELAYU 2 memberi pengetahuan penggunaan tatabahasa yang betul dalam situasi yang berbeza. Kursus ini juga memberi panduan kepada pelajar cara-cara melengkapkan borang dan menulis surat permohonan serta resume yang sesuai dengan alam pekerjaan.</p> <p>KREDIT : 1 PRASYARAT : TIADA</p>	<p>Di akhir kursus ini, pelajar akan dapat:</p> <ol style="list-style-type: none"> 1. Memahami bentuk-bentuk komunikasi (P2, LD2) 2. Menggunakan Bahasa yang sesuai mengikut situasi sebenar. (C2, LD1) 3. Mengenalpasti panduan menulis borang dan dokumen yang berkaitan dengan pekerjaan. (C2, LD1)

7.1.4 MATRIX OF COURSE ASSESSMENT (JPA)

SEMESTER	CODE & COURSE	TYPES OF ASSESSMENT													
		Quiz		Presentation		Group Discussion		E-Folio		Listening Test		Role Play		Final Exam	
		Qty	%	Qty	%	Qty	%	Qty	%	Qty	%	Qty	%	Qty	%
1	DUB1012 Pengajian Malaysia	2	20	1	20	-	-	1	30	-	-	-	-	1	30
1	DUE1012 Communicative English 1	1	10	1	30	1	20	-	-	1	20	1	20		
2	DUA2032 Pelancongan dan Hospitaliti dalam Islam	2	20	-	-	1	20	1	30	-	-	1	30	-	-
2	DUB2012 Nilai Masyarakat Malaysia	2	20	-	-	-	-	1	30	-	-	2	50	-	-
3	DUE3012 Communicative English 2	-	-	1	20	1	30	1	20	1	10	1	20	-	-
5	DUE5012 Communicative English 3	-	-	1	20	1	30	2	20	-	-	1	30	-	-
6	DUA6022 Komunikasi dan Penyiaran Islam	2	20	-	-	1	20	-	-	-	-	1	30	1	30

SEMESTER	CODE & COURSE	TYPES OF ASSESSMENT													
		Quiz		Presentation		Group Discussion		E-Folio		Listening Test		Role Play		Final Exam	
		Qty	%	Qty	%	Qty	%	Qty	%	Qty	%	Qty	%	Qty	%
1	SUA1011 Pendidikan Islam 1	2	30	1	20	2	50	-	-	-	-	-	-	-	-
1	SUB 1011 Pendidikan Moral 1	Quiz		Presentation		Group Discussion		Role Play		Listening Test		Test		Final Exam	
		Qty	%	Qty	%	Qty	%	Qty	%	Qty	%	Qty	%	Qty	%
		2	30	1	20	-	-	-	-	2	50	-	-	-	-
2	SUM 1011 Bahasa Melayu 1	Quiz		Test		Practical		E-Folio		Listening Test		Project		Final Exam	
		Qty	%	Qty	%	Qty	%	Qty	%	Qty	%	Qty	%	Qty	%
		2	30	-	-	-	-	-	-	1	40	-	-	1	30
2	SUA 2011 Pendidikan Islam 2	Quiz		Test		Practical		E-Folio		Listening Test		Project		Final Exam	
		Qty	%	Qty	%	Qty	%	Qty	%	Qty	%	Qty	%	Qty	%
		2	30	1	20	2	50	-	-	-	-	-	-	-	-
2	SUM 3011 Bahasa Melayu 2	Quiz		Test		Presentation		Assignment		Listening Test		Role Play		Final Exam	
		Qty	%	Qty	%	Qty	%	Qty	%	Qty	%	Qty	%	Qty	%
		2	30	1	20	-	-	-	-	2	50	-	-	-	-

7.1.5 LAB FACILITIES (JPA)

Name	Quantity	Laboratory Supervisor
Language Laboratory	1	Language Laboratory 1 Mohd Amir bin Othman Mohd Azmiruddin Bin Mohammad
	1	Language Laboratory 2 Mohd Amir bin Othman Mohd Safirol bin Md Yusof
	1	Language Laboratory 3 Mohd Amir bin Othman Wan Azurin Binti Ahmad Ayob

7.2 CO-CURRICULUM UNIT

Function	Contact Personnel	Contact No
Co-Curriculum Unit is responsible for managing and coordinating all co-curriculum courses in PTSS. It is designed to ensure that all co-curriculum courses to be implemented smoothly and effectively.	En. Bustamam Bin Bonari DH48 Head of Department	Ext : 1988
	En. Johanis Bin Mohd Jamil DH44 Head of Cocurriculum	Ext : 1989

7.2.1 DRX 1000 / DRX 2001 / DRX 3002 / DRX 5000 / DRX 6000 – UNIFORMS

The new syllabus for Uniforms unit has come up with new course structures. Students who has the interest in joining the uniforms unit will be required to complete the whole programme which starts from the first semester untill the last semester.

This course emphasizes on the basic skills of team work which includes marching, first aid, fire prevention, protocol and social etiquette, self management and self esteem.

CODE	SEMESTER
DRX 1000 – General Code register in SPMP Specific Code register in i-koko : DRB 1010 – Askar Wataniah DRB 1050 – PISPA DRB 1090 – RELASIS	1
DRX 2001 – General Code register in SPMP Specific Code register in i-koko : DRB 2011 – Askar Wataniah 1 DRB 2051 – PISPA 1 DRB 2091 – RELASIS 1	2
DRX 3002 – General Code register in SPMP Specific Code register in i-koko : DRB 3012 – Askar Wataniah 2 DRB 3052 – PISPA 2 DRB 3092 – RELASIS 2	3

DRX 5000 – General Code register in SPMP Specific Code register in i-koko : DRB 5010 – Askar Wataniah 3 DRB 5050 – PISPA 3 DRB 5090 – RELASIS 3	5
DRX 6000 – General Code register in SPMP Specific Code register in i-koko : DRB 6010 – Askar Wataniah 3 DRB 6050 – PISPA 4 DRB 6090 – RELASIS 3	6

7.2.2 DRX 2001: SPORTS (SEMESTER 2) – GENERAL CODE REGISTER (i-daftar)

DRS 2*** : SPECIFIC CODE REGISTER (i-koko)

DRS 2001 are compulsory to be selected by semester 2 students **who did not choose** the uniforms unit in **SEMESTER 1**. General code for this is DRS 2001. There are 17 sports activity offered every semester. The lists are as shown in the table below :

SPORTS	CODE
BADMINTON	DRS2011
BOLA JARING	DRS 2031
BOLA KERANJANG	DRS 2041
BOLA SEPAK	DRS 2051
BOLA TAMPAR	DRS 2061
CATUR	DRS 2071
DART	DRS 2081
HOKI	DRS 2101
PING PONG	DRS 2151
RAGBI	DSR 2161
SEPAK TAKRAW	DRS 2181
SILAT	DRS 2190
SKUASY	DRS 2201
TAE KWON DO	DRS 2221
TENIS	DRS 2231
FUTSAL	DRS 2261
PETANQUE	DRS 2291
RAGBI SENTUH	DRS 2351
PERMAINAN TRADISIONAL	DRS 2361

7.2.3 DRX 3002 – CLUBS (SEMESTER 3) – GENERAL CODE REGISTER (i-daftar)

DRK 3*** : SPECIFIC CODE REGISTER (I-KOKO)

DRK 3002 are compulsory to be selected by semester 3 students who successfully pass **DRS 2001 - SPORTS** in SEMESTER 2. General code for this is DRK 3002. There are 11 CLUBS AND SOCIETIES activity offered every semester. The lists are as shown in the table below :

CLUBS	CODE
AUDIO VISUAL	DRK 3022
BAHASA INGGERIS	DRK 3032
FOTOGRAFI	DRK 3052
KAUNSELING	DRK 3072
KEMBARA	DRK 3082
KEUSAHAWANAN	DRK 3092
KOMPUTER	DRK 3112
NASYID	DRK 3142
PENGGUNA	DRK 3152
STUDY CIRCLE	DRK 3162
TARIAN TRADISIONAL	DRK 3172
TARANNUM	DRK 3232
BAHASA ARAB	DRK 3252



**SUPPORTING
SERVICES**

8.0 SUPPORTING SERVICES

8.1 STUDENT AFFAIRS DEPARTMENT (HEP)

Our role is to contribute to the mission of Politeknik Tuanku Syed Sirajuddin (PTSS) by partnering with other academic and administrative units to provide professional, creative, accessible, and high-quality services. To fulfill this role, Student Affairs Department seeks to create an environment that is caring and positive for students; practice champion cultural sensitivity and inclusiveness; provide coordinated services to ensure the student-focused and technologically up to date; and respond positively to change.

Our vision is to eliminate barriers and create opportunities that enable all students to experience success. Our actions are guided by these values:

- the well-being of all students
- innovation in problem solving
- the positive affirmation of student achievement
- professionalism and ethical behavior
- cooperative and collaborative efforts that include enthusiasm, respect, and humor

To accomplish our mission, Student Affairs Department has established the following goals:

- increase retention and completion rates of students
- develop capacity to deliver services to all campus sites
- institute data-driven analysis for planning and decision-making
- improve attitudes toward and participation in student activities and services
- increase new student enrollment at class, overall and in specified programs

Function	Contact Personnel	Contact No
The Student Affairs Department is responsible for managing : a. student admission and registration b. scholarships c. residential College d. discipline and student behaviour e. registration of students' vehicle f. students activities through club / soceity g. alumni h. Student Representatives Committee (MPP) i. student insurance	Mohd Ruslan Bin Salikin (Head of Department) DH48	Ext : 6202
	Rosnizam Bin Kamis (Welfare & Discipline Officer) DH44	Ext : 6203
	Mohd Awaluddin Bin Mohamed Bashir (Recruitment and Data Officer) DH41	Ext :1040
	Zulina Binti Yusoff (Walfare Officer) DH41	Ext : 6204
	Nurul Hayati Binti Muda (Administration Assistant Clark) N17	Ext : 6206
	Norfahani Binti Abd Rahim (Administration Assistant Clark) N17	Ext : 6207
	Firdaus Bin Iderus (General Administration Assistant Officer) N1	Ext: 1049

8.2 EXAMINATION UNIT

Function	Contact Personnel	Contact No
<p>Every Polytechnic under the Ministry of Education is responsible for providing guidance on learning, assessment, control and conduct of the examination. Conferment of Certificate and Diploma to each student is subject to approval and confirmation of Board of Examination and Certificate / Diploma Polytechnic after students have passed all examinations and meet all the requirements of the course. Polytechnic Examination Unit is the unit where responsible for planning, managing and implementing all activities related to student assessment based on the guidelines and evaluation set.</p>	<p>Azman Bin Mat Hussin DH44 (Head Of Unit) Examinations Officer</p>	Ext : 6388
	<p>Izan Shuhada Binti Idris DH41 Examinations Officer (Records & Certification)</p>	Ext : 1030
	<p>Mohd Khairudin Bin Saidina Omar DH42 Examinations Officer (Management & Assessment)</p>	Ext : 1037
	<p>Norman Bin Ahmad N11 Assistant Operation</p>	Ext : 6386
	<p>Nafisah Binti Abdullah DH44 Head Coordinator JKE</p>	Ext : 1031
	<p>Hashimi Bin Lazim DH44 Head Coordinator JKM</p>	Ext : 1036
	<p>Nur Hidayah Binti Hassan DH44 Head Coordinator JPH</p>	Ext : 1034
	<p>Nurul Izzati Binti Mohd Noh DH44 Head Coordinator JP</p>	Ext : 1035
	<p>Norul Huda Binti Abdul Razak DH44 Head Coordinator JTMK</p>	Ext : 1011
	<p>Ahmad Fakhruddin Bin Kamaruddin DH41 Head Coordinator JRKV</p>	Ext : 1031
<p>Nazera Binti Dan DH44 Head Coordinator JMSK</p>	Ext : 1032	
<p>Siti Nurfirdaus Bt Mohd Nasir DH41 Head Coordinator JPA</p>	Ext : 1657	

8.3 SPORTS UNIT

Function	Contact Personnel	Contact No
<p>The involvement in co-curriculum creates opportunities for students to develop their talents and interests. To achieve these require commitment, innovation and creativity from both educators and students. It also includes outdoor activities such as sports, uniform units, clubs and societies. The activities should consist of elements that support the physical, emotional, spiritual and intellectual aspects in line with the National Philosophy of Education.</p> <p>The Sports Unit is responsible for:</p> <ol style="list-style-type: none"> managing sports activities inside and outside PTSS compound planning and ensuring sports activities are carried out accordingly monitoring and keeping record of PTSS athletes managing and maintaining the sports facilities developing individuality in spiritual, physical and intellectual 	<p>En. Bustamam Bin Bonari DH48 Head of Department</p>	<p>Ext : 1988</p>
	<p>En. Johanis Bin Mohd Jamil DH44 Head of Cocurriculum</p>	<p>Ext : 1989</p>
	<p>Tn. Syed Azmir Bin Syed Ahmad DH44 Head of Sports Unit</p>	<p>Ext : 6272</p>
	<p>En. Ahmad Zamri Bin Abdul Wahid DH44 Officer of Cultural and Heritage Unit</p>	<p>Ext : 6275 / 1988</p>
	<p>En. Nik Mohd Sofri Bin Nik Abdul Hamid DH41 Cocurriculum - Clubs and Societies</p>	<p>Ext : 6340</p>
	<p>En. Shamsul Anuar Bin Abd Aziz DH44 Cocurriculum – Sports</p>	<p>Ext : 6344</p>
	<p>En. Mohd Zubir Bin Yahaya DH44 Cocurriculum – Uniforms</p>	<p>Ext : 6344</p>
	<p>En. Amirul Affendi Bin Adnan S41 Youths and Sports Officer</p>	
	<p>Pn. Nurul Asmad Bt. Che Harun S41 Youths and Sports Officer</p>	
	<p>En. Saiful Bin Ishak N11 General Office Assistant</p>	

8.4 LIBRARY UNIT

Function	Contact Personnel	Contact No
<p>The library provides quality and up-to-date information to everyone in terms of managing and providing access to information resources.</p> <p>Taking the role as a centre of knowledge, the library acts as a catalyst and assists in the teaching and learning and research in the process of producing creative and innovative semi professional.</p> <p>The Library Unit is also an instrument in inculcating the reading culture among PTSS and the local communities through an ongoing reading campaign.</p> <p>Among the many objectives of the library unit are:</p> <ol style="list-style-type: none"> a. to acquire relevant and current information for reference b. to manage a collection of information using a standard system for easy access. c. to provide quality information service and cultivate interest in reading d. to support the organization's objectives in teaching, learning and research. 	<p>Ismail Bin Harun S44 Librarian</p>	<p>Ext : 6377</p>
	<p>Shahrifatulzainiyah Bt AbdRahman S32 Assistant Librarian</p>	<p>Ext : 6378</p>
	<p>Nur Salizah Ng Abdullah S19 Library Assistant</p>	<p>Ext : 1672</p>
	<p>Nur Dalila Bt Azahari S19 Library Assistant</p>	<p>Ext : 1672</p>
	<p>Nor Hafiza Bt Zakaria S19 Library Assistant</p>	<p>Ext : 1672</p>
	<p>Zafilah Bt Ismail S19 Library Assistant</p>	<p>Ext : 1672</p>
	<p>Mohd. Rizal Bin Md. Zahid C19 Library Assistant</p>	<p>Ext : 1672</p>
<p>Circulation Counter</p>	<p>Ext : 1673</p>	

8.5 LIAISON & INDUSTRIAL TRAINING UNIT

Function	Contact Personnel	Contact No
<p>The Liaison & Industrial Training Unit (UPLI) is responsible for managing students' industrial training affairs. Students will be assigned to a particular organization during their training period based on their respective fields of study.</p> <p>The placement process is finalised before training commences. Students are constantly advised to maintain a high level of discipline. They should abide by the rules and regulations of both the polytechnic and organization. Organizations are advised to consult the polytechnic immediately if there are any disciplinary problems.</p> <p>The objectives of this programme can be summarized as follows:</p> <ol style="list-style-type: none"> to foster a positive character and traits among students to develop better communication skills to practise good work ethics and conform to rules and regulations to expose students to the working environment to produce daily report on the training 	<p>Mazrul Hisyam Bin Mat Ali DH44 (Head of Unit) Liaison & Industrial Training Officer</p>	Ext : 6244
	<p>Mohd Zulfabli Bin Hasan DH41 Liaison & Industrial Training Officer (Training)</p>	Ext :1021
	<p>Noor Farhani Binti Mohd Alui DH41 Liaison & Industrial Training Officer (Liaison)</p>	Ext :1020
	<p>Marsyita Binti Kassim N19 Assistant Administrator</p>	Ext : 6243
	<p>Norazlina Binti Abd. Muttaleb DH44 Head Coordinator JKE</p>	Ext : 1808
	<p>Mohd Fadhli Bin Ahmad DH44 Head Coordinator JKM</p>	Ext : 6284
	<p>Saiful Bin Mohamed Shuib DH41 Head Coordinator JPH</p>	Ext : 6261
	<p>Mohd Fardelie Bin Ramli DH29 Head Coordinator KHK</p>	Ext : 6264
	<p>Mohd Shamsul Bin Ismail DH44 Head Coordinator JP</p>	Ext : 6521
	<p>Siti Nurdiana Binti Abu Bakar DH41 Head Coordinator JTMK</p>	Ext : 6295
<p>Juniza Binti Zamri DH44 Head Coordinator JRKV</p>	Ext : 6365	

8.6 RESIDENTIAL COLLEGE

The uniquely modern PTSS hostel can easily accommodate a total of 3600 students. Students in semester one have the opportunity to enjoy the facilities provided on campus in addition to a comfortable and conducive living environment. Students are placed in the hostel to instill good learning habit, moral values, integration and friendship among students of different race, religion and culture.

Contact Personnel	
Principle of Residential College Pn Nazimah Binti Saad Tel : 04-9886200, Ext :6355	Supervisor of Residential College Pn Saodah Binti Abdullah Tel : 04-9886200, Ext : 6354
Medical Assistant	
Muhammad Fauzee Bin Asuar	
Wardens	
Mohd Zubir Bin Yahaya Johanis Bin Mohd Jamil Nur Adlina Binti Hj. Mohd	Chief Warden Deputy Chief Warden Deputy Chief Warden
En. Abu Hanifah Bin Mohd Said En Azran Bin Abdul Razak En Borhannudin Bin Ya En Fazly Shahril Bin Norizan En King Diaw a/l Eh Sut En Mohd Awaludin Bin Mohamed Bashir En Mohd Fadzil Bin Allias En Mohd Fardelie Bin Ramli En Mohd Firdaus Bin Che Radzi En Mohd Nurul Akmal Bin Mat Ariff En Mohd Safirol Bin Md Yusof En Mohd Shabri Bin Hassan En Norazrizal Bin Norazmi En Shamsul Anuar Bin Abd. Aziz En. Mohd Azha Bin Ismail En. Mohd Kamarul Ariffin Bin Mohamad Azmi En. Mohd Ridzuan Bin Abdul Rahman En. Mohd Rizal Bin Hussain En. Saiful Bin Mohamed Shuib En. Zulkifli Bin Sulaiman	Cik Mime Azrina Binti Jaafar Cik Zainab Binti Abdullah Pn. Balqis Binti Ahmad Shahar Pn. Ku Shazwani Binti Ku Azizan Pn. Mahirah Binti Rafie Pn. Nor Arinah Binti Mohamed Zemudin Pn. Nurishah Binti Wahab@Abdul Wahab Pn. Rafidah Binti Jaafar Pn. Rosmini Binti Abdul Rahman Pn. Rozalita Binti Saupi Pn. Salasiah Binti Noordin Pn. Siti Aishah Binti Kadir

8.7 PSYCHOLOGY AND CAREER UNIT

Function	Contact Personnel	Contact No
<p>The Psychology and Career Unit works on implementing the Human Capital Development program based on psychological approaches which include aspects of development, prevention, rehabilitation and intervention. In addition, this unit also provides counseling and professional guidance to ensure semi professional work force is well balanced mentally and physically.</p> <p>The Psychology and Career unit is responsible for:</p> <ol style="list-style-type: none"> raising self awareness and surroundings highlighting ones' potential developing multi skills promoting studies opportunities promoting career opportunities 	<p>Wan Kamariah Binti Wan Mat S41 (Head of Unit) Psychology and Career Officer</p>	Ext : 6208
	<p>Norzila Binti Mhd Noor S41 Psychology and Career Officer</p>	Ext : 6205
	<p>Raja Rabiatum Adawiyah Bt Raja Mamat S41 Psychology and Career Officer</p>	Ext : 1100

8.8 UNIT FOR INSTRUCTIONAL DEVELOPMENT AND MULTIMEDIA

Function	Contact Personnel	Contact No
<p>The Unit for Instructional Development and Multimedia (UIDM) is one of the support unit for Academic and Administration in PTSS. The main functions are:</p> <ol style="list-style-type: none"> Advising and guiding in Instructional Development for the purpose of Learning and Teaching. Provide sufficient skill and Audio Visual equipment for any activities (on campus/outside of campus) based on frequent application. Supervise in-term of skill and facilities/equipment for any activities by students/lecturers. UIDM as Audio Visual Committee for any major events on campus such as Convocation, Students Registration Day, major celebrations and assembly. Documentation Record any events on/off campus through video and photo for the purpose of archives. As committee for Design & Printing for most of the major events on campus. 	<p>Mohamad Naaim Bin Md Zain DH41 (Head of Unit) Multimedia & Resource Officer</p>	Ext : 6380
	<p>Mohammad Shahiran Bin Salim DH41 Multimedia & Resource Officer</p>	Ext : 6380
	<p>Ahmad Norhaizam Bin Ahmad Rosli B19 Photographer</p>	Ext : 1693
	<p>Muhamad Fadzwan Bin Amir Roslan B19 Designer</p>	Ext : 1690
	<p>Syed Shafirul Bin Wan Idrus B19 Designer</p>	Ext : 1690
	<p>Shukri Bin Abdullah JA29 Assistant Engineer</p>	Ext : 1693
	<p>Oszamry Bin Othman@Ismail N11 Assistant Operation</p>	Ext : 1693

8.9 INFORMATION TECHNOLOGY & COMMUNICATION UNIT

<p>The Information & Communication Technology Unit (UTMK) is one of the support unit for Academic and Administration in PTSS.</p> <p>The main function of UTMK is:</p> <ol style="list-style-type: none"> Monitor and maintain ICT equipment and campus local network. Coordinate the acquisition of hardware, software and computer networks to meet the set standards and avoid duplication in procurement. Supervise the movement of ICT equipment. Acting as the system administrator for application system such as SPMP, HRMIS and etc. 	<p>Saifulazmi Bin Tayib F44 (Head of Unit) Information Technology Officer</p> <p>Nor Hafizah Binti Khadzir F41 Information Technology Officer</p> <p>Suria Binti Shaari F41 Information Technology Officer</p> <p>Safariza Binti Md Fazil F29 Assistant Information Technology Officer</p> <p>Marina Binti Meor Lizi F29 Assistant Information Technology Officer</p> <p>Sasnidar Binti Yusri F29 Assistant Information Technology Officer</p> <p>Mohamad Razali Bin Mohamad Ismail FT22 Assistant Information Technology Officer</p> <p>Muhamad Kamalhamdy Bin Kamaludin FT29 Assistant Information Technology Officer</p> <p>Mohamad Khairul Fazmi Bin Jamaludin FT19 Assistant Information Technology Officer</p> <p>Nurul Fara Binti Noor Azman Raman FT19 Assistant Information Technology Officer</p>	<p>Ext: 6345</p> <p>Ext: 6346</p> <p>Ext: 6349</p> <p>Ext: 6347</p> <p>Ext: 1502</p> <p>Ext: 1501</p> <p>Ext: 1504</p> <p>Ext: 1507</p> <p>Ext: 1503</p> <p>Ext: 1508</p>
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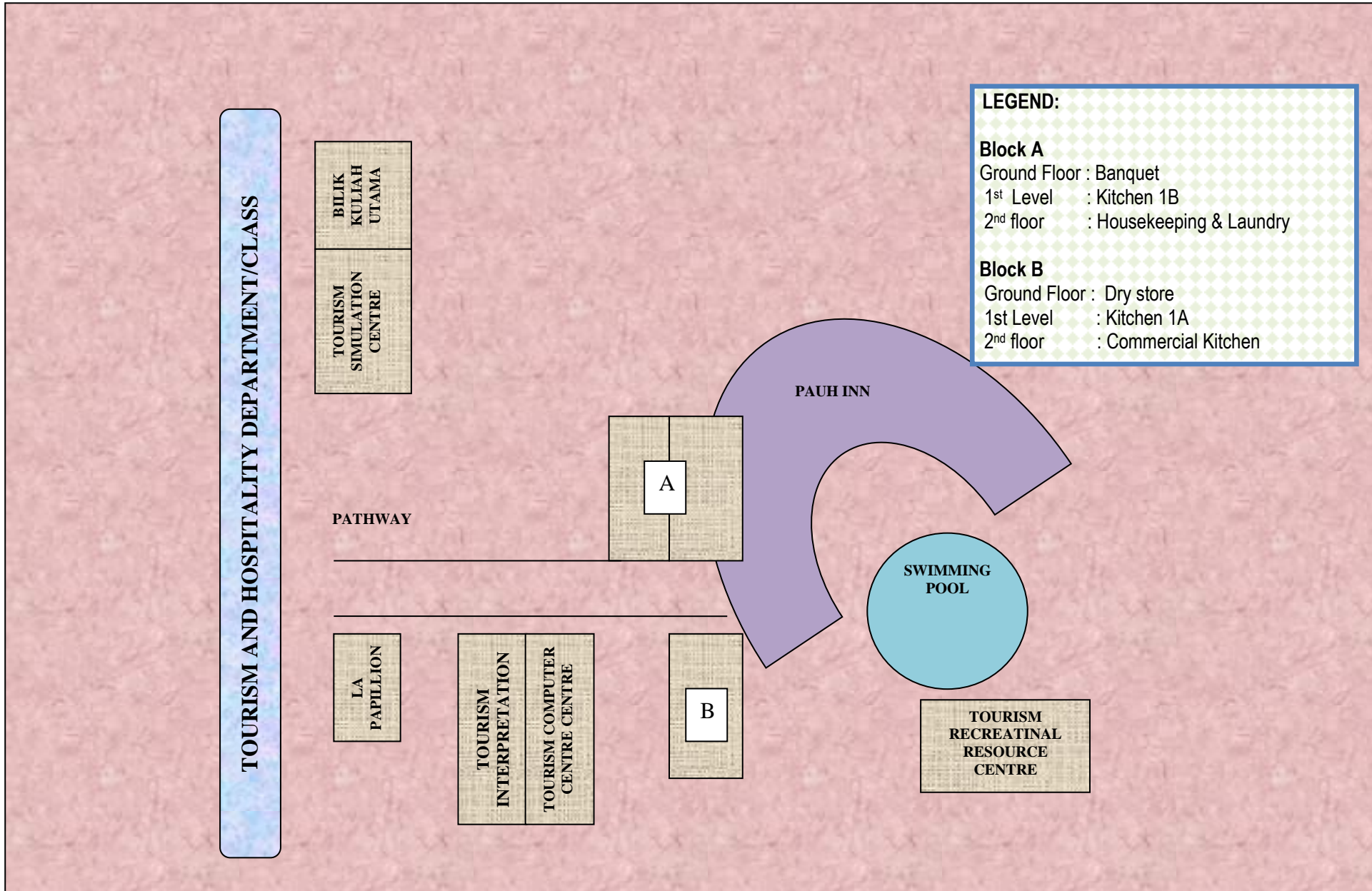
Function	Contact Personnel	Contact No
	Ridzuan Bin Yaakob FT29 Assistant Information Technology Officer	Ext: 1508
	Zuraidah Binti Ghazali FT29 Assistant Information Technology Officer	Ext: 6348
	Mohd Rifaiz bin Mohd Razali FT19 Computer Technician	Ext: 6348

9.0 PROFESSIONAL / SKILLS CERTIFICATION

This professional certificate is a finishing programme offered to the selected students to give them an added value for the programme.

Professional Certificate	Related Course	Descriptions
	Code & Course	
'Kursus Pengendalian Makanan'	DTH1044 Basic Eastern and Western Cookery	<ul style="list-style-type: none"> - This programme is offered to all students of Diploma in Hotel and Catering and Diploma of Food Service (Halal Practice). - To improve and expose students with food handling process. - To ensure that students have a basic knowledge about the food handling in working environment.
	DUT40110 Industrial Training	
Worldskills Malaysia Belia (WSMB) 2014	HH309 Food and Beverage Service DTH2023 Food and Beverage Service	<ul style="list-style-type: none"> - This programme is specifically offered to part 1 and 2 students of Diploma in Hotel and Catering and Diploma of Food Service (Halal Practice). - To enhance student's skills and technique in food serving.
Worldskills ASEAN 2014 (HANOI)		
Worldskills Malaysia Belia (WSMB) 2015		
Worldskills Malaysia Belia (WSMB) 2015	DTH1032 Theory of Food DTH1044 Basic Eastern and Western Cookery	<ul style="list-style-type: none"> - This programme is specifically offered to to part 1 and 2 students of Diploma in Hotel and Catering and Diploma of Food Service (Halal Practice). - To expose student to various aspect of cooking skill before involve in industrial training.
Langkawi International Extreme Challenge	DTM3023 Recreation	<ul style="list-style-type: none"> - This programme is specifically offered to to part 2 students of Diploma in Tourism Management. - To expose student to various aspect of cooking skill before involve in industrial training.

10.0 TOURISM AND HOSPITALITY AND DEPARTMENT SITE MAP



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