



# STUDENT HANDBOOK



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## **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. Programs 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 programs 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 programs and services publications and other Departments and Units Policies for further information.

## 2.0 VISION & MISSION POLYTECHNIC



### **VISI**

MENJADI PENERAJU INSTITUSI TVET YANG UNGGUL

### **MISI**

MENYEDIAKAN AKSES YANG MELUAS KEPADA PROGRAM  
TVET BERKUALITI DAN DIKTIRAF

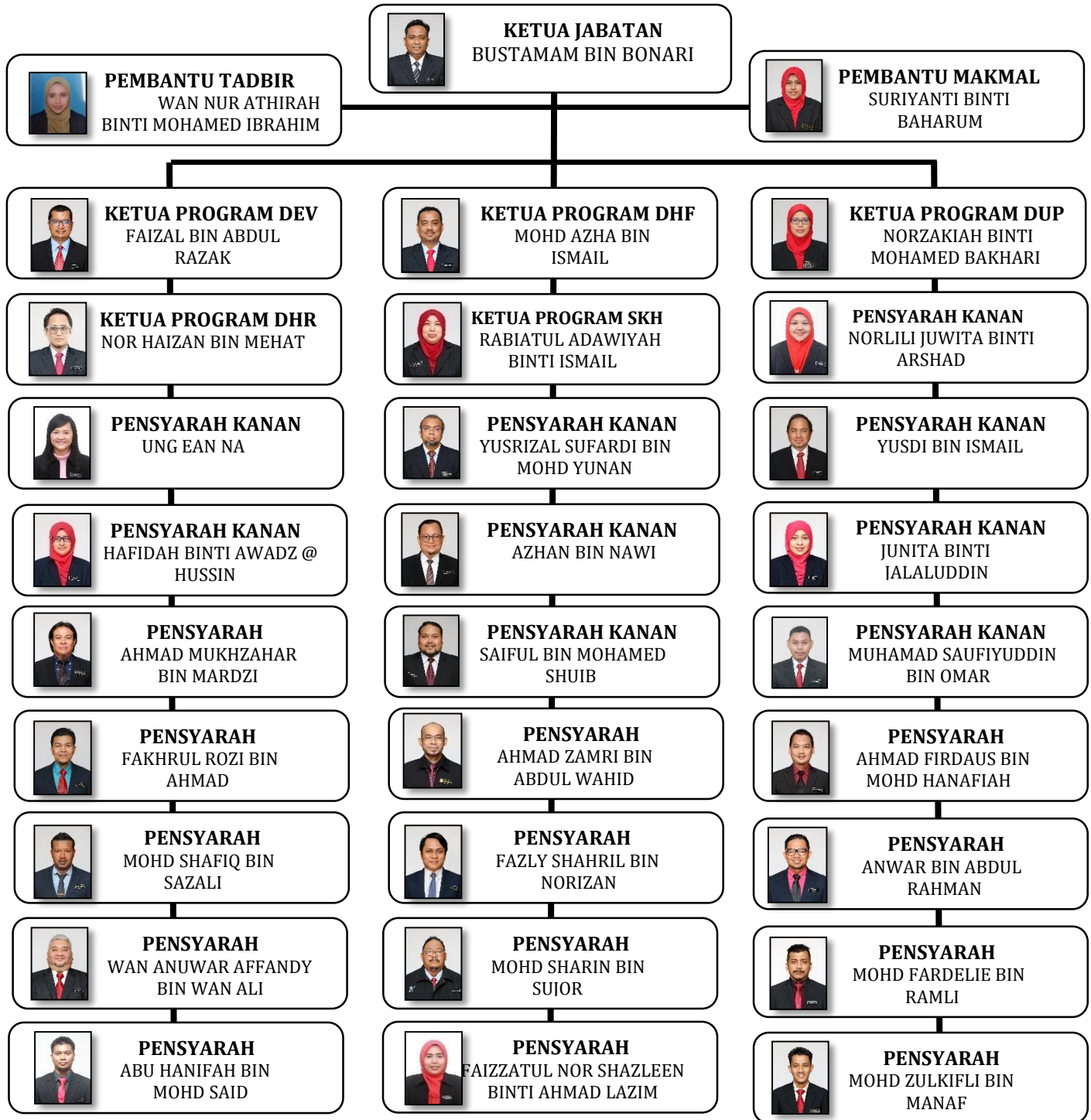
MEMPERKASA KOMUNITI MELALUI PEMBELAJARAN SEPANJANG HAYAT

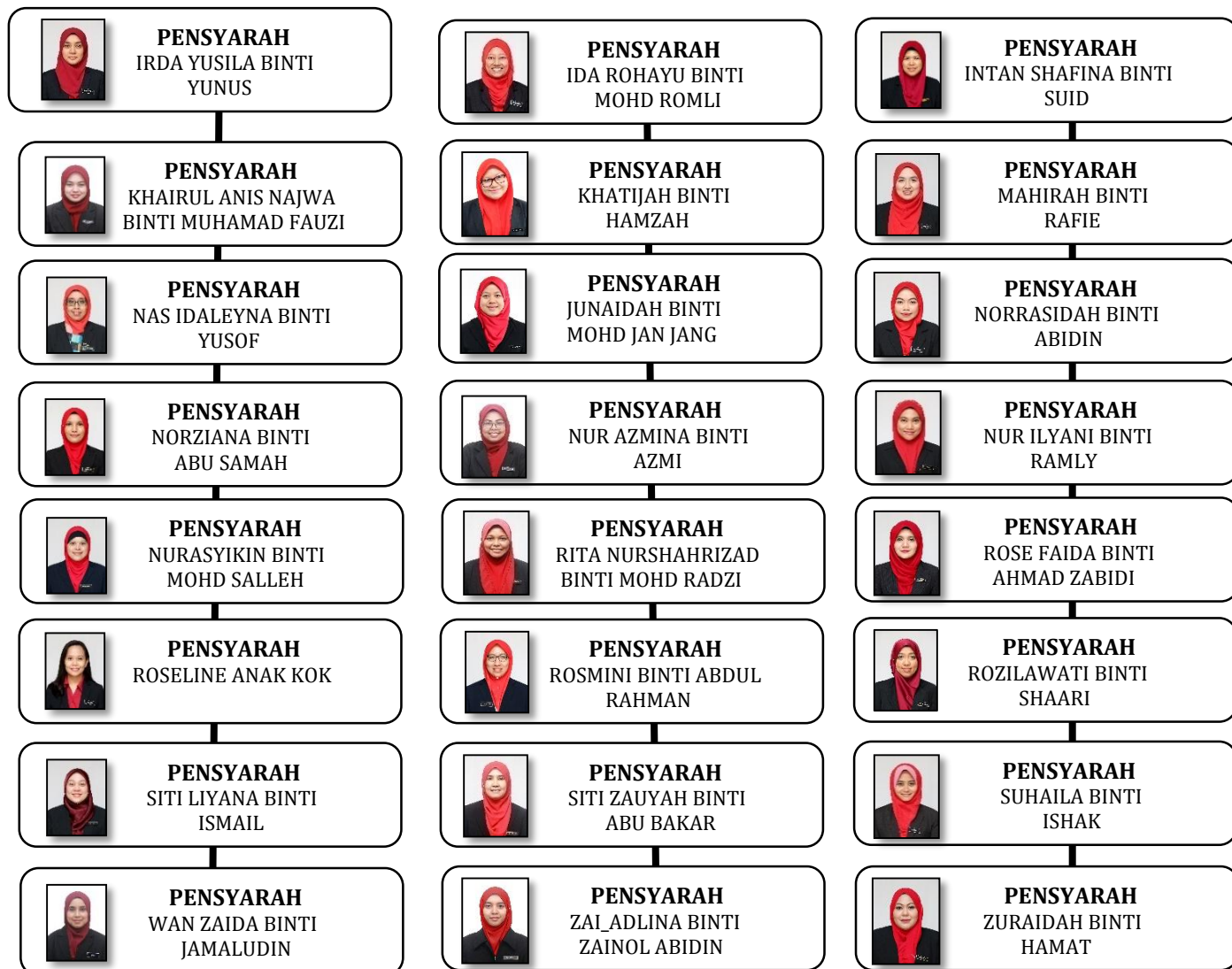
MELAHIRKAN GRADUAN HOLISTIK, BERCIRI KEUSAHAWANAN DAN SEIMBANG

MEMANFAATKAN SEPENUHNYA PERKONGSIAN PINTAR  
DENGAN PIHAK BERKEPENTINGAN

### 3.0 TOURISM AND HOSPITALITY DEPARTMENT

#### 3.1 DEPARTMENT ORGANISATION CHART





### 3.2 TOURISM AND HOSPITALITY DEPARTMENT LECTURERS

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### **3.3 DIPLOMA IN EVENT MANAGEMENT (DEV)**

#### **3.3.1 PROGRAM INFORMATION**

##### **INTRODUCTION**

Event Management is one of the sectors which is increasingly becoming significant player in national and global tourism markets. 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 technical, fundraising, incentive tour management and event 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.

##### **3.3.2 SYPNOSIS**

The Diploma in Event Management programme 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, customer service, safety and health, entrepreneurial development and event greenings are also embedded in this programme. This six semester programme covers a spectrum of applied competencies and abilities associated with the industry at semi-professional skilled 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 be competent in this industry.

Most importantly, it is imperative that the graduates acquire the ability to apply their knowledge and competencies in an innovative, creative and responsive to face the wide range of challenges, problems and issues at the workplace.

### **3.3.3 JOB PROSPECT**

Diploma in Event Management tailors its graduates for career opportunities that offered 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, Professional Conference Organizers (PCO) and Professional Exhibition Organizers (PEO). Students are provided with integrated knowledge and skills in event industry. These can be applied to a range of careers in the event industries. Potential job positions include:

- a. Event Executive Assistant
- b. Sponsorship Coordinator / Manager
- c. Meeting Planner / Incentive Tour Planner / Conference Planner/ Exhibition Planner/  
Special Event Planner
- d. Event Operation Supervisor / Program Coordinator
- e. Trade Fair Coordinator / Symposium Coordinator
- f. Project Manager
- g. Corporate Communication Coordinator

### **3.3.4 PROGRAMME AIM**

This program believes that every individual has potential and the programme aims to foster creative and responsible Event Organizer to support the country's aspiration towards promoting local events overseas and international event locally.

### **3.3.5 PROGRAMME EDUCATIONAL OBJECTIVES (PEO)**

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

- PEO1: Event Organizer who apply basic knowledge, understanding and operational principles of event in providing solution for event issues and challenges.
- PEO2: Event Organizer who apply a specific level of practical skills, procedures, digital applications and numerical data to perform related tasks in event industry.
- PEO3: Event Organizer who alternately adopt either the role of a leader or a team member and communicate effectively in assisting and providing creative solution for event industries.
- PEO4: Event Organizer who enterprisingly acquire new knowledge and entrepreneurial skills for career advancement and complying with organizational and professional ethics in work and social environment.

### **3.3.6 PROGRAMME LEARNING OUTCOMES (PLO)**

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

- PLO1: Apply knowledge of event management in operating and managing event
- PLO2: Analyse issues and challenges in assisting and providing appropriate solution for event management
- PLO3: Perform skills in the event industries
- PLO4: Demonstrate effective communication and interaction skills, individually or as member of a team with supervisors, peers and subordinates
- PLO5: Display the ability to use digital application and interpret numerical data in related task
- PLO6: Demonstrate leadership, autonomy and responsibility by taking alternate role as a leader or member of a diverse team
- PLO7: Demonstrate entrepreneurial and good managerial skills in society
- PLO8: Integrate professionalism, positive attitudes and values in engaging with society and stakeholders

### 3.3.7 SYPNOSIS AND COURSE LEARNING OUTCOME (DEV)

SEMESTER	COURSE	SYPNOSIS	COURSE LEARNING OUTCOME (CLO)
1	DTE10073 INTRODUCTION TO EVENT MANAGEMENT	<p><b>INTRODUCTION TO EVENT MANAGEMENT</b> 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><b>Credit Value : 3</b> <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CLO1 : Explain the definition and context of event management in the event industry (C2 , PLO 1) CLO2: Identifies effectively the event feasibility and impact of event industry. (P1 , PLO 3) CLO3: Describe event concept and nature of event industries. (A1 , PLO 4)</p>
1	DTM10083 FUNDAMENTALS OF TOURISM AND HOSPITALITY	<p><b>FUNDAMENTALS OF TOURISM AND HOSPITALITY</b> exposes students to the foundation 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 exposed to the importance of sustainable tourism practice in tourism and hospitality. Students are given the opportunity to gain experience through talks on tourism and hospitality industry delivered by invited guest speakers.</p> <p><b>Credit Value : 3</b> <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CLO1: Identify fundamental components of tourism and hospitality from various perspectives. (C1 , PLO 1) CLO2: Recognise the roles of tourism and hospitality business, impact, current trends and future outlook for global tourism and hospitality. (C2 , PLO 2) CLO3: Discuss the career opportunities, issues and challenges in tourism and hospitality effectively. (A2 , PLO 7)</p>

1	DTM10203 CUSTOMER SERVICE FOR TOURISM AND HOSPITALITY	<p><b>CUSTOMER SERVICE FOR TOURISM AND HOSPITALITY</b> exposes students to skills required for establishing a specific career path offered through personal and professional development. Student should be given knowledge and basic understanding on how customer service being established practiced and organized in the hospitality and tourism industry. Students also should be able to demonstrate positive and hospitable attitude that has been practiced in hospitality and tourism industry and how the public sector is responding to them.</p> <p><b>Credit Value : 3</b> <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CLO1: demonstrate knowledge related to the customer service in tourism and hospitality profession. (C3 , PLO 1)</p> <p>CLO2: displays effectively skill and techniques of ethic, social etiquette and handling customer complaints in customer service. (P2 , PLO 3)</p> <p>CLO3: present effectively communication skill of hospitality service culture in tourism and hospitality industry. (A2 , PLO 4)</p>
1	DUW10012 OCCUPATIONAL SAFETY AND HEALTH	<p><b>OCCUPATIONAL SAFETY AND HEALTH</b> course is designed to impart understanding of the self-regulatory concepts and provisions under the Occupational Safety &amp; Health Act (OSHA). This course presents the responsibilities of workers in implementing and complying with the safety procedures at work. Understanding of notifications of accidents, dangerous occurrence, poisoning and diseases and liability for offences will be imparted upon students. This course will also provide an understanding of the key issues in OSH Management, Incident Prevention, Fire Safety, Hazard Identification Risk Control and Risk Assessment (HIRARC), Workplace Environment and Ergonomics and guide the students gradually into this multi-disciplinary science.</p> <p><b>Credit Value : 2</b> <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CLO1: Explain briefly Occupational, Safety and Health (OSH) procedures, regulation and its compliance in Malaysia. (C2, CLS 1)</p> <p>CLO2: Initiates incident hazards, risks and safe work practices in order to maintain health and safe work environment. (A3, CLS 5)</p> <p>CLO3: Forms communication skills in a team to respond for an accident action at workplace. (A3, CLS 3b)</p>

2	MPU22012 ENTREPRENEURSHIP	<p><b>ENTREPRENEURSHIP</b> focuses on the fundamentals and concept of entrepreneurship in order to inculcate the value and interest in students to choose entrepreneurship as a career. This course can help students to initiate creative and innovative entrepreneurial ideas. It also emphasizes a preparation of a business plan framework through business model canvas.</p> <p><b>Credit Value : 2</b> <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CLO1: propose the value proposition of entrepreneurial idea using Business model Canvas. (A3 , CLS 3b)</p> <p>CLO2: develop a viable business plan by organizing business objectives according to priorities. (A4 , CLS 4)</p> <p>CLO3: organise the online presence business in social media marketing platform. (A3 , CLS 4)</p>
2	DTM40123 PRINCIPLES OF ACCOUNTING FOR TOURISM AND HOSPITALITY	<p><b>PRINCIPLES OF ACCOUNTING FOR TOURISM AND HOSPITALITY</b> provides basic accounting concepts and principles as well as green accounting in various business transactions. This course gives emphasis on fundamental accounting system and accounts recording procedures generally used within the tourism and hospitality industry.</p> <p><b>Credit Value : 3</b> <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CLO1 : discuss the concepts and principles for accounting based on the accounting standards in recording a tourism and hospitality business transaction (C2 , PLO 1)</p> <p>CLO2: manage ledger, trial balance, adjustment and financial statement according to a complete accounting cycle. (C4 , PLO 2)</p> <p>CLO3: display digital and numerical application in preparing complete accounting standards. (P3 , PLO 5)</p>
2	DTM50153 TOURISM AND HOSPITALITY MARKETING	<p><b>TOURISM AND HOSPITALITY MARKETING</b> 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 behavior, marketing research, market segmentation and positioning and marketing plan in tourism and hospitality industry.</p> <p><b>Credit Value : 3</b> <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CLO1: acquire knowledge and understanding of the concepts of marketing, marketing mix, marketing information system, marketing research, marketing segmentation and marketing positioning in tourism and hospitality. (C3 , PLO 2)</p> <p>CLO2: organize marketing plan and sales for tourism and hospitality. (P4 , PLO 5)</p> <p>CLO3: develop entrepreneurial skill in social media marketing for tourism and hospitality products and services. (A4 , PLO 7)</p>

2	DTE20083 CROWD MANAGEMENT	<p><b>CROWD MANAGEMENT</b> provides knowledge and understanding of crowd management and the importance of planning effective crowd management in any kind of event. Students will also learn about safety in crowd management, crowd control, communication in crowd management and crowd monitoring and able to develop crowd management proposal for appointed event.</p> <p><b>Credit Value : 3</b> <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CLO1: explain knowledge and understanding of crowd management correctly. (C2 , PLO 1)</p> <p>CLO2: organize crowd control, crowd monitoring and crowd safety management plan for an event. (P3 , PLO 3)</p> <p>CLO3: propose an appropriate proposal of crowd management plan for an event. (A3 , PLO 6)</p>
2	DTE30163 MICE	<p><b>MICE</b> provides basic essential skills in handling various types of Meetings, Incentives, Conventions and Exhibitions in the event industry. Students are required to prepare MICE activity that is beneficial to organization environmentally. This course also looks at how to operationalise green MICE in the event industry.</p> <p><b>Credit Value : 3</b> <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CLO1: apply the basic concept of MICE operation and management in events. (C3 , PLO)</p> <p>CLO2 : perform efficient MICE activities that give impact to event management (P4 , PLO)</p> <p>CLO3: demonstrate leadership and responsibility skills in planning, implementation and post-event in MICE. ( A3 , PLO )</p>
3	DUG30023 GREEN TECHNOLOGY COMPLIANCE	<p><b>GREEN TECHNOLOGY COMPLIANCE</b> course is designed to introduce students with fundamentals of green technology, green practices, and green compliances towards the ultimate target of sustainable living. Students will be exposed to different feasible technologies in achieving goals that show developments in rapidly growing fields such as sustainability, innovation, viability and natural sources reduction. Students will also learn other areas where green technology is implemented such as energy, transport, building, water and waste management.</p> <p><b>Credit Value : 3</b> <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CLO1: explain green fundamentals and practices of green technology. (C3 , CLS 2)</p> <p>CLO2: display green technology and practices concept in related areas within the industry in Malaysia. (P4 , CLS 3a)</p> <p>CLO3: demonstrate green economy and green culture challenges to implement green programmes. (A3 , CLS 3b)</p>

3	DTE30103 EVENT MARKETING	<p><b>EVENT MARKETING</b> 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, publicity, sales promotion, merchandising, personal selling, sales management, direct marketing, interactive or internet marketing to enable successful communication with the customers.</p> <p><b>Credit Value : 3</b> <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CL01: acquire the elements of marketing in event management accurately. (C3 , PLO 2)</p> <p>CL02: perform marketing strategies for appointed event using multiple approaches successfully. (P4 , PLO 3)</p> <p>CL03: adopt trends in marketing strategies in event management. (A3 , PLO 7)</p>
3	DTE30114 EVENT DESIGN	<p><b>EVENT DESIGN</b> incorporates the concept, principles, basic elements, and the process of event design into an effective and functional event. Students also look at how to choose the right design and décor techniques, select the appropriate entertainment, how to make styling easy with style layers and select the existing technologies which will really give event that all important edge. Students are also required to implement event design skill in managing an event.</p> <p><b>Credit Value : 4</b> <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CL01: Demonstrate a multisensory environment, incorporating the theme with the use of event design skill. (C3, PLO 2)</p> <p>CL02: Organize an event by implementing the event design components of an engaging experience to achieve the purpose, goals, and objectives for an event. (P4, PLO 3)</p> <p>CL03: Discuss the managerial and entrepreneurial skills of event design. (A2, PLO7)</p>
3	DTE30123 THE PRACTICE OF PUBLIC RELATIONS	<p><b>THE PRACTICE OF PUBLIC RELATIONS</b> 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><b>Credit Value : 3</b> <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CL01: show the importance of public relations in event management. (C3 , PLO 2)</p> <p>CL02: organize management process and media in public relations appropriately. (P4 , PLO 3)</p> <p>CL03: clarify management process and media in public relations appropriately. ( A2 , PLO 8 )</p>



3	DTE20093 PROTOCOL AND ETIQUETTE	<p><b>PROTOCOL AND ETIQUETTE</b> explains the importance of protocol and etiquette in events. Students learn the protocol requirements in various events such as seating arrangement, honorific, speech writing and royal language (Bahasa Istana). This course also provides information to the students of the do's and don'ts of attending events.</p> <p><b>Credit Value : 3</b> <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CLO1: elaborate the correct protocol and etiquette in events. (C2 , PLO 1)</p> <p>CLO2: demonstrate the correct protocol and etiquette in events. (C3 , PLO 2)</p> <p>CLO3: practice the correct etiquette in attending events. (A2 , PLO 8)</p>
4	DTE40134 EVENT FUNDRAISING AND SPONSORSHIP	<p><b>EVENT FUNDRAISING AND SPONSORSHIP</b> introduces the types of fundraising and sponsorship, its importance, benefits, and key success factor. History and trend of fundraising and sponsorship are also includes. Student also learn how to develop financial resources. The course also looks at the process of sponsorship, programme funding and programme donor. Students are also exposed to the implementation of fundraising and sponsorship programmes in managing events.</p> <p><b>Credit Value : 4</b> <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CLO1: carry out fundraising and sponsorship activities in managing event. (C3 , PLO 2)</p> <p>CLO2: organizes fundraising and sponsorship programmes for event projects. (P4 , PLO 3)</p> <p>CLO3: develop leadership and teamwork skills through the process of sponsorship in event management. (A4 , PLO 7)</p>
4	DTE40144 EVENT PLANNING	<p><b>EVENT PLANNING</b> covers the basic knowledge and understanding of planning process. Through this course, students learn to prepare event budgets, set event objectives and collaborate with business professionals to organize successful events. The course also looks at the operational planning and marketing planning as well as managing, implementing and evaluating the event. Students will also propose and organize an event independently.</p> <p><b>Credit Value : 4</b> <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CLO1: determine knowledge and information of event planning components accurately. (C4 , PLO 2)</p> <p>CLO2: build important information in writing a systematic proposal and framework for community event proposal appropriately. (P4 , PLO 3)</p> <p>CLO3: develop the event proposal to align with the social skills and problem solving skills in selling the event proposal confidently. (A4 , PLO 6)</p>

4	DTE40173 EVENT LOGISTIC	<p><b>EVENT LOGISTIC</b> introduces the objective, process and basic steps of site management. It explains the criteria and consideration of logistic selection. The course also looks at the venue layout, venue location and set-up. Students are also being exposed to the elements of event logistics system and event logistics planning.</p> <p><b>Credit Value : 3</b> <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CL01 : apply the process of event logistic management (C3 , PLO 2)</p> <p>CL02: organize the process of logistic management plan for venue of event. (P4 , PLO 3)</p> <p>CL03: explain related managerial skills in logistic management for events. (A3 , PLO 7)</p>
4	DTE40193 EVENT RISK MANAGEMENT	<p><b>EVENT RISK MANAGEMENT</b> covers the basic concept 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 requirement in outdoor event.</p> <p><b>Credit Value : 3</b> <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CL01 : explain risk management concept in events (C2 , PLO 1)</p> <p>CL02: provide clear risk techniques and strategies in event management. (C3, PLO 2)</p> <p>CL03: describe related information in risk management plan for an event. (A3 , PLO 7)</p>
4	DTE40184 EVENT PUBLICATION	<p><b>EVENT PUBLICATION</b> exposes students to the publication of event promotion materials and electronic publication. 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 publication in the event industry.</p> <p><b>Credit Value : 4</b> <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CL01: determine the concepts, roles and processes required in event publication. (C4 , PLO 2)</p> <p>CL02: perform event publication techniques. (P4 , PLO 3)</p> <p>CL03: demonstrate effective communication in producing event publication. (A3 , PLO 4)</p>
5	DTF40072 MUSLIM FRIENDLY HOSPITALITY	<p><b>MUSLIM FRIENDLY HOSPITALITY PRACTICE</b> course emphasize on specific services and product 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 businesses such as accommodation,</p>	<p>Upon completion of this course, students should be able to:</p> <p>CL01: determine the key elements of Muslim Friendly Practice needed within tourism and hospitality environment. (C4 , PLO 2)</p> <p>CL02: display Muslim Friendly Practice in hospitality and tourism service according to requirement. (P3 , PLO 3)</p>

		<p>foodservice, travel services, recreation, transportation, entertainment and public places. This course will also study, analyse and identify creative solution on issues and/or challenges, related to the implementation of Muslim friendly hospitality services.</p> <p><b>Credit Value : 2</b> <b>Prerequisite : None</b></p>	<p>CLO3: demonstrate Muslim Friendly Practice in hospitality and tourism service ethically. (A3 , PLO 8 )</p>
5	DTE50204 PRODUCTION MANAGEMENT	<p><b>PRODUCTION MANAGEMENT</b> focuses on 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><b>Credit Value : 4</b> <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to: CLO1: explain knowledge and information related accurately to preparing technical equipment and staging requirement in event operation. (C2 , PLO) CLO2: organizes staging, technical equipment and production management process effectively in event production. (P4 , PLO 5) CLO3: explain technical equipment and staging requirement clearly in event production. (A3 , PLO 8)</p>
5	DTA40133 HUMAN RESOURCE MANAGEMENT	<p><b>HUMAN RESOURCE MANAGEMENT</b> expose students to various topics on leadership, 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 management human resource.</p> <p><b>Credit Value : 3</b> <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to: CLO1: ascertain the importance of human resource management in a hospitality business environment. (C3 , PLO 1) CLO2: determine the issues and challenge of human resource management in hospitality operation. (C4 , PLO 2) CLO3: explain an understanding from ethical perspective of human resource management in hospitality operation. (A3 , PLO 8)</p>

5	DTE50154 EVENT PROJECT	<p><b>EVENT PROJECT</b> exposes students to the running of event. It emphasizes in coordinating resources and technical preparation based on proposals of previous semester. Students learn 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><b>Credit Value : 4</b> <b>Prerequisite : DTE40144</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CLO1: analyze the ability to work in team, write report and make presentation correctly. (C4 , PLO 2)</p> <p>CLO2: integrate the ability to perform task and duty on site and running the events based on schedule and resources accurately. (P6 , PLO 3)</p> <p>CLO3: organize an event successfully according to systematic planning coordination and process. (A4 , PLO 6)</p>
6	DUT60019 INDUSTRIAL TRAINING	<p>INDUSTRIAL TRAINING prepares students with employability skills and current industrial technologies in actual working environment. This course allows students to experience the work culture of the workplace as well as provides a platform for students to put into practice the skills and knowledge learnt. The desired attributes include organizational orientation and professional ethics, effective communication, leadership and teamwork, continuous learning and information management, as well as self-management and entrepreneurial mind at the workplace.</p> <p><b>Credit Value : 9</b> <b>Prerequisite :</b> <b>Fulfill the requirements of Industrial Training Guideline</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CLO1 : perform duties in accordance with job requirements at the workplace ( P4 , CLS 3a )</p> <p>CLO2 : display effective communication and social skills at the workplace ( A5 , CLS 3b )</p> <p>CLO3 : integrate values, attitudes and professionalism effectively at the workplace ( A4 , CLS 5 )</p> <p>CLO4 : develop responsibility of leadership and teamwork at the workplace ( A4 , CLS 3d )</p> <p>CLO5 : organize information management appropriately at the workplace ( P4 , CLS 3c )</p> <p>CLO6 : integrate lifelong learning skills and entrepreneurial mind at the workplace ( A4 , CLS 4 )</p>

<b>ELECTIVE</b>			
<b>SEMESTER</b>	<b>COURSE</b>	<b>SYPNOSIS</b>	<b>COURSE LEARNING OUTCOME (CLO)</b>
<b>1</b>	<b>DBC20012 COMPUTER APPLICATION</b>	<p><b>COMPUTER APPLICATION</b> exposes students to different packages of applications software such as word processor, spreadsheet, presentation, project management, internet security and digital etiquette. This course mainly emphasize on the practical aspects of using applications software and awareness in digital world activity. Students will develop teamwork and leadership skills to present ideas and organize project. Students are able to use the information and technology skill attained in future.</p> <p><b>Credit Value : 2</b> <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CL01 : Display the ability to apply application software in office environment (P3 , CLS 4)</p> <p>CL02: Perform inquisitive mind to develop lifelong learning skills in information and technology skills. (A5 , CLS 3c)</p> <p>CL03: Apply information and technology skills in office environment. (C3 , CLS 3b)</p>

### 3.3.8 PROGRAMME STRUCTURE (DEV)

CLASSIFICATION	COURSE CODE	COURSE NAME	CONTACT HOURS				CREDIT VALUE
			L	P	T	O	
<b>SEMESTER 1</b>							
COMPULSORY	MPU21032	PENGHAYATAN ETIKA DAN PERADABAN	1	0	2	0	2
	DUE10012	COMMUNICATIVE ENGLISH 1	1	0	2	0	2
	MPU24XX1	SUKAN	0	2	0	0	1
	MPU24XX1	UNIT BERUNIFORM					
COMMON CORE	DUW10012	OCCUPATIONAL SAFETY AND HEALTH	2	0	0	0	2
	DTM10083	FUNDAMENTALS OF TOURISM AND HOSPITALITY	3	0	0	0	3
	DTM10203	CUSTOMER SERVICE FOR TOURISM AND HOSPITALITY	2	2	0	0	3
DISCIPLINE CORE	DTE10073	INTRODUCTION TO EVENT MANAGEMENT	2	2	0	0	3
ELECTIVE	DBC20012	COMPUTER APPLICATION	1	2	0	0	2
<b>TOTAL</b>			<b>21</b>				<b>18</b>
<b>SEMESTER 2</b>							
COMPULSORY	MPU23072	PELANCONGAN DAN HOSPITALITI DALAM ISLAM*	1	0	2	0	2
	MPU23042	NILAI MASYARAKAT MALAYSIA*					
	MPU22012	ENTREPRENUERSHIP	1	0	2	0	2
	MPU24XX1	KELAB/PERSATUAN	0	2	0	0	1
	MPU24XX1	UNIT BERUNIFORM 2					
COMMON CORE	DTM40123	PRINCIPLES OF ACCOUNTING FOR TOURISM AND HOSPITALITY	2	0	2	0	3
	DTM50153	TOURISM AND HOSPITALITY MARKETING	2	2	0	0	3
DISCIPLINE CORE	DTE20083	CROWD MANAGEMENT	2	2	0	0	3
	DTE30163	MICE	1	4	0	0	3
<b>TOTAL</b>			<b>25</b>				<b>17</b>
<b>SEMESTER 3</b>							
COMPULSORY	DUE30022	COMMUNICATIV ENGLISH 2	1	0	2	0	2
COMMON CORE	DUG30023	GREEN TECHNOLOGY COMPLIANCE	2	0	2	0	3

DISCIPLINE CORE	DTE30103	EVENT MARKETING	2	2	0	0	3
	DTE30114	EVENT DESIGN	1	6	0	0	4
	DTE30123	THE PRACTICE OF PUBLIC RELATIONS	2	2	0	0	3
	DTE20093	PROTOCOL AND ETIQUETTE	2	0	2	0	3
<b>TOTAL</b>			<b>26</b>				<b>18</b>
<b>SEMESTER 4</b>							
DISCIPLINE CORE	DTE40134	EVENT FUNDRAISING AND SPONSORSHIP	1	6	0	0	4
	DTE40144	EVENT PLANNING	2	4	0	0	4
	DTE40173	EVENT LOGISTIC	1	4	0	0	3
	DTE40193	EVENT RISK MANAGEMENT	3	0	0	0	3
	DTE40184	EVENT PUBLICATION	1	6	0	0	4
<b>TOTAL</b>			<b>28</b>				<b>18</b>
<b>SEMESTER 5</b>							
COMPULSORY	DUE50032	COMMUNICATIVE ENGLISH 3	1	0	2	0	2
COMMON CORE	DTF40072	MUSLIM FRIENDLY HOSPITALITY PRACTICE	1	2	0	0	2
DISCIPLINE CORE	DTE50204	PRODUCTION MANAGEMENT	1	6	0	0	4
	DTA40133	HUMAN RESOURCES MANAGEMENT	3	0	0	0	3
	DTE50154	EVENT PROJECT	1	6	0	0	4
<b>TOTAL</b>			<b>23</b>				<b>15</b>
<b>SEMESTER 6</b>							
INDUSTRIAL TRAINING	DUT60019	INDUSTRIAL TRAINING	1	0	0	1	2
<b>TOTAL</b>			<b>0</b>				<b>9</b>
<b>TOTAL CREDIT VALUE</b>						<b>95</b>	

CLASSIFICATION	COURSE CODE	COURSE NAME	CONTACT HOURS				CREDIT VALUE
			L	P	T	O	
<b>ELECTIVE COURSES</b>							
1	DTM50262	INTRODUCTION TO FRONT LINER	2	0	0	0	2
2	DTM50192	COMMUNITY BASED TOURISM	1	2	0	0	2
3	DBC20012	COMPUTER APPLICATION	1	2	0	0	2
<b>FREE ELECTIVES</b>							
1	DUD10012	DESIGN THINKING	1	0	0	1	2



## **3.5 DIPLOMA IN FOODSERVICE HALAL PRACTICE (DHF)**

### **3.5.1 PROGRAM INFORMATION**

#### **INTRODUCTION**

Diploma in Foodservice Halal Practice focuses towards the development of knowledge and the implementation of halal elements in foodservice operations and management. This educational programme is developed based on the foodservice 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. The industry requires interdisciplinary academic knowledge and competencies such as foodservice fundamentals, hotel operations, catering services and other related foodservice competencies are delivered based on halal principles.

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

#### **3.5.2 SYPNOSIS**

Diploma in Foodservice Halal Practice is designed to introduce students to halal practices in foodservice industry. The programme prepares the students to a broader understanding of halal foodservice industry and required competencies for halal studies. This programme offers courses such as customer service for tourism and hospitality, introduction to halal food industry, halal assurance system, best practices in halal food production, foodservice sanitation, nutrition in foodservice, theory of food, food science, basic eastern and western cookery, food and beverage service, menu planning and design, baking and pastry, food law and legal aspect, commercial foodservice operations and food and beverage cost control.

### **3.5.3 JOB PROSPECT**

Diploma in Foodservice Halal Practice provides students with integrated knowledge and supervisory skills 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 such as:

- a. Food and Beverage Supervisor
- b. Food Retail Supervisor
- c. Restaurant Supervisor
- d. Entrepreneur in Foodservice Industry
- e. Executive in Foodservice Industry
- f. Foodservice Personnel
- g. Food and Beverage Quality Assurance Personnel
- h. Halal Executive
- i. Halal Supervisor
- j. Halal Food Entrepreneur

### **3.5.4 PROGRAMME AIM**

This program believes that every individual has potential and the programme aims to foster responsible and accountability Foodservice Executive to support the country aspiration of becoming a world class tourist and cultural destination

### **3.5.5 PROGRAMME EDUCATIONAL OBJECTIVES (PEO)**

The Diploma in Foodservice Halal Practice programme will produce semi-professional who are :

- PEO1: Executives who apply fundamental knowledge, understanding and operational principles through halal practice in providing solution for foodservice issues and challenges

- PEO2: Foodservice Executives who apply a specific level of practical skills, procedures, digital applications and numerical data to perform related tasks in foodservice operations
- PEO3: Foodservice Executives who alternately adopt the roles of a leader and a team member, and able to communicate effectively in assisting and providing creative solution for halal foodservice operations
- PEO4: Foodservice Executives who enterprisingly acquired new knowledge and entrepreneurial skills for career advancement and complying with organizational and professional ethics in work and social environment

### **3.5.6 PROGRAMME LEARNING OUTCOMES (PLO)**

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

- PLO 1: Apply knowledge of foodservice and halal practice in operating and managing foodservice operation
- PLO 2: Analyse issues and challenges in assisting and providing appropriate solution for foodservice operation
- PLO 3: Perform skills in the foodservice operation
- PLO 4: Demonstrate effective communication and interaction skills to an individual or as a team member
- PLO 5: Display the ability to use digital application and interpret numerical data in related tasks
- PLO 6: Demonstrate leadership, autonomy and responsibility by taking alternate role either as a leader or member of a diverse team
- PLO 7: Demonstrate entrepreneurial and good managerial skill in society
- PLO 8: Integrate professionalism, positive attitudes and values in engaging with society and stakeholders

### 3.5.7 SYPNOSIS AND COURSE LEARNING OUTCOME (DHF)

SEMESTER	COURSE	SYPNOSIS	COURSE LEARNING OUTCOME (CLO)
1	DTM10083 FUNDAMENTALS OF TOURISM AND HOSPITALITY	<p><b>FUNDAMENTALS OF TOURISM AND HOSPITALITY</b> exposes students to the foundation 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 exposed to the importance of sustainable tourism practice in tourism and hospitality. Students are given the opportunity to gain experience through talks on tourism and hospitality industry delivered by invited guest speakers.</p> <p><b>Credit Value : 3</b> <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CLO1: Identify fundamental components of tourism and hospitality from various perspectives. (C1 , PLO 1)</p> <p>CLO2: Recognise the roles of tourism and hospitality business, impact, current trends and future outlook for global tourism and hospitality. (C2 , PLO 2)</p> <p>CLO3: Discuss the career opportunities, issues and challenges in tourism and hospitality effectively. (A2 , PLO 7)</p>

	<p style="text-align: center;"><b>DUW10012</b> <b>OCCUPATIONAL SAFETY AND HEALTH</b></p>	<p><b>OCCUPATIONAL SAFETY AND HEALTH</b> course is designed to impart understanding of the self-regulatory concepts and provisions under the Occupational Safety &amp; Health Act (OSHA). This course presents the responsibilities of workers in implementing and complying with the safety procedures at work. Understanding of notifications of accidents, dangerous occurrence, poisoning and diseases and liability for offences will be imparted upon students. This course will also provide an understanding of the key issues in OSH Management, Incident Prevention, Fire Safety, Hazard Identification Risk Control and Risk Assessment (HIRARC), Workplace Environment and Ergonomics and guide the students gradually into this multi-disciplinary science.</p> <p><b>Credit Value : 2</b> <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CLO1: Explain briefly Occupational, Safety and Health (OSH) procedures, regulation and its compliance in Malaysia.</p> <p>(C2, CLS 1)</p> <p>CLO2: Initiates incident hazards, risks and safe work practices in order to maintain health and safe work environment. (A3, CLS 5)</p> <p>CLO3: Forms communication skills in a team to respond for an accident action at workplace. (A3, CLS 3b)</p>
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	<p style="text-align: center;"><b>DTF10093</b> <b>INTRODUCTION TO HALAL FOODSERVICE INDUSTRY</b></p>	<p><b>INTRODUCTION TO HALAL FOODSERVICE INDUSTRY</b> course is designed to equip students with basic knowledge of halal by strengthening them with the fundamental of Shariah law, the sources of halal and haram in Islam, the Malaysia halal logo and certification scheme, related Malaysian Standards, and the agencies involved in developing Malaysia halal industry. The course also discusses the halal industry master plan in fulfilling the increasing demand for the domestic and global halal market. Besides, the discussion on halal issues and challenges may increase the student awareness and general knowledge towards halal environment. Eventually, students will be more confident to delve into the halal foodservice industry.</p> <p><b>Credit Value : 2</b> <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CLO1 : describe the concepts and fundamentals of halal and haram practice in food service industry (C1 , PLO 1 )</p> <p>CLO2 : explain the concept of halal food industry and roles or related agencies and event that enforce to halal policy (C2 , PLO 1 )</p> <p>CLO3 : discuss the awareness and implementation of halal practices effectively towards consumerism issues and challenges in halal foodservice industry (A2 , PLO 4 )</p>
	<p style="text-align: center;"><b>DTF10102</b> <b>FOODSERVICE SANITATION</b></p>	<p><b>FOODSERVICE SANITATION</b> provides information on hygiene, sanitation, quality, and safety practices in foodservice industry. In addition, this course also discusses on 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><b>Credit Value : 2</b> <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CLO1:explain the importance and key elements of food sanitation in foodservice operation(C2, PLO1)</p> <p>CLO2:provide methods to prevent food contamination and poisoning through implementation of quality control system, food safety and public health law in foodservice operation(C3, PLO1)</p> <p>CLO3:propose proper sanitation methods to prevent contamination that causing food poisoning in foodservice production (A3, PLO8)</p>

2	DTM10203 CUSTOMER SERVICE FOR TOURISM AND HOSPITALITY	<p><b>CUSTOMER SERVICE FOR TOURISM AND HOSPITALITY</b> exposes students to skills required for establishing a specific career path offered through personal and professional development. Student should be given knowledge and basic understanding on how customer service being established practiced and organized in the hospitality and tourism industry. Students also should be able to demonstrate positive and hospitable attitude that has been practiced in hospitality and tourism industry and how the public sector is responding to them.</p> <p><b>Credit Value : 3</b> <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CLO1: demonstrate knowledge related to the customer service in tourism and hospitality profession. (C3 , PLO 1)</p> <p>CLO2: displays effectively skill and techniques of ethic, social etiquette and handling customer complaints in customer service. (P2 , PLO 3)</p> <p>CLO3: present effectively communication skill of hospitality service culture in tourism and hospitality industry. (A2 , PLO 4)</p>
	DTC10093 THEORY OF FOOD	<p><b>THEORY OF FOOD</b> 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 organization. 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><b>Credit Value : 3</b> <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CLO1: explain knowledge related to culinary theory and concepts. (C2, PLO1)</p> <p>CLO2: demonstrate knowledge and understanding of the functional food commodities and chemical processes as well as the nutritional content of food. (C3, PLO1)</p> <p>CLO3: display competence in the oral presentation based on culinary theory and concepts. (A3, PLO4)</p>

<p style="text-align: center;"><b>DTF20113</b> <b>FOODSCIENCE</b></p>	<p><b>FOOD SCIENCE</b> covers knowledge and the importance of food science concepts in foodservice. Students are exposed to the knowledge of nature, properties and changes in food during storage and processing. Topics discussed will help to develop understanding in food allergen, preservation and food packaging. Students also have the opportunities to carry out sensory evaluation of products using survey panels or potential consumers.</p> <p><b>Credit Value : 3</b> <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CLO1:expose concepts of food science in foodservice industry practices (C3, PLO1)</p> <p>CLO2:construct food products using suitable preservation and packaging methods in foodservice industry(P3, PLO3)</p> <p>CLO3:demonstrate the responsibility to meet demands of quality products in foodservice industry(A3, PLO8)</p>
<p style="text-align: center;"><b>DTF20124</b> <b>BASIC EASTERN AND WESTERN COOKERY</b></p>	<p><b>BASIC EASTERN AND WESTERN COOKERY</b> 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 in preparing, cooking and presenting a variety of commodity on eastern and western cuisine such as appetizers, soups, sauces, meat, poultry, fish, shellfish and also starches.</p> <p><b>Credit Value : 4</b> <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CLO 1:display the appropriate cooking techniques using a wide range of cooking styles and products(P2, PLO3)</p> <p>CLO 2:make a complete course of dish consisting of starch, protein, sauce, vegetable and garnishing(P4, PLO3)</p> <p>CLO 3:demonstrate managerial skills for kitchen operation (A3, PLO6)</p>



3	<p style="text-align: center;"><b>DTF30052</b> <b>MENU PLANNING AND DESIGN</b></p>	<p><b>MENU PLANNING AND DESIGN</b> course covers fundamentals of menu planning that are essential in building a successful foodservice concept. The content focuses on the evolution of the menu which includes topics such as menu trends in the industry, performing market research and creating a market survey, nutrition and dietary guideline and menu planning. This course also includes financial aspects of menu planning such as performing a yield test, creating and writing standard recipes and recipe costing. Besides that, writing, designing and merchandising the eco-friendly menu are also taught in this course</p> <p><b>Credit Value : 2</b> <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CLO1:examine types of menu planning based on foodservice industry practices(C3, PLO2)</p> <p>CLO2:analyze proper techniques and procedures to develop a menu based on requirement in foodservice operation(C4, PLO2)</p> <p>CLO3:construct marketing elements, financial aspect and nutrition requirements to be considered in menu planning(P4, PLO5)</p>
	<p style="text-align: center;"><b>DTA20093</b> <b>FOOD AND BEVERAGE SERVICE</b></p>	<p><b>FOOD AND BEVERAGE SERVICE</b> introduces students to the knowledge and skills in food and beverage department (F&amp;B) as required in the hotel industry. Students will discuss on the new upcoming trend in the industry. It enumerates the food and beverage service techniques and operating procedures in food and beverage task such as mise en place, guest handling procedures, sequence of courses, style of service and beverages. Students will be encouraged to understand and apply the right procedure of serving food and beverage to reflect the current practice in the industry</p> <p><b>Credit Value : 3</b> <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CLO1:explain the fundamentals of food and beverage service (C2, PLO1)</p> <p>CLO2:perform skills in preparation and serving of guest(P4, PLO3)</p> <p>CLO3:practice Standard Operating Procedure in food and beverages service with positive attitude and good customer service(A2, PLO8)</p>

<p style="text-align: center;"><b>DTF30143</b> <b>BEST PRACTICES FOR HALAL FOOD PRODUCTION</b></p>	<p><b>BEST PRACTICES FOR HALAL FOOD PRODUCTION</b> brings student to experience the best halal approach in managing foodservice operation guided by various requirements from several agencies in Malaysia especially Department of Islamic Development Malaysia (JAKIM) without neglecting the Islamic Shariah law implementation. The topic will cover fundamental of halal food, important areas for halal compliance, legitimate ingredients, halal slaughtering practice, requirement standards to be applied and challenges encountered by halal food producer. Student will also be equipped with hands on skills through creating awareness programme, practicing and organising event consist of slaughtering, processing, cooking and serving of halal food. Field trip will also enhance student knowledge towards the course.</p> <p><b>Credit Value : 3</b> <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CLO1:determine the best practice procedures for foodservice industry according to Malaysian halal certificate requirement(C4, PLO2)</p> <p>CLO2:perform correct method of halal slaughtering and Islamic cleansing procedure as outlined by Shariah law (P4, PLO3)</p> <p>CLO3:initiate halal awareness programme that can enhance community understanding towards halal service and product(A3, PLO7)</p>
<p style="text-align: center;"><b>DTC20104</b> <b>BAKING AND PASTRY</b></p>	<p><b>BAKING AND PASTRY</b> course covers the development of kitchen skills in the preparation, production and commercialization of bakery and pastry products. Students are exposed to the production of good quality baked goods such as bread, pastry, cookies, and cake.</p> <p><b>Credit Value : 4</b> <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CLO1:perform appropriate skills in producing basic pastry and bakery products accordingly.(P4, PLO3)</p> <p>CLO2:display a correct techniques in overcoming fault and causes of baking and pastry product.(P4, PLO3)</p> <p>CLO3:demonstrate leadership skills in the bakery and pastry making.(A3, PLO6)</p>

4	<p style="text-align: center;"><b>DTF40072</b> <b>MUSLIM FRIENDLY HOSPITALITY PRACTICE</b></p>	<p><b>MUSLIM FRIENDLY HOSPITALITY PRACTICE</b> course emphasize on specific services and product 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 businesses such as accommodation, foodservice, travel services, recreation, transportation, entertainment and public places. This course will also study, analyse and identify creative solution on issues and/or challenges, related to the implementation of Muslim friendly hospitality services.</p> <p><b>Credit Value : 2</b> <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CLO1:determine the key elements of Muslim Friendly Practice needed within tourism and hospitality environment(C4, PLO2)</p> <p>CLO2:display Muslim Friendly Practice in tourism and hospitality service according to requirement in tourism and hospitality industry(P3, PLO3)</p> <p>CLO3:demonstrate ethical Muslim Friendly Practice in tourism and hospitality service (A3, PLO8)</p>
	<p style="text-align: center;"><b>DTM40123</b> <b>PRINCIPLES OF ACCOUNTING FOR TOURISM AND HOSPITALITY</b></p>	<p><b>PRINCIPLES OF ACCOUNTING FOR TOURISM AND HOSPITALITY</b> provides basic accounting concepts and principles as well as green accounting in various business transactions. This course gives emphasis on fundamental accounting system and accounts recording procedures generally used within the tourism and hospitality industry.</p> <p><b>Credit Value : 3</b> <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CLO1 : discuss the concepts and principles for accounting based on the accounting standards in recording a tourism and hospitality business transaction (C2 , PLO 1)</p> <p>CLO2: manage ledger, trial balance, adjustment and financial statement according to a complete accounting cycle. (C4 , PLO 2)</p> <p>CLO3: display digital and numerical application in preparing complete accounting standards. (P3 , PLO 5)</p>

	<p style="text-align: center;"><b>DTF40133</b> <b>FOOD AND BEVERAGE COST CONTROL</b></p>	<p><b>FOOD AND BEVERAGE COST CONTROL</b> 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, breakeven and budgeting. This course also emphasizes on production control system associated with cost control techniques.</p> <p><b>Credit Value : 3</b> <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CLO1 : explain the attributes which support the understanding of food and beverage cost control in food operation accurately ( C2 , PLO 1 )</p> <p>CLO2 : analyze menu for profitability and food costing in food and beverage operation to budget and forecast sales and revenue effectively ( C4 , PLO 2 )</p> <p>CLO3 : perform sales report on the cost control attributes for food and beverage correctly ( P4 , PLO 5 )</p>
	<p style="text-align: center;"><b>DTF40153</b> <b>NUTRITION FOR FOODSERVICE</b></p>	<p><b>NUTRITION FOR FOODSERVICE</b> introduces students to the importance of nutrition in menu planning either in commercial or non - commercial institutional. This course also exposes students to the science of nutritional studies and substances usually found in food and body and discusses on the factors influencing human dietary practices, disease problems related to food and nutrition</p> <p><b>Credit Value : 3</b> <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CLO1 : examine the importance of nutrients and their sources, functions and digestion in menu planning, and its relation to human ( C3 , PLO 1 )</p> <p>CLO2 : determine product labelling on food packaging to align with consumer's recommended dietary intake ( C4 , PLO 2 )</p> <p>CLO3 : explain the needs of healthy conscious lifestyle among local community ( A3 , PLO 8 )</p>

	<b>DTF40163</b> <b>COMMERCIAL FOODSERVICE OPERATIONS</b>	<p><b>COMMERCIAL FOODSERVICE OPERATIONS</b> cover 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 have the opportunities to organize outdoor catering, run operations of the whole restaurant, and handle food court operation, buffet and fast food restaurant.</p> <p><b>Credit Value : 4</b>  <b>Prerequisite :</b></p> <ul style="list-style-type: none"> <li>• <b>DTA20093 Food and Beverage</b></li> <li>• <b>Service</b></li> <li>• <b>DTF20124 Basic Eastern and Western Cookery</b></li> <li>• <b>DTC20104 Baking and Pastry</b></li> </ul>	<p>Upon completion of this course, students should be able to:</p> <p>CLO1 : construct proper menus based on foodservice operation concept in an economical way ( P3 , PLO 3 )</p> <p>CLO2 : perform operations of fine dining, catering services, buffet, food court, and fast food restaurant ( P4 , PLO 3 )</p> <p>CLO3 : demonstrate sales promotion for different types of foodservice operations ( A3 , PLO 7 )</p>
5	<b>DUG30023</b> <b>GREEN TECHNOLOGY COMPLIANCE</b>	<p><b>GREEN TECHNOLOGY COMPLIANCE</b> course is designed to introduce students with fundamentals of green technology, green practices, and green compliances towards the ultimate target of sustainable living. Students will be exposed to different feasible technologies in achieving goals that show developments in rapidly growing fields such as sustainability, innovation, viability and natural sources reduction. Students will also learn other areas where green technology is implemented such as energy, transport, building, water and waste management.</p> <p><b>Credit Value : 3</b>  <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CLO1: explain green fundamentals and practices of green technology. (C3 , CLS 2)</p> <p>CLO2: display green technology and practices concept in related areas within the industry in Malaysia. (P4 , CLS 3a)</p> <p>CLO3: demonstrate green economy and green culture challenges to implement green programmes. (A3 , CLS 3b)</p>

<p style="text-align: center;"><b>DTF50173</b> <b>FOOD LAW AND REGULATIONS</b></p>	<p><b>FOOD LAWS AND REGULATIONS</b> covers basic concepts and applications of legal and trend issues in foodservice industry. Students are introduced to Malaysian legal system, laws, acts and policies relating to foodservice industry. In addition, this course also covers Halal Food Legal Control and related Fatwa. A case study in foodservice industry is evaluated to identify facts, legal issues and related laws applied.</p> <p><b>Credit Value : 3</b> <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CLO1 : examine the main elements in Malaysian legal system ( C3 , PLO 1 )</p> <p>CLO2 : classify the Food Law, Halal Food Legal Control and Fatwa in foodservice industry ( C4 , PLO 2 )</p> <p>CLO3 : explain the related law and regulations to handle legal issues in foodservice industry ( A3 , PLO 8 )</p>
<p style="text-align: center;"><b>DTF50184</b> <b>HALAL ASSURANCE SYSTEM</b></p>	<p><b>HALAL ASSURANCE SYSTEM</b> enables students to learn more in depth on Malaysia halal certification, starting from the requirements of halal certification, Malaysian Standards pertaining to halal matters, the development of halal file, the quality control through Halal Assurance System (HAS), and the auditing process implementation as a part of quality control.</p> <p><b>Credit Value : 3</b> <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CLO1 : manage halal assurance system according to JAKIM halal certification instructional modules ( C4 , PLO 2 )</p> <p>CLO2 : construct halal assurance system establishment process through proper documentation and auditing process ( P3 , PLO 3 )</p> <p>CLO3 : comply strictly with the halal certification requirements ( A2 , PLO 8 )</p>
<p style="text-align: center;"><b>DTF50063</b> <b>DESIGN AND LAYOUT FOR FOODSERVICE FACILITIES</b></p>	<p><b>DESIGN AND LAYOUT FOR FOODSERVICE FACILITIES</b> introduces all aspects in planning and designing a proper foodservice establishment. Students will be able to plan, apply basic design, execute space analysis and conduct pre-selection of equipment base on the environmental friendly in foodservice industry.</p> <p><b>Credit Value : 3</b> <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CLO1 : examine the importance principles in foodservice design and layout ( C3 , PLO 1 )</p> <p>CLO2 : determine basic design and layout concept for a proper foodservice establishment that could encounter any technical and maintenance problems ( C4 , PLO 2 )</p> <p>CLO3 : sketch a design and layout of restaurant using proper selection criteria in foodservice organization ( P4 , PLO 3 )</p>

	<b>DTA40124</b> <b>HOSPITALITY PROJECT</b>	<p><b>HOSPITALITY PROJECT</b> 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><b>Credit Value : 4</b>  <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CLO1 : complete a proposal project consisting case studies, environmental research, eco-friendly services or products that is aligned with project procedures and guidelines accurately ( C3 , PLO 1 )</p> <p>CLO2 : document a complete report based on the project conducted that consisting of results, analysis, discussion and recommendations in proper format ( C4 , PLO 2 )</p> <p>CLO3 : construct specific project that will benefit to the tourism and hospitality industry confidently ( P3 , PLO 3 )</p>
6	<b>DUT60019</b> <b>INDUSTRIAL TRAINING</b>	<p><b>INDUSTRIAL TRAINING</b> prepares students with employability skills and current industrial technologies in actual working environment. This course allows students to experience the work culture of the workplace as well as provides a platform for students to put into practice the skills and knowledge learnt. The desired attributes include organizational orientation and professional ethics, effective communication, leadership and teamwork, continuous learning and information management, as well as self-management and entrepreneurial mind at the workplace.</p> <p><b>Credit Value : 9</b>  <b>Prerequisite :</b>  <b>Fulfill the requirements of Industrial Training Guideline</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CLO1 : perform duties in accordance with job requirements at the workplace ( P4 , CLS 3a )</p> <p>CLO2 : display effective communication and social skills at the workplace ( A5 , CLS 3b )</p> <p>CLO3 : integrate values, attitudes and professionalism effectively at the workplace ( A4 , CLS 5 )</p> <p>CLO4 : develop responsibility of leadership and teamwork at the workplace ( A4 , CLS 3d )</p> <p>CLO5 : organize information management appropriately at the workplace ( P4 , CLS 3c )</p> <p>CLO6 : integrate lifelong learning skills and entrepreneurial mind at the workplace ( A4 , CLS 4 )</p>

<b>ELECTIVE</b>			
<b>SEMESTER</b>	<b>COURSE</b>	<b>SYPNOSIS</b>	<b>COURSE LEARNING OUTCOME (CLO)</b>
<b>5</b>	<b>DBC20012 COMPUTER APPLICATION</b>	<p><b>COMPUTER APPLICATION</b> exposes students to different packages of applications software such as word processor, spreadsheet, presentation, project management, internet security and digital etiquette. This course mainly emphasize on the practical aspects of using applications software and awareness in digital world activity. Students will develop teamwork and leadership skills to present ideas and organize project. Students are able to use the information and technology skill attained in future.</p> <p><b>Credit Value : 2</b> <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CLO1 : Display the ability to apply application software in office environment (P3 , CLS 4)</p> <p>CLO2: Perform inquisitive mind to develop lifelong learning skills in information and technology skills. (A5 , CLS 3c)</p> <p>CLO3: Apply information and technology skills in office environment. (C3 , CLS 3b)</p>



FREE ELECTIVE			
SEMESTER	COURSE	SYPNOSIS	COURSE LEARNING OUTCOME (CLO)
5	DUD10012 DESIGN THINKING	<p>This course offers the basic concept of Design Thinking through experiential learning. Students learn the five iterative phases of Design Thinking, which are Empathy, Define, Ideate, Prototype and Testing. Students will apply these design thinking principles, process and techniques to solve a real-world problem and come up with an innovative solution in the form of a product, system or service prototype.</p> <p><b>Credit Value : 2</b> <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CLO1: Apply design thinking principles, process and techniques to solve a real-world problem innovatively ( C3 , CLS 2 )</p> <p>CLO2: Demonstrate the ability to communicate ideas in solving a real-world problem ( A3 , CLS 3b )</p>

### 3.5.8 PROGRAMME STRUCTURE (DHF)

CLASSIFICATION	COURSE CODE	COURSE NAME	CONTACT HOURS				CREDIT VALUE
			L	P	T	O	
<b>SEMESTER 1</b>							
Compulsory	MPU21032	Penghayatan Etika dan Peradaban	1	0	2	0	2
	DUE10012	Communicative English 1	1	0	2	0	2
	MPU24XX1	Sukan	0	2	0	0	1
	MPU24XX1	Unit Beruniform 1					
Common Core	DUW10012	Occupational, Safety and Health	2	0	0	0	2
	DTM10083	Fundamentals of Tourism and Hospitality	3	0	0	0	3
Discipline Core	DTF10093	Introduction to Halal Foodservice Industry	3	0	0	0	3
	DTF10102	Foodservice Sanitation	2	0	0	0	2
Elective		Elective					2
<b>TOTAL</b>			<b>18</b>				<b>17</b>
<b>SEMESTER 2</b>							
Compulsory	MPU23072	Pelancongan dan Hospitaliti Dalam Islam*	1	0	2	0	2
	MPU23042	Nilai Masyarakat Malaysia**					
	MPU24XX1	Kelab/Persatuan	0	2	0	0	1
	MPU24XX1	Unit Beruniform 2					
Common Core	DTM10203	Customer Service for Tourism and Hospitality	2	2	0	0	3
Discipline Core	DTC10093	Theory of Food	3	0	0	0	3
	DTF20113	Food Science	1	4	0	0	3
	DTF20124	Basic Eastern and Western Cookery	0	8	0	0	4
<b>TOTAL</b>			<b>25</b>				<b>16</b>
<b>SEMESTER 3</b>							
Compulsory	DUE30022	Communicative English 2	1	0	2	0	2
Common Core	DTM50153	Tourism and Hospitality Marketing	2	2	0	0	3
Discipline Core	DTF30052	Menu Planning and Design	1	2	0	0	2
	DTA20093	Food and Beverage Service	1	4	0	0	3
	DTF30143	Best Practices for Halal Food Production	2	2	0	0	3
	DTC20104	Baking and Pastry	0	8	0	0	4

			<b>TOTAL</b>				<b>27</b>	<b>17</b>
<b>SEMESTER 4</b>								
Compulsory	MPU22012	Entrepreneurship	1	0	2	0	2	
Common Core	DTF40072	Muslim Friendly Hospitality Practice	1	2	0	0	2	
	DTM40123	Principles of Accounting for Tourism and Hospitality	2	0	2	0	3	
Discipline Core	DTF40133	Food and Beverage Cost Control	2	0	2	0	3	
	DTF40153	Nutrition for Foodservice	3	0	0	0	3	
	DTF40164	Commercial Foodservice Operations	0	8	0	0	4	
			<b>TOTAL</b>				<b>25</b>	<b>17</b>
<b>SEMESTER 5</b>								
Compulsory	DUE50032	Communicative English 3	1	0	2	0	2	
Common Core	DUG30023	Green Technology Compliance	2	0	2	0	3	
Discipline Core	DTF50173	Food Law and Regulations	3	0	0	0	3	
	DTF50184	Halal Assurance System	2	4	0	0	4	
	DTF50063	Design and Layout for Foodservice Facilities	1	4	0	0	3	
	DTA40124	Hospitality Project	1	6	0	0	4	
			<b>TOTAL</b>				<b>28</b>	<b>19</b>
<b>SEMESTER 6</b>								
Industrial Training	DUT60019	Industrial Training	0	0	0	0	9	
			<b>TOTAL</b>				<b>0</b>	<b>9</b>
			<b>TOTAL CREDIT VALUE</b>				<b>95</b>	

CLASSIFICATION	COURSE CODE	COURSE NAME	CONTACT HOURS				CREDIT VALUE
			L	P	T	O	
<b>ELECTIVE COURSES</b>							
1	DBC20012	Computer Application	1	2	0	0	2
2	DUF1XXX2	Foreign Language	1	0	2	0	2
<b>FREE ELECTIVES</b>							
1	DUD10012	DESIGN THINKING	1	0	0	1	2

## **3.5 DIPLOMA IN TOURISM MANAGEMENT (DUP)**

### **3.5.1 PROGRAM INFORMATION**

#### **INTRODUCTION**

Tourism Management is the field of study which deals with the skills and expertise to develop market and manage tourism business and destination. Generally, tourism management encompasses hospitality management and marketing, travel services, business operation, recreational, event planning, humanities and social sciences. The Diploma in Tourism Management is a three-year full-time programme comprising six semesters course work with one full semester of industrial training built-in. Students are prepared for their future role in the economy by building a solid foundation of sustainability elements in technical knowledge and the necessary skills related to the field of tourism.

#### **3.5.2 SYNOPSIS**

The Diploma in Tourism Management is specifically developed to provide a comprehensive coverage of the various components of the tourism industry and the specific required competencies activities such as in travel and tour operations, event management, recreation tourism, tourism marketing and visitor interpretation services. Other fundamental competencies of the tourism industry such as tourism and hospitality fundamentals, professional development, communication, safety and health, entrepreneurial development are also embedded in this programme. The knowledge and skills cover tourism management that provide graduates with a wider range of employment opportunities. Apart from the technical knowledge and skills, the programme also emphasizes on the development of the individual potential of students in an integrated and holistic manner through courses such as Islamic studies, moral studies, co-curriculum, soft skills and entrepreneurship.

### **3.5.3 JOB PROSPECT**

This programme provides knowledge and skills in tourism management that can be applied to a broad range of careers in tourism industry. The knowledge and skills that the students acquire from the programme will enable them to fill in any of the job position as follow:

- a. Tourism Officer
- b. Tour Leader
- c. Travel and Tour Personnel
- d. Travel Package Development Officer
- e. Vacation Consultant
- f. Tourism Sales and Marketing Personnel
- g. Theme Park Personnel
- h. Park Attraction Personnel
- i. Attractions Operations Personnel
- j. Amusement and Recreation Personnel
- k. Recreation Personnel
- l. Recreation Facility Personnel
- m. Entrepreneur in Tourism, Travel and Tour Business

### **3.5.4 PROGRAMME AIM**

This program believes that every individual has potential and the programme aims to foster responsible and adaptable Tourism Executives to support the country's aspiration of becoming a world class tourist and cultural destination.

### **3.5.5 PROGRAMME EDUCATIONAL OBJECTIVES (PEO)**

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

- PEO 1: Tourism Executives who apply basic knowledge, understanding and tourism operational principles in providing solutions for tourism issues and challenges.
- PEO 2: Tourism Executives who apply a specific level of practical skills, procedures, digital applications and numerical data to perform related tasks in tourism industry.
- PEO 3: Tourism Executives who alternately adopt either the role of a leader or a team member and communicate effectively in assisting and providing comprehensive and sustainable solution in tourism workplaces.
- PEO 4: Tourism Executives who enterprisingly acquire new knowledge and entrepreneurial skills for career advancement and complying with organizational and professional ethics in work and social environment.

### **3.5.6 PROGRAMME LEARNING OUTCOMES (PLO)**

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

- PLO 1 : Apply knowledge of tourism management in operating and managing of tourism activities
- PLO 2 : Analyse issues and challenges in assisting and providing appropriate solution for tourism management
- PLO 3 : Perform skills in the tourism industry
- PLO 4 : Demonstrate effective communication and interaction skills, either individually or as member of a team with supervisors, peers and subordinates
- PLO 5 : Display the ability to use digital application and interpret numerical data in related tasks
- PLO 6 : Demonstrate leadership, autonomy and responsibility by taking alternate role either as a leader or member of a diverse team
- PLO 7 : Demonstrate entrepreneurial and good managerial skills in society
- PLO 8 : Integrate professionalism, positive attitudes and values in engaging with society and stakeholders

### 3.5.7 SYNOPSIS AND COURSE LEARNING OUTCOME (DUP)

SEMESTER	COURSE	SYNOPSIS	COURSE LEARNING OUTCOME (CLO)
1	DTM10083 FUNDAMENTALS OF TOURISM AND HOSPITALITY	<p><b>FUNDAMENTALS OF TOURISM AND HOSPITALITY</b> exposes students to the foundation 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 exposed to the importance of sustainable tourism practice in tourism and hospitality. Students are given the opportunity to gain experience through talks on tourism and hospitality industry delivered by invited guest speakers.</p> <p><b>Credit Value : 3</b> <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CLO1 : Identify fundamental components of tourism and hospitality from various perspectives ( C1 , PLO 1 )</p> <p>CLO2 : Recognise the roles of tourism and hospitality business, impact, current trends and future outlook for global tourism and hospitality ( C2 , PLO 2 )</p> <p>CLO3 : Discuss the career opportunities, issues and challenges in tourism and hospitality effectively ( A2 , PLO 7 )</p>
	DTM10203 CUSTOMER SERVICE FOR TOURISM AND HOSPITALITY	<p><b>CUSTOMER SERVICE FOR TOURISM AND HOSPITALITY</b> exposes students to skills required for establishing a specific career path offered through personal and professional development. Student should be given knowledge and basic understanding on how customer service being established practiced and organized in the hospitality and tourism industry. Students also should be able to demonstrate positive and hospitable attitude that has been practiced in hospitality and tourism industry and how the public sector is responding to them.</p> <p><b>Credit Value : 3</b> <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CLO1 : demonstrate knowledge related to the customer service in tourism and hospitality profession ( C3 , PLO 1 )</p> <p>CLO2 : displays effectively skill and techniques of ethic, social etiquette and handling customer complaints in customer service ( P2 , PLO 3 )</p> <p>CLO3 : present effectively communication skill of hospitality service culture in tourism and hospitality industry ( A2 , PLO 4 )</p>

2	DTM10093 TOURISM IN MALAYSIA	<p><b>TOURISM IN MALAYSIA</b> exposes students to the tourism scenario in Malaysia which covers the history of Malaysian tourism while instilling a sense of appreciation and pride towards Malaysia and the importance of sustainable tourism in managing tourist destination in Malaysia. Students' depth of knowledge and understanding of Malaysia will leave a significant and positive impact to the tourism industry in Malaysia and also exposed to the various tourism products and attractions available as well as not forgetting the demands and existing supply.</p> <p><b>Credit Value : 3</b> <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CL01 : describe knowledge related to history of Malaysia and administration system ( C1 , PLO 1 )</p> <p>CL02 : explain Malaysian people culture and the push and pull factor in managing the tourist destination in Malaysia ( C2 , PLO 1 )</p> <p>CL03 : demonstrate a sense of appreciation and pride towards Malaysia ( A2 , PLO 8 )</p>
	DTM10103 TOURISM GEOGRAPHY	<p><b>TOURISM GEOGRAPHY</b> exposes the students to the basic geographical components of tourism. Students are also exposed to the resources, physical features, attractions, climatic variations, study of world maps, time difference, international date line and the importance of geography in tourism. This course also aims to introduce the students to the tourist generating countries to Malaysia.</p> <p><b>Credit Value : 3</b> <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CL01 : define the concept of tourism geography, natural resources and world tourism destination from tourism perspective ( C1 , PLO 1 )</p> <p>CL02 : displays the significance and differentiation of geographical time zone ( P2 , PLO 3 )</p> <p>CL03 : show effective communication of geographical world map ( A1 , PLO 4 )</p>
	DTM20213 TRAVEL AND TOUR MANAGEMENT	<p><b>TRAVEL AND TOUR MANAGEMENT</b> is a course that exposes students to the purpose and role of travel and tour agencies. Topics will cover aspects of history, function, establishment and related laws in Malaysia as well as businesses that are directly involved with the operation of a travel agency. The course will also discuss the role of Global Distribution System (GDS) used by travel agencies to make reservations on various airline reservation systems and also entrepreneurial opportunities and sustainable elements in travel and tour businesses.</p> <p><b>Credit Value : 3</b> <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CL01 : discuss the concepts of business, establishment, law and rules related to travel agency ( C2 , PLO 2 )</p> <p>CL02 : prepare flight reservation system for travel and tour industry ( C3 , PLO 2 )</p> <p>CL03 : display awareness of entrepreneurial and sustainable tourism in package development ( A5 , PLO 7 )</p>



	<p style="text-align: center;"><b>DTM 20223</b> <b>TOURISM TRANSPORTATION</b></p>	<p><b>TOURISM TRANSPORTATION</b> provide students with the basic understanding regarding the modes of transportation, systems, types of transportation service operation, organization and planning in relation to tourism operations. The course emphasis on the importance of the various types of transportation and its role as one of vital component in tourism industry. Students will explore the various aspect of the development and management of tourist transportation. Current issues and future challenges facing in the transportation business will also be explored.</p> <p><b>Credit Value : 3</b> <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CL01 : describe knowledge and understanding of the concepts and functional related to tourism transportation ( C1 , PLO 1 )</p> <p>CL02 : differentiate effectively the features of the main transportation modes and recognise their particular contributions to tourism. ( C3 , PLO 2 )</p> <p>CL03 : initiates values and attitudes in executing the quality of tourism transportation services ethically ( A3 , PLO 8 )</p>
	<p style="text-align: center;"><b>DTM50153</b> <b>TOURISM AND HOSPITALITY MARKETING</b></p>	<p><b>TOURISM AND HOSPITALITY MARKETING</b> 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 behavior, marketing research, market segmentation and positioning and marketing plan in tourism and hospitality industry.</p> <p><b>Credit Value : 3</b> <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CL01 : acquire knowledge and understanding of the concepts of marketing, marketing mix, marketing information system, marketing research, marketing segmentation and marketing positioning in tourism and hospitality (C3 , PLO 2 )</p> <p>CL02 : organize marketing plan and sales for tourism and hospitality ( P4 , PLO 5 )</p> <p>CL03 : develop entrepreneurial skill in social media marketing for tourism and hospitality products and services ( A4 , PLO 7 )</p>

	<p style="text-align: center;"><b>DTO20044</b> <b>TERRESTRIAL RECREATIONAL TOURISM</b></p>	<p><b>TERRESTRIAL RECREATIONAL TOURISM</b> exposes 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 are conducted based on international safety and risk management plan standards. For assessment purpose, students are required to plan and implement the terrestrial-based recreation activities. To ensure successful implementation of this course, the teaching and learning process must apply flexible and innovative scheduling strategies.</p> <p><b>Credit Value : 4</b> <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CL01 : acquire knowledge on core concept and contribution of terrestrial recreational based activities in tourism industry ( C3 , PLO 1 )</p> <p>CL02 : perform effectively skill and technique of terrestrial recreational based activities in tourism industry ( P4 , PLO 3 )</p> <p>CL03 : demonstrate effective leadership and teamwork skill on terrestrial recreational based activities in tourism industry ( A3 , PLO 6 )</p>
<b>3</b>		<p><b>MUSLIM FRIENDLY HOSPITALITY PRACTICE</b> course emphasize on specific services and product 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 businesses such as accommodation, foodservice, travel services, recreation, transportation, entertainment and public places. This course will also study, analyse and identify creative solution on issues and/or challenges, related to the implementation of Muslim friendly hospitality services</p> <p><b>Credit Value : 2</b> <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students <b>should</b> be able to:</p> <p>CL01 : determine the key elements of Muslim Friendly Practice needed within tourism and hospitality environment (C4 , PLO 2 )</p> <p>CL02 : display Muslim Friendly Practice in hospitality and tourism service according to requirement( P3 , PLO 3 )</p> <p>CL03 : demonstrate Muslim Friendly Practice in hospitality and tourism service ethically ( A3 , PLO 8 )</p>
	<p style="text-align: center;"><b>DTM30233</b> <b>TRAVEL AND TOUR OPERATION</b></p>	<p><b>TRAVEL AND TOUR OPERATION</b> exposes students to the process of designing and implementing a tour package. Among the skills learned is the planning proses including Design of itineraries, tour packaging and programming, documentation and tour costing. At the end of the course, students are required to plan and organised a tour package efficiently based on the systematic process they learned in class.</p> <p><b>Credit Value : 3</b> <b>Prerequisite : DTM20213</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CL01 : display skills with correct procedures to plan and develop tour package ( P2 , PLO 3 )</p> <p>CL02 : perform effectively the tour costing and tour preparation to develop and organise comprehensive tour package (P4 , PLO 5 )</p> <p>CL03 : demonstrate interest and responsibilities towards increasing proficiency in tour and travel business ( A3 , PLO 7 )</p>

	<p style="text-align: center;"><b>DTM30243</b> <b>TOURIST BEHAVIOUR</b></p>	<p><b>TOURIST BEHAVIOUR</b> introduces the important areas of tourist behavior, purchase behavior model, typologies, tourist behavior and 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><b>Credit Value : 3</b> <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to:          CLO1 : demonstrate an understanding of the meaning , role,concept, model, relationship, nature and characteristics of tourist behaviour ( C3 , PLO 1 )          CLO2 : integrate knowledge and information of consumer behavior purchase decision model, typologies, characteristic,behavior segmentation, product usage segmentation and benefit of tourist behaviour, market and demands ( C4 , PLO 2 )          CLO3 : explain thoroughly changes of consumer behaviour and issues related to tourist behaviour          ( A3 , PLO 8 )</p>
	<p style="text-align: center;"><b>DTM30114</b> <b>TOURIST GUIDING TECHNIQUES</b></p>	<p><b>TOURIST GUIDING TECHNIQUES</b> expose students to the major aspects of professional tour guiding such as public speaking, communication skills, interpretation and tour commentary. Students will gain hands-on experience in preparing tour commentary, execute tour itinerary, guiding and managing a tour, delivering tour commentary on-site, conducting a group tour operation to completion and prepare tour report.</p> <p><b>Credit Value : 4</b> <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to:          CLO1 : explain roles and responsibilities of a professional tourist guide towards guiding profession(C2 , PLO 2 )          CLO2 : display competence in preparing tour commentary, execute tour itinerary, guiding a tour and managing a tour related arrangement ( P4 , PLO 3 )          CLO3 : display effective communication in sustaining job interest and passion towards upgrading job professionalism ( A3 , PLO 4 )</p>
	<p style="text-align: center;"><b>DTO30064</b> <b>MARINE RECREATIONAL TOURISM</b></p>	<p><b>MARINE RECREATIONAL TOURISM</b> exposes students to marine-based recreational activities for 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. In order to ensure successful implementation of this course, the teaching and learning process must apply flexible and innovative scheduling strategies.</p> <p><b>Credit Value : 4</b> <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to:          CLO1 : acquire knowledge on core concept and contribution of marine recreational based activities in tourism industry (C3 , PLO1 )          CLO2 : perform effectively skill and technique of marine recreational based activities in tourism industry ( P4 , PLO 3 )          CLO3 : demonstrate effective leadership and teamwork skill on marine recreational based activities in tourism industry ( A3 , PLO 6 )</p>

4	DTM40134 EVENT OPERATION AND MANAGEMENT	<p><b>EVENT OPERATION AND MANAGEMENT</b> covers the knowledge and understanding of planning and management skills of an event. Effective planning and preparation are crucial to the success of an event therefore students are required to prepare the necessary skills by learning event budgets, set event objectives, plan and manage a successful event. This course lead students to look at the operational and marketing plan as well as managing, implementing and evaluating the event.</p> <p><b>Credit Value : 3</b> <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CL01 : explain clearly the concept of event operation and management in tourism and hospitality industry ( C2 , PLO 1 )</p> <p>CL02 : organizes an effective of event management in tourism and hospitality industry ( P4 , PLO 3 )</p> <p>CL03 : demonstrate social and responsibility skills in organizing an event management in tourism and hospitality industry ( A3 , PLO 6 )</p>
	DTM40144 TOURISM EXPEDITION	<p><b>TOURISM EXPEDITION</b> equips students with real life experience on planning, organizing and managing domestic and international tourism expedition. Students are required to plan activities for fundraising and sponsorship for tourism expedition. This course emphasizes on tourism expedition proposal preparation, conducting a trip to the tourist attraction area, conducting tourism survey, preparing report and presentation whereby students are required to conduct tourism expedition programme at the selected destination area</p> <p><b>Credit Value : 3</b> <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CL01 : demonstrate accurate tourism expedition knowledge in order to meet the expedition objectives ( C3 , PLO 2 )</p> <p>CL02 : organise tourism expedition project professionally ( P4 , PLO 3 )</p> <p>CL03 : practise effective leadership skills and teamwork in preparing, managing, and conducting tourism expedition ( A2 , PLO 6 )</p>
	DTM40253 E-TOURISM	<p><b>E-TOURISM</b> provides an insight into the tourism industry and the transformation taking place in information and communication technologies. It contains the application of the ICT, websites essential and design, e-Tourism activities, and online food and travel writing in the various sectors of the tourism and hospitality industry especially in e-tourism. The main purpose is to balance technical skills with artistic skills among the students in order to build creative, interactive and well-designed websites.</p> <p><b>Credit Value : 3</b> <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CL01 : demonstrate knowledge related to ICT in tourism and hospitality industry ( C3 , PLO 2 )</p> <p>CL02 : integrate e-tourism and various activities in tourism sector ( P6 , PLO 3 )</p> <p>CL03 : integrate creative and technical preparation in developing e-tourism activity (A4 , PLO8)</p>

	<p style="text-align: center;"><b>DUG30023</b> <b>GREEN TECHNOLOGY COMPLIANCE</b></p>	<p><b>GREEN TECHNOLOGY COMPLIANCE</b> course is designed to introduce students with fundamentals of green technology, green practices, and green compliances towards the ultimate target of sustainable living. Students will be exposed to different feasible technologies in achieving goals that show developments in rapidly growing fields such as sustainability, innovation, viability and natural sources reduction. Students will also learn other areas where green technology is implemented such as energy, transport, building, water and waste management.</p> <p><b>Credit Value : 3</b> <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CL01 : explain green fundamentals and practices of green technology ( C3 , CLS 2 )</p> <p>CL02 : display green technology and practices concept in related areas within the industry in Malaysia ( P4 , CLS 3a )</p> <p>CL03 : demonstrate green economy and green culture challenges to implement green programmes ( A3 , CLS 3b )</p>
5	<p style="text-align: center;"><b>DTM50163</b> <b>VISITOR INTERPRETATION SERVICES</b></p>	<p><b>VISITOR INTERPRETATION SERVICES</b> 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><b>Credit Value : 3</b> <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CL01 : perform effectively the interpretation talk or presentation related to interpretation principles and its resources ( P4 , PLO 3 )</p> <p>CL02 : adapt creatively the interpretation media and technique related to visitor information or attraction ( P6 , PLO 5 )</p> <p>CL03 : display ethnically the interpretive media development related to sustainable or moral value ( A3 , PLO 8 )</p>

<p style="text-align: center;"><b>DTM50174 TOURISM PROJECT</b></p>	<p><b>TOURISM PROJECT</b> exposes the students to knowledge, concept and skills which have been obtained throughout the programme. The types of projects consist of literature study, research, problem solving or prototype design related to tourism field. Students are required to produce a project proposal, final report and presentations.</p> <p><b>Credit Value : 4</b> <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CL01 : develop knowledge and understanding of research and product development project in tourism ( C6 , PLO 2 )</p> <p>CL02 : coordinate a complete and systematic tourism research project proposal ( P5 , PLO 5 )</p> <p>CL03 : manage research project according to research ethics and professional manner ( A5 , PLO 8 )</p>
<p style="text-align: center;"><b>DTM50183 SUSTAINABLE TOURISM</b></p>	<p><b>SUSTAINABLE TOURISM</b> 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><b>Credit Value : 3</b> <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CL01 :explore sustainable core concept and development in tourism industry ( C4 , PLO 2 )</p> <p>CL02 :display the impact and tools of tourism development in sustainable tourism ( P3 , PLO 3 )</p> <p>CL03 :describe the social environmental efforts responsibility in sustainable tourism ( A3 , PLO 6 )</p>

6	DUT60019 INDUSTRIAL TRAINING	<p><b>INDUSTRIAL TRAINING</b> prepares students with employability skills and current industrial technologies in actual working environment. This course allows students to experience the work culture of the workplace as well as provides a platform for students to put into practice the skills and knowledge learnt. The desired attributes include organizational orientation and professional ethics, effective communication, leadership and teamwork, continuous learning and information management, as well as self-management and entrepreneurial mind at the workplace.</p> <p><b>Credit Value : 9</b></p> <p><b>Prerequisite :</b></p> <p><b>Fulfill the requirements of Industrial Training Guideline</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CL01 : perform duties in accordance with job requirements at the workplace ( P4 , CLS 3a )</p> <p>CL02 : display effective communication and social skills at the workplace ( A5 , CLS 3b )</p> <p>CL03 : integrate values, attitudes and professionalism effectively at the workplace ( A4 , CLS 5 )</p> <p>CL04 : develop responsibility of leadership and teamwork at the workplace ( A4 , CLS 3d )</p> <p>CL05 : organize information management appropriately at the workplace ( P4 , CLS 3c )</p> <p>CL06 : integrate lifelong learning skills and entrepreneurial mind at the workplace ( A4 , CLS 4 )</p>
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<b>ELECTIVE</b>			
<b>SEMESTER</b>	<b>COURSE</b>	<b>SYPNOSIS</b>	<b>COURSE LEARNING OUTCOME (CLO)</b>
<b>5</b>	<b>DTM50192 COMMUNITY BASED TOURISM</b>	<p><b>COMMUNITY BASED TOURISM (CBT)</b> is designed to expose students to a concept of planning and programming process of a community based tourism destinations or attractions. Based on established CBT development manual, this syllabus allows students to put into practice leadership role in the initial start-up process and operation of a CBT destination. Topics included are 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><b>Credit Value : 2</b> <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CLO1 :apply basic concept of Community Based Tourism (CBT) in the tourism industry planning development ( C3 , PLO 2 )</p> <p>CLO2 :organise resourcefully Community Based Tourism (CBT) development programme for the local community ( P4 , PLO 5 )</p> <p>CLO3 :demonstrate suitable knowledge of leadership and responsibilities skills in Community Based Tourism (CBT) development effectively ( A3 , PLO 6 )</p>



	<b>DTM50262 INTRODUCTION TO FRONT LINER</b>	<p><b>INTRODUCTION TO FRONT LINER</b> exposes student to the roles and responsibilities of front office in ensuring the success of tourism and hospitality business. Student will build up knowledge and competencies of front liner operation including basic skill of staff, reservation process, check-in and check-out procedure. This course also emphasizes the importance to understanding about innkeepers act.</p> <p><b>Credit Value : 2</b> <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CLO1 :recognise effective front liner organizational structure and relationship with other industry effectively ( C1 , PLO 1 )</p> <p>CLO2 :practise effective telephone handling procedure, interpret basic direction, handling counter service, product information and handling reservation ( C3 , PLO 2 )</p> <p>CLO3 :display understanding in innkeepers' law and practice check-in and check-out procedure ( A5 , PLO 4 )</p>
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<b>FREE ELECTIVE</b>			
<b>SEMESTER</b>	<b>COURSE</b>	<b>SYPNOSIS</b>	<b>COURSE LEARNING OUTCOME (CLO)</b>
5	<b>DUD10012 DESIGN THINKING</b>	<p>This course offers the basic concept of Design Thinking through experiential learning. Students learn the five iterative phases of Design Thinking, which are Empathy, Define, Ideate, Prototype and Testing. Students will apply these design thinking principles, process and techniques to solve a real-world problem and come up with an innovative solution in the form of a product, system or service prototype.</p> <p><b>Credit Value : 2</b> <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CLO1: Apply design thinking principles, process and techniques to solve a real-world problem innovatively ( C3 , CLS 2 )</p> <p>CLO2: Demonstrate the ability to communicate ideas in solving a real-world problem ( A3 , CLS 3b )</p>

### 3.5.8 PROGRAMME STRUCTURE (DUP)

CLASSIFICATION	COURSE CODE	COURSE NAME	CONTACT HOURS				CREDIT VALUE
			L	P	T	O	
<b>SEMESTER 1</b>							
COMPULSORY	MPU21032	Penghayatan Etika dan Peradaban	1	0	2	0	2
	DUE10012	Communicative English 1	1	0	2	0	2
	MPU24XX1	Sukan	0	2	0	0	1
	MPU24XX1	Unit Beruniform 1					
COMMON CORE	DUW10012	Occupational Safety And Health	2	0	0	0	2
	DTM10083	Fundamentals of Tourism and Hospitality	3	0	0	0	3
	DTM10203	Customer Service for Tourism and Hospitality	2	2	0	0	3
DISCIPLINE CORE	DTM10093	Tourism in Malaysia	3	0	0	0	3
	DTM10103	Tourism Geography	2	2	0	0	3
<b>TOTAL</b>			<b>24</b>				<b>19</b>
<b>SEMESTER 2</b>							
COMPULSORY	MPU23072	Pelancongan dan Hospitaliti Dalam Islam*	1	0	2	0	2
	MPU23042*	Nilai Masyarakat Malaysia*					
	MPU22012	Entrepreneurship	1	0	2	0	2
	MPU24XX1	Kelab/Persatuan	0	2	0	0	1
	MPU24XX1	Unit Beruniform 2					
COMMON CORE	DTM50153	Tourism and Hospitality Marketing	2	2	0	0	3
DISCIPLINE CORE	DTM20213	Travel and Tour Management	3	0	0	0	3
	DTM20223	Tourism Transportation	3	0	0	0	3
	DTO20044	Terrestrial Recreational Tourism	1	0	0	0	4
<b>TOTAL</b>			<b>25</b>				<b>18</b>
<b>SEMESTER 3</b>							
COMPULSORY	DUE30022	Communicative English 2	1	0	2	0	2
COMMON CORE	DTF40072	Muslim Friendly Hospitality Practice	1	2	0	0	2
DISCIPLINE CORE	DTM30233	Travel and Tour Operation	1	4	0	0	3
	DTM30243	Tourist Behaviour	3	0	0	0	3

	DTM30114	Tourist Guiding Techniques	1	6	0	0	4
	DTO30064	Marine Recreational Tourism	1	6	0	0	4
<b>TOTAL</b>			<b>28</b>				<b>18</b>
<b>SEMESTER 4</b>							
COMMON CORE	DTM40123	Principles of Accounting for Tourism and Hospitality	2	0	2	0	3
	DUG30023	Green Technology Compliance	2	0	2	0	3
DISCIPLINE CORE	DTM40253	e-Tourism	1	4	0	0	3
	DTM40144	Tourism Expedition	1	6	0	0	4
	DTM40134	Event Operation and Management	1	6	0	0	4
<b>TOTAL</b>			<b>27</b>				<b>17</b>
<b>SEMESTER 5</b>							
COMPULSORY	DUE50032	Communicative English 3	1	0	2	0	2
DISCIPLINE CORE	DTM50183	Sustainable Tourism	2	2	0	0	3
	DTM50163	Visitor Interpretation Services	1	4	0	0	3
	DTM50174	Tourism Project	1	6	0	0	4
ELECTIVE		Elective					2
<b>TOTAL</b>			<b>19</b>				<b>14</b>
<b>SEMESTER 6</b>							
INDUSTRIAL TRAINING	DUT60019	Industrial Training	0	0	0	0	9
<b>TOTAL</b>			<b>0</b>				<b>9</b>
<b>TOTAL CREDIT VALUE</b>						<b>95</b>	

CLASSIFICATION	COURSE CODE	COURSE NAME	CONTACT HOURS				CREDIT VALUE
			L	P	T	O	
<b>ELECTIVE COURSES</b>							
1	DTM50262	Introduction to Front Liner	2	0	0	0	2
2	DTM50192	Community Based Tourism	1	2	0	0	2
3	DBC20012	Computer Application	1	2	0	0	2
<b>FREE ELECTIVES</b>							
1	DUD10012	Design Thinking	1	0	0	1	2

### 3.6 LABORATORY FACILITIES IN TOURISM AND HOSPITALITY DEPARTMENT

NO	LABORATORY	LABORATORY SUPERVISOR
1	Tourism Computer Center	Siti Zauyah Bt Abu Bakar
2	Tourism Recreational Center	Mohd Zulkifli Bin Manaf

## 4.0 SUPPORTING DEPARTMENTS AND UNITS

### 4.1 MATHEMATICS, SCIENCE AND COMPUTER DEPARTMENT

#### 4.1.1 DEPARTMENT ORGANISATION CHART



#### 4.1.2 MATHEMATICS, SCIENCE AND COMPUTER DEPARTMENT LECTURERS

NO	NAME	DESIGNATION	CONTACT NO	EMAIL
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#### 4.1.3 SYPNOSIS AND COURSE LEARNING OUTCOME

SEMESTER	COURSE	SYPNOSIS	COURSE LEARNING OUTCOME (CLO)
1	DBC20012 COMPUTER APPLICATION	<p><b>COMPUTER APPLICATION</b> exposes students to different packages of applications software such as word processor, spreadsheet, presentation, project management, internet security and digital etiquette. This course mainly emphasize on the practical aspects of using applications software and awareness in digital world activity. Students will develop teamwork and leadership skills to present ideas and organize project. Students are able to use the information and technology skill attained in future</p> <p><b>Credit Value : 2</b> <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CLO1 : Display the ability to apply application software in office environment (P3 , CLS4) CLO2 : Perform inquisitive mind to develop lifelong learning skills in information and technology skills (A5 , CLS3c) CLO3 : Apply information and technology skills in office environment (C3, CLS3b)</p>
1	DBM10013 ENGINEERING MATHEMATICS 1	<p><b>ENGINEERING MATHEMATICS 1</b> exposes students to the basic algebra including resolve partial fractions. This course also coversthe concept of trigonometry and the method to solve trigonometry problems by using basic identities, compound angle and double angle formulae. Students will be introduced to the theory of complex number and concept of vector and scalar. Students will explore advanced matrices involving 3x3 matrix.</p> <p><b>Credit Value : 3</b> <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CLO1:Use mathematical statement to describe relationship between various physical phenomena. (C3, CLS1) CLO2:Show mathematical solutions using the appropriate techniques in mathematics. (C3, CLS3c) CLO3:Use mathematical expression in describing real engineering problems precisely, concisely and logically. (A3, CLS3b)</p>

1	DBS10012 ENGINEERING SCIENCE	<p><b>ENGINEERING SCIENCE</b> course introduces the physical concepts required in engineering disciplines. Students will learn the knowledge of fundamental physics in order to identify and solve engineering physics problems. Students will be able to perform experiments and activities to mastery physics concepts.</p> <p><b>Credit Value : 2</b> <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CLO1: Use basic physics concept to solve engineering physics problems (C3, CLS 1) CLO2: Apply knowledge of fundamental physics in activities to mastery physics concept (C3, CLS1) CLO3: Perform appropriate activities related to physics concept (P3, CLS 3a)</p>
1	DBM10063 MATHEMATICAL COMPUTING	<p><b>MATHEMATICAL COMPUTING</b> course introduces students to numbering system, basic algebra and complex numbers. Calculus covers the simple techniques of differentiation and integration. In addition, this course also exposes to basic concept of matrices and linear algebra to help them in solving mathematical problem in organizing data through theoretically.</p> <p><b>Credit Value : 3</b> <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CLO1: Execute mathematical concepts in the areas of number systems, complex numbers, matrices, algebra and differentiation &amp; integration. (C3, CLS1) CLO2: Show mathematical solutions using the appropriate techniques in mathematics. (C3, CLS1) CLO3: Explain theoretical and solutions to others in solving mathematical related problems. (P2, CLS3c)</p>



2	<b>DBM20023</b> <b>ENGINEERING MATHEMATICS 2</b>	<p><b>ENGINEERING MATHEMATICS 2</b> exposes students to the basic laws of indices and logarithms. This course introduces the basic rules of differentiation concepts to solve problems that relate to maximum, minimum and calculate the rates of changes. This course discusses integration concepts in order to strengthen student's knowledge for solving area and volume bounded region problems. In addition, students will learn application of both techniques of differentiation and integration.</p> <p><b>Credit Value : 3</b>  <b>Prerequisite : DBM10013</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CLO1: Use algebra and calculus knowledge to describe relationship between various physical phenomena. (C3, CLS1)  CLO2: Solve the mathematical problems by using appropriate and relevant fundamental calculus techniques. (C3, CLS3c)  CLO3: Use mathematical language to express mathematical ideas and arguments precisely, concisely and logically in calculus. (A3, CLS3b)</p>
2	<b>DBM20083</b> <b>DISCRETE MATHEMATICS</b>	<p><b>DISCRETE MATHEMATICS</b> course introduces students to logical and mathematical thinking. This course focuses on providing basic logic, sets, relations and functions, as well as graphs and trees which integrate symbolic tools, graphical concepts and numerical calculations. This course also addresses the counting principle as well as Boolean Algebra which are related to the information technology programmed.</p> <p><b>Credit Value : 3</b>  <b>Prerequisite : None</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CLO1: Carry out basic terminology precisely in the areas of logic, algebra, graphs theory, set theory and combinatory. (C3, CLS2)  CLO2: Apply standard operations precisely in the areas of logic, algebra, graphs theory, set theory and combinatory. (C3, CLS2)  CLO3: Construct mathematical problems using appropriate concepts, formulas and techniques. (P3, CLS3c)</p>

3	<b>DBM30043</b> <b>ELECTRICAL ENGINEERING MATHEMATICS</b>	<p><b>ELECTRICAL ENGINEERING MATHEMATICS</b> exposes students to the statistical and probability concepts and their applications in interpreting data. The course also introduces numerical methods concept to solve simultaneous equations by using Gaussian Elimination method, LU Decomposition using Doolittle and Crout methods, polynomial problems using Simple Fixed Point Iteration methods and Newton Raphson method. In additional, the course also discuss Ordinary Differential Equation (ODE). In order to strengthen the students in solving engineering problems, Laplace Transform by using the Table of Laplace is also included. It is designed to build students' teamwork and problems solving skill.</p> <p><b>Credit Value : 3</b>  <b>Prerequisite : DBM20023</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CLO1: Demonstrate an understanding of the common body of knowledge in mathematics(C3, CLS1)  CLO2: Demonstrate problems solving skills in engineering problems(C3, CLS3c)  CLO3: Use mathematical expression in describing real engineering problems precisely, concisely and logically(A3, CLS3b)</p>
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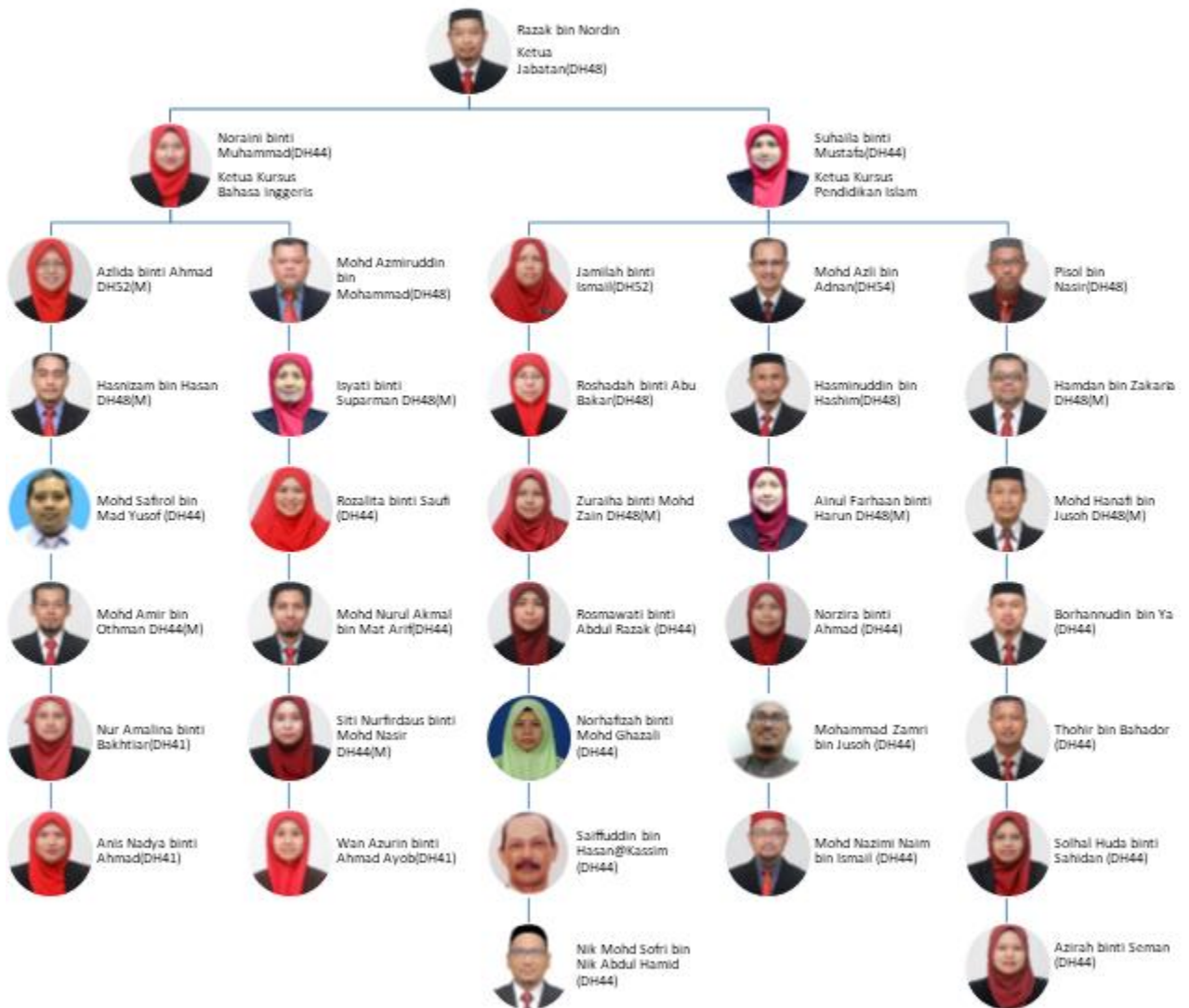
3	<b>DBM30033 ENGINEERING MATHEMATICS 3</b>	<p><b>ENGINEERING MATHEMATICS 3</b> exposes students to the statistical and probability concepts and their applications in interpreting data. The course also introduces numerical methods concept to solve simultaneous equations by using Gaussian Elimination method, LU Decomposition using Doolittle and Crout methods, polynomial problems using Simple Fixed Point Iteration and Newton-Raphson methods. In order to strengthen the students in solving engineering problems, Ordinary Differential Equation (ODE) is also included. In additional, the course also discusses optimization problems by using Linear Programming. It is designed to build students' teamwork and problems solving skill.</p> <p><b>Credit Value : 3</b> <b>Prerequisite : DBM20023</b></p>	<p>Upon completion of this course, students should be able to:</p> <p>CLO1: Demonstrate an understanding of the common body of knowledge in mathematics(C3, CLS1) CLO2: Demonstrate problems solving skills in engineering problems(C3, CLS3c) CLO3: Use mathematical expression in describing real engineering problems precisely, concisely and logically(A3, CLS3b)</p>
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#### 4.1.4 LABORATORY FACILITIES IN MATHEMATICS, SCIENCE AND COMPUTER DEPARTMENT

NO	LABORATORY	LABORATORY SUPERVISOR
1	CAD Laboratory 1 (CAD 1)	Shahrull Hi-Fi Syam bin Ahmad Jamil
2	Makmal Sains Kejuruteraan	Zakiah binti Adzmi

## 4.2 GENERAL STUDIES DEPARTMENT

### 4.2.1 DEPARTMENT ORGANISATION CHART



#### 4.2.2 GENERAL STUDIES DEPARTMENT LECTURERS

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#### 4.2.3 SYPNOSIS AND COURSE LEARNING OUTCOME

SEMESTER	COURSE	SYPNOSIS	COURSE LEARNING OUTCOME (CLO)
1	MPU21032 PENGHAYATAN ETIKA DAN PERADABAN	<p><b>PENGHAYATAN ETIKA DAN PERADABAN ini</b> menjelaskan tentang konsep etika daripada perspektif peradaban yang berbeza. Ia bertujuan bagi mengenal pastisistem, tahap perkembangan, kemajuan dan kebudayaan merentas bangsa dalam mengukuhkan kesepaduan sosial. Selain itu, perbincangan dan perbahasan berkaitan isu-isu kontemporari dalam aspek ekonomi, politik, sosial, budaya dan alam sekitar daripada perspektif etika dan peradaban dapat melahirkan pelajar yang bermoral dan profesional. Penerapan amalan pendidikan berimpak tinggi (HIEPs) yang bersesuaian digunakan dalam penyampaian kursus ini</p> <p><b>Credit Value : 2</b></p> <p><b>Prerequisite : None</b></p>	<p>CLO1 : Membentangkan konsep etika dan peradaban dalam kepelbagaian tamadun. (A2 , CLS 5 )</p> <p>CLO2 : Menerangkan sistem, tahap perkembangan, kesepaduan sosial dan kebudayaan merentas bangsa di Malaysia. (A2 , CLS 5 )</p> <p>CLO3 : Mencadangkan sikap yang positif terhadap isu dan cabaran kontemporari dari perspektif etika dan peradaban.( A3 , CLS 4 )</p>

1	MPU22042 BAHASA KEBANGSAAN A	<p><b>BAHASA KEBANGSAAN A</b> menawarkan kemahiran berbahasa dari aspek mendengar, bertutur, membaca dan menulis sesuai dengan tahap intelek pelajar, serta meningkatkan kecekapan berbahasa dalam konteks rasmi dan tidak rasmi.</p> <p><b>Credit Value : 2</b></p> <p><b>Prerequisite :</b> Khas untuk pelajar warganegara tidak kredit Bahasa Melayu SPM</p>	<p>CLO1 : Menunjukkan cara berinteraksi yang baik dalam pelbagai situasi ( A3 , CLS 3b )</p> <p>CLO2 : Menulis pelbagai jenis bentuk penulisan dengan jelas dan bersistematik ( A2 , CLS 3b )</p> <p>CLO3 : Menunjukkan kaedah bertutur dalam komunikasi lisan dengan sebutan dan intonasi yang betul ( A3 , CLS 4 )</p>
2	MPU23012 PENGAJIAN ISLAM (JP)	<p><b>PENGAJIAN ISLAM</b> disediakan untuk melahirkan warganegara yang faham tasawwur (konsep) Islam sebagai satu cara hidup yang bersepadu dan seimbang serta berupaya menghadapi pelbagai masalah dan cabaran. Perbincangan berasaskan kepada konsep-konsep asas Islam, Islam sebagai cara hidup, institusi Islam dan cabaran semasa</p> <p><b>Credit Value : 2</b></p> <p><b>Prerequisite : None</b></p>	<p>CLO1 : Melaksanakan dengan yakin amalan Islam dalam kehidupan seharian. (A2, CLS 4)</p> <p>CLO2 : Menerangkan etika dan profesionalisme berkaitan Syariah dan Institusi Islam dalam membentuk pembangunan ummah. (A3, CLS 5)</p> <p>CLO3 : Menghubungkan minda ingin tahu dengan Islam dan cabaran semasa di Malaysia. (A4 , CLS 4)</p>
2	MPU23032 PENGAJIAN ISLAM (JTMK)	<p><b>PENGAJIAN ISLAM</b> disediakan untuk melahirkan warganegara yang faham tasawwur (konsep) Islam sebagai satu cara hidup yang bersepadu dan seimbang serta berupaya menghadapi pelbagai masalah dan cabaran. Perbincangan berasaskan kepada konsep-konsep asas Islam, Islam sebagai cara hidup, institusi Islam dan cabaran semasa</p> <p><b>Credit Value : 2</b></p> <p><b>Prerequisite : None</b></p>	<p>CLO1 : Melaksanakan dengan yakin amalan Islam dalam kehidupan seharian. (A2, CLS 4)</p> <p>CLO2 : Menerangkan etika dan profesionalisme berkaitan Syariah dan Institusi Islam dalam membentuk pembangunan ummah. (A3, CLS 5)</p> <p>CLO3 : Menghubungkan minda ingin tahu dengan Islam dan cabaran semasa di Malaysia. (A4, CLS 4)</p>



2	MPU23142 <b>PENDIDIKAN MORAL (JTMK)</b>	<p><b>PENDIDIKAN MORAL</b> memberi pengetahuan tentang konsep asas moral untuk diamalkan. Selain itu, kursus ini juga menjelaskan etika individu yang bermoral dan bertanggungjawab serta isu-isu moral yang mempengaruhi pembentukan negara dan masyarakat</p> <p><b>Credit Value : 2</b></p> <p><b>Prerequisite : None</b></p>	<p>CL01 : Mengamalkan nilai moral yang baik dalam kehidupan seharian ( A2 , CLS 4 ) CL02 : Menjelaskan etika dan profesionalisme individu yang bermoral dan bertanggungjawab terhadap negara ( A3 , CLS 5 ) CL03 : Menghubunkait minda ingin tahu terhadap isu dan cabaran dalam membentuk negara dan masyarakat ( A4 , CLS 4 )</p>
2	MPU23042 <b>NILAI MASYARAKAT</b>	<p><b>NILAI MASYARAKAT MALAYSIA</b> membincangkan aspek sejarah pembentukan masyarakat, nilai-nilai agama, adat resam dan budaya masyarakat di Malaysia. Selain itu, pelajar dapat mempelajari tanggungjawab sebagai individu dan nilai perpaduan dalam kehidupan di samping cabaran- cabaran dalam membentuk masyarakat Malaysia</p>	<p>CL01 : Membincangkan sejarah dan nilai dalam pembentukan masyarakat di Malaysia (A2, CLS 4)</p> <p>CL02 : Menerangkan etika dan profesionalisme terhadap konsep perpaduan bagi meningkatkan semangat patriotisme masyarakat Malaysia (A3, CLS 5)</p>
		<p><b>Credit Value : 2</b></p> <p><b>Prerequisite : None</b></p>	<p>CL03 : Menghubunkait minda ingin tahu dengan cabarancabaran dalam membentuk masyarakat Malaysia (A4 , CLS 4)</p>
2	MPU23052 <b>SAINS TEKNOLOGI DAN</b>	<p><b>SAINS, TEKNOLOGI DAN KEJURUTERAAN DALAM ISLAM</b> memberi pengetahuan tentang konsep Islam sebagai al-Din dan seterusnya membincangkan konsep sains, teknologi dan kejuruteraan dalam Islam serta impaknya, pencapaiannya dalam tamadun Islam, prinsip serta peranan syariah dan etika Islam, peranan kaedah fiqh serta aplikasinya</p> <p><b>Credit Value : 2</b></p> <p><b>Prerequisite : None</b></p>	<p>CL01 : Melaksanakan dengan yakin amalan Islam dalam kehidupan seharian ( A2 , CLS 4 )</p> <p>CL02 : Menerangkan etika dan profesionalisme berkaitan sains teknologi dan kejuruteraan dalam Islam ( A3 , CLS 5 )</p> <p>CL03 : Menghubunkait minda ingin tahu dengan prinsip syariah, etika dan kaedah fiqh dalam bidang sains, teknologi dan kejuruteraan menurut perspektif Islam ( A4 , CLS 4 )</p>

2	<b>MPU23072</b> <b>PELANCONGAN DAN HOSPITALITI DALAM</b>	<b>PELANCONGAN DAN HOSPITALITI DALAM ISLAM</b> memberi pengetahuan tentang konsep Islam sebagai al-Din 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 <b>Credit Value : 2</b> <b>Prerequisite : None</b>	<p>CLO1 : Melaksanakan dengan yakin amalan Islam dalam kehidupan seharian ( A2 , CLS 4 )</p> <p>CLO2 : Menerangkan etika dan profesionalisme berkaitan pelancongan dan hospitaliti dalam Islam ( A3 , CLS 5 )</p> <p>CLO3 : Menghubungkan minda ingin tahu dengan prinsip syariah dalam bidang pelancongan dan hospitaliti menurut perspektif Islam ( A4 , CLS 4 )</p>
2	<b>DUA2042</b> <b>SENI DALAM ISLAM</b>	<b>SENI DALAM ISLAM</b> memberi pengetahuan tentang konsep Islam sebagai alDin dan seterusnya pandangan Islam mengenai seni Islam. Ia juga menjelaskan mengenai bidang-bidang kesenian Islam, tokoh-tokoh yang terlibat dalam kesenian serta isu-isu kontemporari yang berkaitan dengan seni Islam. <b>Credit Value : 2</b> <b>Prerequisite : None</b>	<ol style="list-style-type: none"> <li>1. Menghuraikan konsep Islam sebagai cara hidup. (C2, LD1 : P2, LD2)</li> <li>2. Menjelaskan konsep seni dalam Islam. (C2 : LD1)</li> <li>3. Membincangkan prinsip syariah dan kaedah fiqah dalam seni menurut perspektif Islam. (C3 : LD1, A3 : LD6)</li> </ol>

2	DUB2012 NILAI MASYARAKAT MALAYSIA	<p><b>NILAI MASYARAKAT MALAYSIA</b> 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><b>Credit Value : 2</b> <b>Prerequisite : None</b></p>	<p>1. Menerangkan sejarah pembentukan masyarakat dan nilai agama di Malaysia. (C2 : LD1)</p> <p>2. Menghubung kait tanggungjawab individu dalam kehidupan masyarakat dan negara. (C3 : LD1, A2 : LD5)</p> <p>3. Membincangkan cabaran-cabaran dalam membangunkan masyarakat Malaysia. (C3 : LD1, A3 : LD6)</p>
5	DUA6022 KOMUNIKASI DAN PENYIARAN	<p><b>KOMUNIKASI DAN PENYIARAN ISLAM</b> memfokuskan kepada penguasaan konsep, kemahiran komunikasi dan penyiaran islam bagi meningkatkan kefahaman pelajar secara holistik terhadap kursus ini.</p> <p><b>Credit Value : 2</b> <b>Prerequisite : None</b></p>	<p>1. Menjelaskan konsep, bentuk komunikasi dan hubungannya dalam Islam. (C2 : LD1)</p> <p>2. Menunjukkan kemahiran pengurusan komunikasi dalam bidang penyiaran Islam. (C3, A4 : LD1, LD5)</p> <p>3. Menghubung kait isu-isu semasa dalam komunikasi dan penyiaran Islam. (C3, A3 : LD1, LD6)</p>
1	SUA1011 PENDIDIKAN ISLAM 1	<p><b>PENDIDIKAN ISLAM 1</b> memperkenalkan kepada para pelajar tentang cara hidup Islam yang lengkap dan sempurna melalui penghayatan konsep akidah, ibadah (toharah) dan akhlak Islam.</p> <p><b>Credit Value : 1</b> <b>Prerequisite : None</b></p>	<p>1. Menyenaraikan Rukun Iman dan Rukun Islam dengan tepat. (C1 : PLO 1)</p> <p>2. Menunjuk cara pelaksanaan toharah dengan betul. (P2 : PLO 2)</p> <p>3. Membincangkan isu-isu semasa berkaitan dengan akhlak. (C2 : PLO 1)</p>

2	SUA2011 PENDIDIKAN ISLAM 2	<p><b>PENDIDIKAN ISLAM 2</b> 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><b>Credit Value : 1</b> <b>Prerequisite : None</b></p>	<p>1. Menunjuk cara pelaksanaan ibadah solat dengan tertib. (P2 : PLO 2)</p> <p>2. Menjelaskan adab-adab pergaulan dalam Islam. (C2 : PLO 1)</p> <p>3. Membincangkan isu-isu semasa berkaitan dengan perkahwinan. (C2 : PLO 1)</p>
1	SUB1011 PENDIDIKAN MORAL 1	<p><b>PENDIDIKAN MORAL 1</b> 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><b>Credit Value : 1</b> <b>Prerequisite : None</b></p>	<p>1. Menyenaikan peranan individu dalam masyarakat. (C1 : PLO 1)</p> <p>2. Menjelaskan elemen-elemen yang mencabar nilai-nilai moral. (C2 : PLO 2)</p> <p>3. Mengenalpasti isu-isu moral semasa. (C2 : PLO 2)</p>
2	SUB2011 PENDIDIKAN MORAL 2	<p><b>PENDIDIKAN MORAL 2</b> memberi pengetahuan tentang penggunaan teknologi maklumat dan kesannya ke atas generasi muda masa kini. Penekanan kursus adalah untuk memberi penerangan tentang kesan kemajuan sains dan teknologi maklumat terhadap manusia. Kursus ini juga membincangkan isu-isu moral semasa dan menyatakan budaya kerja positif serta peranan individu dalam kerjaya.</p> <p><b>Credit Value : 1</b> <b>Prerequisite : None</b></p>	<p>1. Menerangkan dengan jelas tentang kemajuan teknologi maklumat dengan cara yang betul. (C1 : PLO 1)</p> <p>2. Menjelaskan peranan individu dalam mengamalkan budaya kerja secara positif. (C2 : PLO 2)</p> <p>3. Menerangkan isu-isu semasa berkaitan dengan moral dengan jelas. (C2 : PLO 1)</p>

1	SUM1011 BAHASA MELAYU 1	<p><b>BAHASA MELAYU 1</b> 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><b>Credit Value : 1</b> <b>Prerequisite : None</b></p>	<p>1. Menulis semula dengan menggunakan tatabahasa dan struktur ayat yang betul untuk menghasilkan penulisan yang berkesan. (C2, PLO1)</p> <p>2. Membina struktur ayat pendek untuk menghasilkan penulisan- (C1, PLO1)</p> <p>3. Mengenalpasti maklumat penting daripada sumber yang dibaca dan ditonton kemudian menulis semula dalam ayat yang betul (C1, PLO6)</p>
4	SUM3011 BAHASA MELAYU 2	<p><b>BAHASA MELAYU2</b> 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><b>Credit Value : 1</b> <b>Prerequisite : None</b></p>	<p>1. Memahami bentuk-bentuk komunikasi (P2, LD2)</p> <p>2. Menggunakan bahasa yang sesuai mengikut situasi sebenar (C2, LD1)</p> <p>3. Mengenalpasti panduan menulis borang dan dokumen yang berkaitan dengan pekerjaan (C2, LD1)</p>
2	DUF10012 BAHASA ARAB 1	<p><b>BAHASA ARAB 1</b> dibentuk untuk membina kemahiran mendengar dan bertutur dalam Bahasa Arab. Pelajar akan diperkenalkan dengan bunyi-bunyi vokal dan konsonan Bahasa Arab. Ganti Nama Diri akan digunakan sebagai paksi kepada 14 bentuk perubahan kata Bahasa Arab. Pendekatan komunikasi akan diterapkan melalui dialog-dialog yang memberi penekanan kepada konteks sebenar komunikasi dan gaya bahasa yang diperlukan. Pelajar akan mampu untuk menuturkan frasa-frasa mudah dalam konteks komunikasi harian.</p> <p><b>Credit Value : 2</b> <b>Prerequisite : None</b></p>	<p>CLO1 : Memberi respon yang sesuai kepada pelbagai stimulus dengan menggunakan intonasi dan bunyi yang betul (A2 , CLS 3b)</p> <p>CLO2 : Mempamerkan cara berinkteraksi yang baik dalam pelbagai situasi melalui sumbangan idea yang berkaitan dengan situasi yang berlaku dalam kehidupan seharian (A3 , CLS 3b)</p> <p>CLO3 : Menyumbang idea yang sesuai dan tersusun bagi menunjukkan kemampuan belajar secara berdikari dalam mengumpul maklumat (A2 , CLS 4)</p>

1	DUE1012 COMMUNICATIVE ENGLISH 1	<p><b>COMMUNICATIVE ENGLISH 1</b> focuses on developing students' speaking skills to enable them 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><b>CREDIT(S) : 2</b></p> <p><b>PREREQUISITE(S) : None</b></p>	<p>1. apply appropriate language and communication skills in discussions and conversations. (C3)</p> <p>2. apply effective listening skills to demonstrate comprehension of audio recordings in a variety of situations. (C3)</p> <p>3. comprehend a variety of reading texts by applying effective reading skills. (C2)</p> <p>4. write in response to a stimulus using appropriate language. (C3)</p> <p>5. deliver an effective presentation using appropriate visual aids, verbal and non-verbal communication skills.(C3, A3)</p>
1	DUE10012 COMMUNICATIVE ENGLISH 1	<p><b>COMMUNICATIVE ENGLISH 1</b> focuses on developing students' speaking skills to enable them 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. The students are equipped with effective presentation skills as a preparation for academic and work purposes.</p> <p><b>CREDIT VALUE : 2</b></p> <p><b>PREREQUISITE : None</b></p>	<p>CLO1 : Participate in a discussion using effective communication and social skills to reach an amicable conclusion by accommodating differing views and opinions ( A3 , CLS 3b )</p> <p>CLO2 : Demonstrate awareness of values and opinions embedded in texts on current issues ( A3 , CLS 3b )</p> <p>CLO3 : Present a topic of interest that carries identifiable values coherently using effective verbal and nonverbal communication skills ( A2 , CLS 4 )</p>

1	<b>MPU22053</b> <b>ENGLISH FOR DIGITAL TECHNOLOGY</b>	<p><b>ENGLISH FOR DIGITAL TECHNOLOGY</b> emphasises the skills required at the workplace to describe products or services as well as processes or procedures related to Digital Technology. This course will also enable students to make and reply to enquiries and complaints related to the field of Digital Technology.</p> <p><b>CREDIT VALUE : 3</b></p> <p><b>PREREQUISITE : None</b></p>	<p>CL01 : Describe products and services related to Digital Technology effectively through presentations by highlighting its features and characteristics that appeal to specific audience ( A3 , CLS 3b )</p> <p>CL02 : Describe processes, procedures and instructions related to Digital Technology clearly by highlighting information of concern ( A3 , CLS 4 )</p> <p>CL03 : Demonstrate effective communication and social skills in handling enquiries and complaints related to Digital Technology amicably and professionally ( A3 , CLS 3b )</p>
3	<b>DUE3012</b> <b>COMMUNICATIVE ENGLISH 2</b>	<p><b>COMMUNICATIVE ENGLISH 2</b> 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><b>CREDIT(S) : 2</b></p> <p><b>PREREQUISITE(S) : DUE1012</b>  <b>Communicative English 1</b></p>	<ol style="list-style-type: none"> <li>1. describe products or services related to their field of studies using appropriate language. (C3, A3)</li> <li>2. transfer information of a process or procedure accurately from linear to nonlinear form and vice versa. (C3)</li> <li>3. listen and respond to enquiries using appropriate language. (C3)</li> <li>4. make and respond to complaints using appropriate language. (C3)</li> </ol>

3	<b>DUE30022</b> <b>COMMUNICATIVE ENGLISH 2</b>	<p><b>COMMUNICATIVE ENGLISH 2</b> emphasises the skills required at the workplace to describe products or services as well as processes or procedures. This course will also enable students to make and reply to enquiries and complaints.</p> <p><b>CREDIT VALUE : 2</b></p> <p><b>PREREQUISITE(S) : DUE10012</b></p> <p><b>Communicative English 1</b></p>	<p>CL01 : Describe a product or service effectively by highlighting its features and characteristics that appeal to a specific audience ( A3 , CLS 3b )</p> <p>CL02 : Describe processes, procedures and instructions clearly by highlighting information of concern ( A3 , CLS 4 )</p> <p>CL03 : Demonstrate effective communication and social skills in handling enquiries and complaints amicably and professionally ( A3 , CLS 3b )</p>
4	<b>DUE5012</b> <b>COMMUNICATIVE ENGLISH 3</b>	<p><b>COMMUNICATIVE ENGLISH 3</b> aims to develop the necessary skills in students to analyse and interpret graphs and charts from data collected as well as job hunting mechanics. Students will learn to present data through the use of graphs and charts. Students will learn the process of job hunting which includes job search strategies and</p>	<p>1. Describe and analyze information contained in graphs and charts clearly and accurately based on a mini project. (C4, A3)</p> <p>2. Write an effective resume and a supporting cover letter for a relevant job opening. (C3)</p>
		<p>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><b>CREDIT(S) : 2</b></p> <p><b>PREREQUISITE(S) : DUE3012</b></p> <p><b>Communicative English 2</b></p>	<p>3. Handle a job interview effectively and confidently. (C3)</p>



4	<p style="text-align: center;"><b>DUE50032</b></p> <p style="text-align: center;"><b>COMMUNICATIVE ENGLISH 3</b></p>	<p><b>COMMUNICATIVE ENGLISH 3</b> aims to develop the necessary skills in students to analyse and interpret graphs and charts from data collected as well as to apply the job hunting mechanics effectively in their related fields. Students will learn to gather data and present them through the use of graphs and charts. Students will also learn basics of job hunting mechanics which include using various job search strategies, making enquiries, and preparing relevant resumes and cover letters. The students will develop communication skills to introduce themselves, highlight their strengths and abilities, present ideas, express opinions and respond appropriately during job interviews.</p> <p><b>CREDIT VALUE : 2</b></p> <p><b>PREREQUISITE(S) : DUE30022</b></p> <p><b>Communicative English 2</b></p>	<p>CLO1 : Present gathered data in graphs and charts effectively using appropriate language forms and functions ( A2 , CLS 3b )</p> <p>CLO2 : Prepare a high impact resume and a cover letter, highlighting competencies and strengths that meet employer’s expectations ( A4 , CLS 4 )</p> <p>CLO3 : Demonstrate effective communication and social skills in handling job interviews confidently ( A3 , CLS 3b )</p>
4	<p style="text-align: center;"><b>MPU4013</b></p> <p style="text-align: center;"><b>ENGLISH FOR DIGITAL TECHNOLOGY</b></p>	<p><b>ENGLISH FOR DIGITAL TECHNOLOGY</b> course is a necessary component in the field of Digital Technology. The course is designed to prepare students to perform effectively in their workplace as English is usually the medium of communication in the ICT world. This is also in line with the needs of the industries that need graduates who can communicate in English.</p> <p><b>CREDIT VALUE : 3</b></p> <p><b>PREREQUISITES : None</b></p>	<p>CLO 1 : Describe products/services and processes/procedures related to their field of studies using appropriate language. (C3, A3, PLO 1, PLO 3)</p> <p>CLO 2 : Listen and respond to enquiries using appropriate language (C4, A3, PLO1, PLO 3)</p> <p>CLO 3 : Make and respond to complaints using appropriate language (C4, A3, PLO 1, PLO 3)</p> <p>CLO 4 : Apply job hunting mechanics appropriately (C3, A3, PLO 1, PLO 3)</p>

<p style="text-align: center;"><b>1 (PRE-DIPLOMA)</b></p>	<p style="text-align: center;"><b>PUE1014</b> <b>ENGLISH (SCIENCE)</b></p>	<p><b>ENGLISH 1 (SCIENCE)</b> is designed specifically for Pre-Diploma Science students intending to pursue a Diploma programme in the polytechnic. It focuses on providing students with necessary language skills that could help them to scaffold their language ability. It also aims to provide students with ample opportunities to use the language effectively and meaningfully through various forms of tasks and activities.</p> <p><b>CREDIT(S) : 4</b></p> <p><b>PREREQUISITE(S) : None</b></p>	<ol style="list-style-type: none"> <li>1. Read and respond to questions based on reading texts (C3)</li> <li>2. Carry out an oral presentation (C2, A2)</li> <li>3. Listen and respond to questions based on audio texts (C2)</li> <li>4. Write an opinion essay using appropriate language and structure (C3)</li> </ol>
<p style="text-align: center;"><b>1 (PRE-DIPLOMA)</b></p>	<p style="text-align: center;"><b>PUE2014</b> <b>ENGLISH (SCIENCE)</b></p>	<p><b>ENGLISH 2 (SCIENCE)</b> is designed specifically for pre-diploma science students intending to pursue a diploma programme in the Polytechnic. Students are taught to employ necessary language skills to listen and comprehend audio texts, describe places of interest and gadgets and provide information in a written form. Student centred activities are carried out to enable students to communicate effectively, as well as, meet the required standards of English courses at diploma level.</p> <p><b>CREDIT(S) : 4</b></p> <p><b>PREREQUISITE(S) : PUE1014 ENGLISH 1 (SCIENCE)</b></p>	<ol style="list-style-type: none"> <li>1. Listen and comprehend audio texts on healthy lifestyles (C2)</li> <li>2. Describe places of interest using appropriate language (C2)</li> <li>3. Produce a newsletter using appropriate language and format (C3)</li> <li>4. Present a description of a gadget clearly and confidently (C3, A2)</li> </ol>

1 (PRE-DIPLOMA)	PUE1024 - ENGLISH (COMMERCE)	<p><b>ENGLISH (COMMERCE)</b> is designed specifically for pre-diploma Commerce students intending to pursue a diploma programme in any of the polytechnics. It aims to guide and facilitate students' learning through various activities and develop their skills in listening, speaking, reading and writing. Opportunities are provided for the students to use their knowledge in speaking and writing creatively. It increases students' confidence in using the language</p> <p><b>CREDIT(S) : 4</b></p> <p><b>PREREQUISITE(S) : None</b></p>	<ol style="list-style-type: none"> <li>1. Make and respond to different types of Wh-questions using appropriate language. (C3)</li> <li>2. Describe and compare characteristics of people using appropriate language structure. (C3)</li> <li>3. Read and answer comprehension questions based on a variety of texts. (C3)</li> <li>4. Write a short essay using appropriate structure and language. (C3)</li> <li>5. Respond to topics of interest in written form. (C3)</li> </ol>
2	SUE2011 ENGLISH FOR COMMUNICATION 1	<p><b>ENGLISH FOR COMMUNICATION ONE (1)</b> is to enhance students' abilities to read and write in the English language. In this course, students will be dealing with two types of document: notices / posters as well as emails. Exposure will be given not only on the understanding of these document but also the production of them.</p> <p><b>Credit Value : 1</b></p> <p><b>Prerequisite : None</b></p>	<ol style="list-style-type: none"> <li>1. Extract the important / desired information from the provided notices / posters. (C2, PLO3)</li> <li>2. Produce attractive and informative notices / posters. (C3, PLO3)</li> <li>3. Reply to and write comprehensible emails. (C3, PLO3)</li> </ol>

<b>3</b>	<b>SUE3011</b> <b>ENGLISH FOR COMMUNICATION 2</b>	<p><b>ENGLISH FOR COMMUNICATION TWO (2)</b> still stresses on reading and writing skills. Nonetheless, there is an extra element in which students are expected to carry out a demonstrative presentation. The main topic of this course is instruction. Students will be exposed to a few written instructions. They would also receive guidance in writing instructions as well as carrying out a demonstration with the help of effective visual aids.</p> <p><b>Credit Value - 1</b></p> <p><b>Prerequisite - None</b></p>	<ol style="list-style-type: none"> <li>1. Extract the salient information from written documents in regards to instructions at the workplace. (C2, PLO1)</li> <li>2. Produce a simple but comprehensible manual on a selected instruction which is related to the student's discipline. (C3, PLO3)</li> <li>3. Demonstrate the correct method or way of doing something based on the provided instruction manual to a target audience effectively with the help of prepared visual aids. (C3, PLO3)</li> </ol>
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#### 4.2.4 LABORATORY FACILITIES IN GENERAL STUDIES DEPARTMENT

NO	LABORATORY	LABORATORY SUPERVISOR
1	MAKMAL BAHASA 1	MOHD AMIR BIN OTHMAN
2	MAKMAL BAHASA 2	MOHD AMIR BIN OTHMAN
3	MAKMAL BAHASA 3	MOHD AMIR BIN OTHMAN

### 4.3 SPORTS, CO-CURRICULUM, CULTURE AND HERITAGE DEPARTMENT

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.

The Sports Unit is responsible for :

- 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

#### 4.3.1 DEPARTMENT ORGANISATION CHART



### 4.3.2 SPORTS, CO-CURRICULUM, CULTURE AND HERITAGE DEPARTMENT STAFS

NO	NAME	DESIGNATION	CONTACT NO	EMAIL
1	Johanis Bin Mohd Jamil	Head of Department	04-988 1378	johanis@ptss.edu.my
2	Imran Syafik Bin Ahmad	Youth and Sports Officer	04-988 6340	imran@ptss.edu.my
3	Saiful Bin Ishak	Operation Assisstant	04-988 6344	saifulishak@ptss.edu.my

### 4.3.3 SYPNOSIS AND COURSE LEARNING OUTCOME

SEMESTER	COURSE	SYPNOSIS	COURSE LEARNING OUTCOME (CLO)
1	MPU24011 SUKAN	<b>SUKAN</b> adalah aktiviti yang mengandungi latihan kemahiran berguna secara rekreasi dan peraturan-peraturan tertentu dalam mengejar kecemerlangan bagi penguasaan pengetahuan dan kemahiran khusus secara holistik bagi mengukuhkan pembentukan kemahiran insaniah pelajar yang positif	CLO1 : Mempamerkan kemahiran khusus bagi kursus berkaitan ( P2 , CLS 4 )  CLO2 : Menunjukkan kepimpinan dan kerja berpasukan berdasarkan penguasaan kemahiran dan amalan positif ( A3 , CLS 3d )
2	MPU24021 KELAB	<b>KELAB</b> memfokuskan kepada penguasaan pengetahuan dan kemahiran khusus secara holistik bagi mengukuhkan pembentukan kemahiran insaniah pelajar yang positif.	CLO1 : Mempamerkan kemahiran khusus bagi kursus berkaitan ( P2 , CLS 4 )  CLO2 : Menunjukkan kepimpinan dan kerja berpasukan berdasarkan penguasaan kemahiran dan amalan positif ( A3 , CLS 3d )

3	MPU24611 - ASKAR WATANIAH 1 MPU24711 - ASKAR WATANIAH 2	<p><b>ASKAR WATANIAH</b> memfokuskan kepada penguasaan pengetahuan dan kemahiran khusus secara holistik bagi mengukuhkan pembentukan kemahiran insaniah pelajar yang positif</p>	<p>CLO1 : Mempamerkan kemahiran khusus bagi kursus berkaitan ( P2 , CLS 4 )</p> <p>CLO2 : Menunjukkan kepimpinan dan kerja berpasukan berdasarkan penguasaan kemahiran dan amalan positif ( A3 , CLS 3d )</p>
4	MPU24661 - PENGAKAP KELANA 1 MPU24761 - PENGAKAP KELANA 2	<p><b>PENGAKAP KELANA</b> memfokuskan kepada penguasaan pengetahuan dan kemahiran khusus secara holistik bagi mengukuhkan pembentukan kemahiran insaniah pelajar yang positif</p>	<p>CLO1 : Mempamerkan kemahiran khusus bagi kursus berkaitan ( P2 , CLS 4 )</p> <p>CLO2 : Menunjukkan kepimpinan dan kerja berpasukan berdasarkan penguasaan kemahiran dan amalan positif ( A3 , CLS 3d )</p>
5	MPU24691 - RELASIS 1 MPU24791 - RELASIS 2	<p><b>RELASIS</b> memfokuskan kepada penguasaan pengetahuan dan kemahiran khusus secara holistik bagi mengukuhkan pembentukan kemahiran insaniah pelajar yang positif</p>	<p>CLO1 : Mempamerkan kemahiran khusus bagi kursus berkaitan ( P2 , CLS 4 )</p> <p>CLO2 : Menunjukkan kepimpinan dan kerja berpasukan berdasarkan penguasaan kemahiran dan amalan positif ( A3 , CLS 3d )</p>

6	<b>MPU24651 - PISPA 1</b> <b>MPU24751 - PISPA 2</b>	<b>PISPA</b> memfokuskan kepada penguasaan pengetahuan dan kemahiran khusus secara holistik bagi mengukuhkan pembentukan kemahiran insaniah pelajar yang positif	CLO1 : Mempamerkan kemahiran khusus bagi kursus berkaitan ( P2 , CLS 4 )  CLO2 : Menunjukkan kepimpinan dan kerja berpasukan berdasarkan penguasaan kemahiran dan amalan positif ( A3 , CLS 3d )
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## **5.0 SUPPORTING SERVICES**

### **5.1 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

The Student Affairs Department is responsible for managing :

- student admission and registration
- scholarships
- residential college
- discipline and student behavior

- registration of students' vehicle
- student's activities through club / society
- alumni
- Student Representatives Committee (MPP)
- student insurance

### 5.1.1 DEPARTMENT ORGANISATION CHART



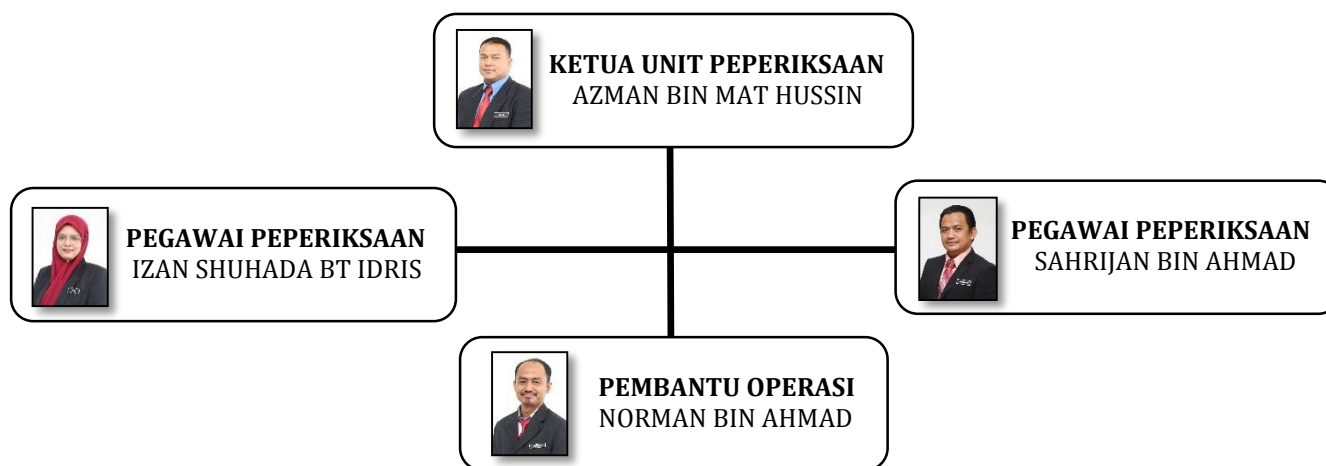
### 5.1.2 STUDENT AFFAIRS DEPARTMENT CONTACT PERSONNEL

NO	NAME	DESIGNATION	CONTACT NO	EMAIL
1	Mazrul Hisyam Bin Mat Ali	Head Of Department	0 12-5255033	mazrul@ptss.edu.my
2	Zulina Binti Yusoff	Student Affairs Officer (Welfare & Discipline )	012-5529853	zulina@ptss.edu.my
3	Azlida Binti Abdullah	Student Affairs Officer (Welfare)	0 19-3271369	azlida@ptss.edu.my
4	Syazwani Binti Sobri	Student Affairs Officer (Pd)	0 14-6126367	syazwani@ptss.edu.my
5	Mohamad Hairi Bin Othman	Operation Assistant	0 12-3675029	mohamadhairi@ptss.edu.my
6	Nurul Hayati Binti Muda	Administrative Assistant	0 19-4150773	hayatimuda@ptss.edu.my
7	Rosnaniwati Binti Che Abdullah	Administrative Assistant	0 13-4301757	rosnaniwati@ptss.edu.my

## 5.2 EXAMINATION UNIT

Every Polytechnic under the Ministry of Higher Education 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.

### 5.2.1 EXAMINATION UNIT ORGANISATION CHART



### 5.2.2 EXAMINATION UNIT CONTACT PERSONNEL

NO	NAME	DESIGNATION	CONTACT NO	EMAIL
1	Azman Bin Mat Hussin	Head of Unit	04-9886388	azman@ptss.edu.my
2	Izan Shuhada Binti Idris	Examinations Officer	04-9881030	izanshuhada@ptss.edu.my
3	Sahrijan Bin Ahmad	Examinations Officer	04-9881037	sahrijan@ptss.edu.my
4	Norman Bin Ahmad	Operation Assistant	04-9886386	normanahmad@ptss.edu.my

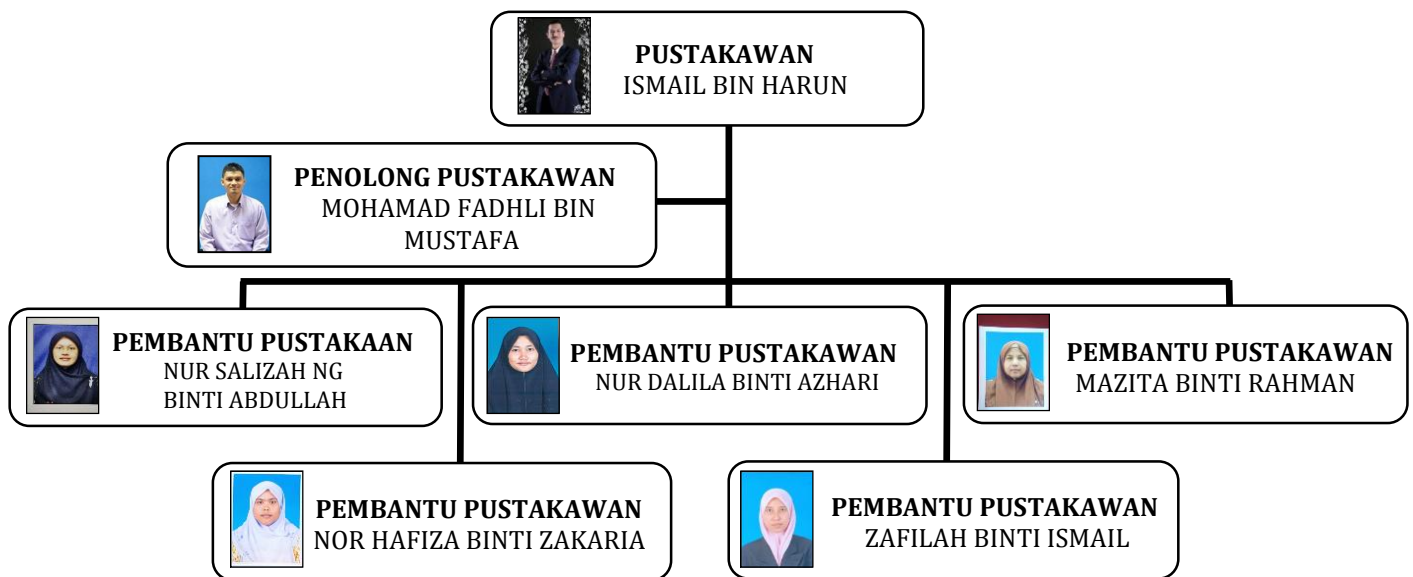
### 5.3 LIBRARY UNIT

The library provides quality and up-to-date information to everyone in terms of managing and providing access to information resources. 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 semiprofessional.

The Library Unit is also an instrument in inculcating the reading culture among PTSS and the local communities through an ongoing reading campaign. Among the many objectives of the library unit are:

- to acquire relevant and current information for reference
- to manage a collection of information using a standard system for easy access.
- to provide quality information service and cultivate interest in reading
- to support the organization’s objectives in teaching, learning and research.

#### 5.7.1 LIBRARY UNIT ORGANISATION CHART



### 5.3.2 LIBRARY UNIT CONTACT PERSONNEL

NO	NAME	DESIGNATION	CONTACT NO	EMAIL
1	Ismail Bin Harun	Librarian	04-9886377	ismail@ptss.edu.my
2	Mohamad Fadhli Bin Mustafa	Assistant Librarian	04-9886378	mfadhlimustafa@ptss.edu.my
3	Nur Salizah Ng Abdullah	Assistant Librarian	04-9881672	nursalizah@ptss.edu.my
4	Nur Dalila Bt Azahari	Assistant Librarian	04-9881672	dalilaazhari@ptss.edu.my
5	Nor Hafiza Bt Zakaria	Assistant Librarian	04-9881672	hafiza@ptss.edu.my
6	Zafilah Bt Ismail	Assistant Librarian	04-9881672	zafilah@ptss.edu.my
7	Mazita Bt Rahman	Assistant Librarian	04-9881672	mazitarahman@ptss.edu.my

## 5.4 LIAISON & INDUSTRIAL TRAINING UNIT

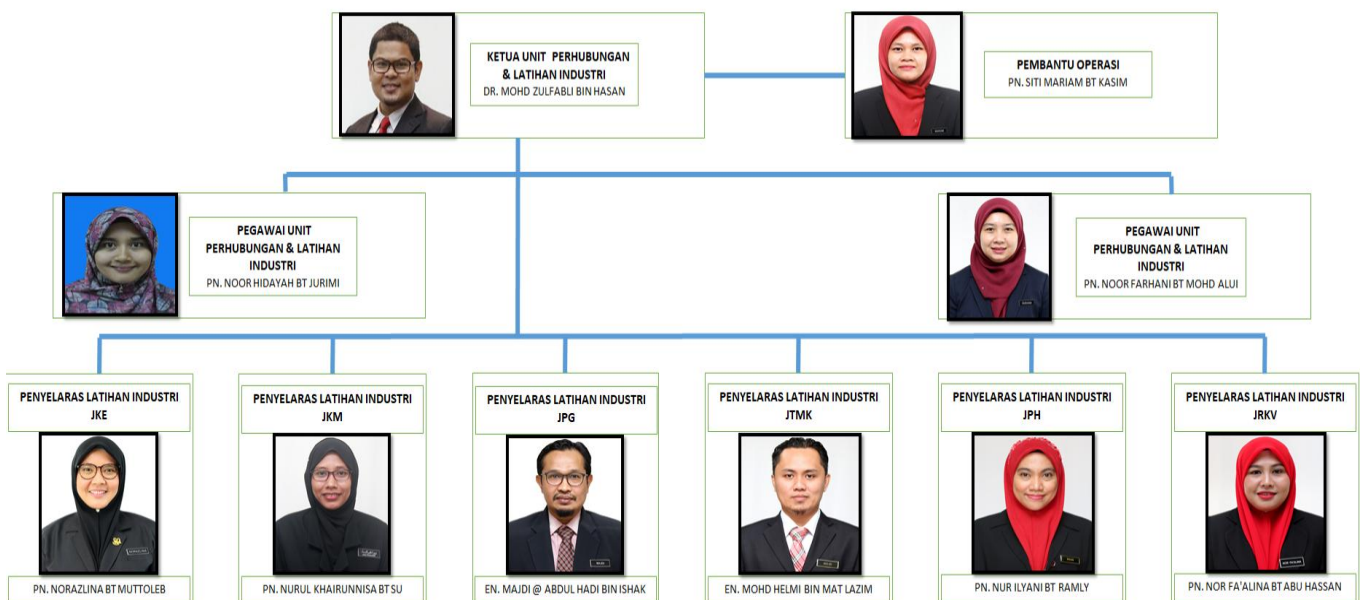
The Liaison & Industrial Training Unit (UPLI) is responsible for managing students' industrial training affairs. Students will be assigned to a particular organization during their training period based on their respective fields of study.

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.

The objectives of this programme can be summarized as follows:

- 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

### 5.4.1 LIASON & INDUSTRIAL TRAINING UNIT ORGANISATION CHART



#### 5.4.2 LIAISON & INDUSTRIAL TRAINING UNIT CONTACT PERSONNEL

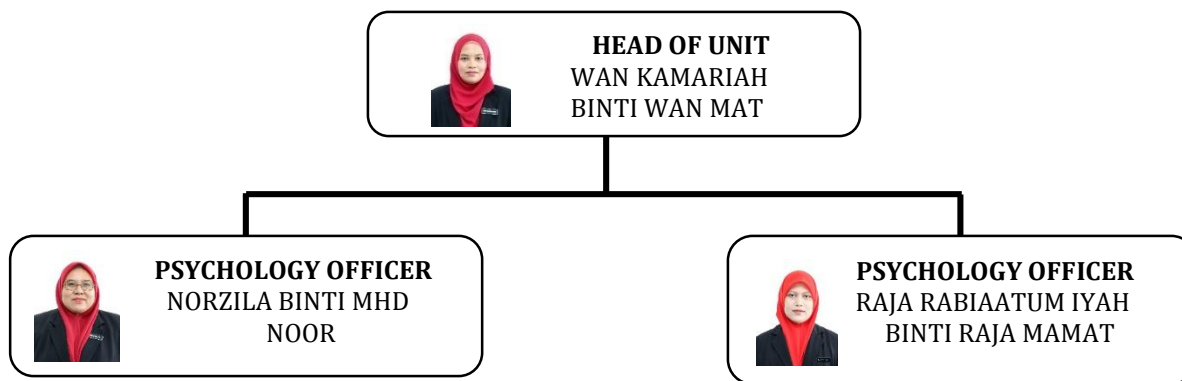
NO	NAME	DESIGNATION	CONTACT NO	EMAIL
1	Dr. Mohd Zulfabli Bin Hasan	Head of Unit	04-9886244	zulfabli@ptss.edu.my
2	Noor Farhani Binti Mohd Alui	Liaison & Industrial Training Officer	04-9881020	farhani@ptss.edu.my
3	Noor Hidayah Binti Jurimi	Liaison & Industrial Training Officer	04-9881021	noorhidayah@ptss.edu.my
4	Siti Mariam Binti Kasim	Operation Assistant	04-9886243	mariamsyaqis@gmail.com
5	Norazlina Binti Muttaleb	Liaison & Industrial Training Officer of Electrical Department	04-9886234	norazlina.muttaleb@gmail.com
6	Nurul Khairunnisa Binti Su	Liaison & Industrial Training Officer of Mechanical Department	04-9886200	nisa1811@gmail.com
7	Majdi @ Abdul Hadi Bin Ishak	Liaison & Industrial Training Officer of Business Department	04-9886200	majdiishak@ptss.edu.my
8	Mohd Helmi Bin Mat Lazim	Liaison & Industrial Training Officer of Information Technology Department	04-9886200	helmi@ptss.edu.my
9	Nur Ilyani Binti Ramly	Liaison & Industrial Training Officer of Hospitality Department	04-9886200	nurilyani.85@gmail.com
10	Nor Fa'alina Binti Abu Hassan	Liaison & Industrial Training Officer of Art and Visual Design Department	04-9886200	norfaalina@gmail.com

## 5.5 PSYCHOLOGY MANAGEMENT UNIT

The Psychology Management 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 semiprofessional work force is well balanced mentally and physically. The Psychology Management Unit is responsible for:

- raising self-awareness and surroundings
- highlighting ones' potential
- developing multi skills
- promoting studies opportunities
- assessing student's interests, personality, values and skills, and helps them to explore career options

### 5.5.1 PSYCHOLOGY MANAGEMENT UNIT ORGANISATION CHART



### 5.5.2 PSYCHOLOGY MANAGEMENT UNIT CONTACT PERSONNEL

NO	NAME	DESIGNATION	CONTACT NO	EMAIL
1	Wan Kamariah Binti Wan Mat	Head of Unit	04-9886208	kamariah@ptss.edu.my
2	Norzila Binti Mhd Noor	Psychology Officer	04-9886205	norzila@ptss.edu.my
3	Raja Rabiaatum Adawiyah Bt Raja Mamat	Psychology Officer	04-9881100	rabiaatum@ptss.edu.my

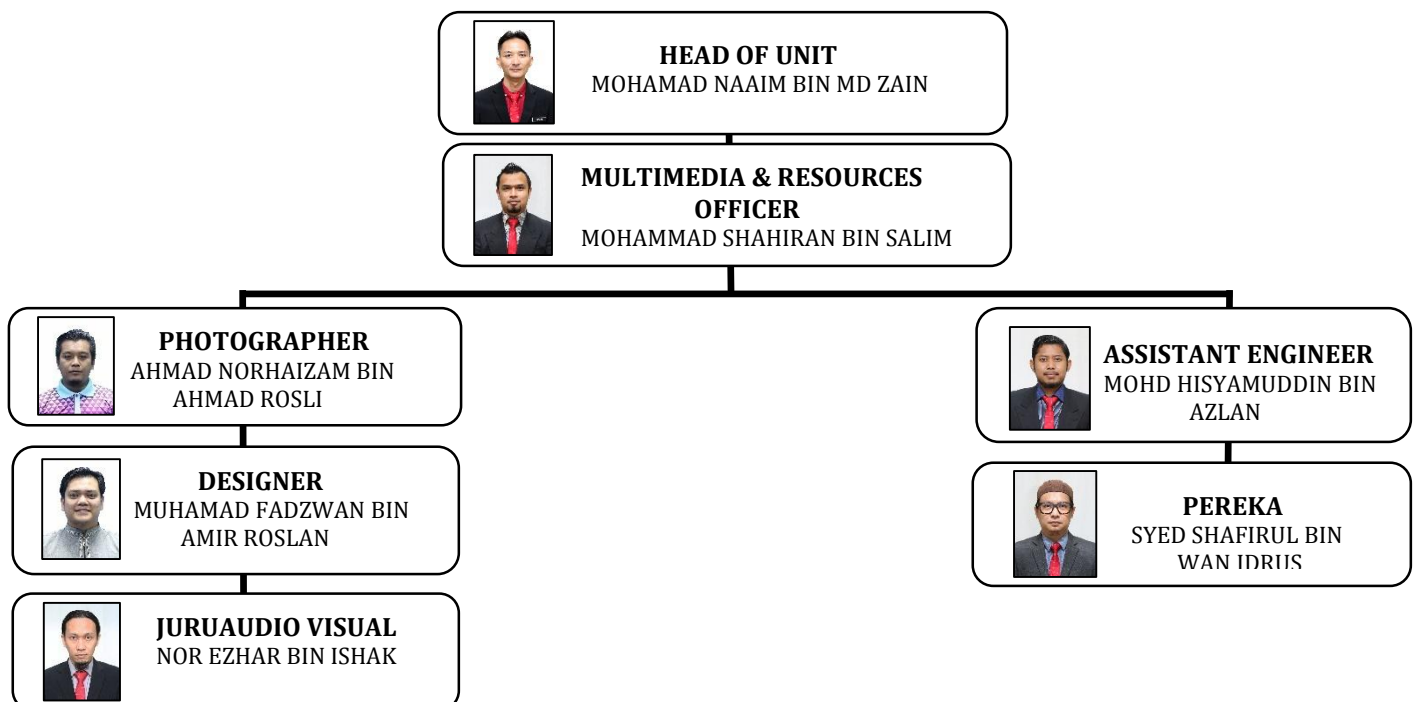


## 5.6 INSTRUCTIONAL DEVELOPMENT AND MULTIMEDIA UNIT

The Instructional Development and Multimedia Unit (UIDM) is one of the support unit for Academic and Administration in PTSS. The main functions are :

- 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.

### 5.6.1 INSTRUCTIONAL DEVELOPMENT AND MULTIMEDIA UNIT ORGANISATION CHART



## 5.6.2 INSTRUCTIONAL DEVELOPMENT AND MULTIMEDIA UNIT CONTACT PERSONNEL

NO	NAME	DESIGNATION	CONTACT NO	EMAIL
1	Mohamad Naaim Bin Md Zain	Head of Unit (Multimedia & Resources Officer)	04-9886380	mohamadnaaim@ptss.edu.my
2	Mohammad Shahiran bin Salim	Multimedia & Resources Officer	04-9886380	shahiran@ptss.edu.my
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4	Muhamad Fadzwan Bin Amir Roslan	Designer	04-9881690	fadzwan@ptss.edu.my
5	Syed Shafirul Bin Wan Idrus	Designer	04-9881690	shafirul@ptss.edu.my
6	Mohd Hisyamuddin Bin Azlan	Assistant Engineer	04-9881693	hisyamazlan@ptss.edu.my
7	Nor Ezhar Bin Ishak	Juruaudio Visual	04-9881690	ezhar@ptss.edu.my

## 5.7 INFORMATION TECHNOLOGY AND DATA CENTER

The Information Technology and Data Center (ITDC) is one of the support unit for Academic and Administration in PTSS that provides ICT services for management, teaching and learning activities.

Among the scope of duties and responsibilities of ITDC are:

- Management of Campus Network System
- Management of ICT Equipment Maintenance
- Management of Polytechnic Information Management System (SPMP)
- Management of Staff Attendance System (Net-AIMS)
- Management of ICT Helpdesk System (UTMK2U)
- Management of PTSS Official Website
- Management of Staff Official Email (MyGovUC)
- Management of Server Room
- Management of ICT Asset
- Management of ICT Procurement
- Management of Government Public Key Infrastructure (GPKI)
- Management of Video Conference
- Management of ICT Projects
- Management of Technical Support for Other Systems

## 5.7.1 INFORMATION TECHNOLOGY AND DATA CENTER ORGANISATION CHART



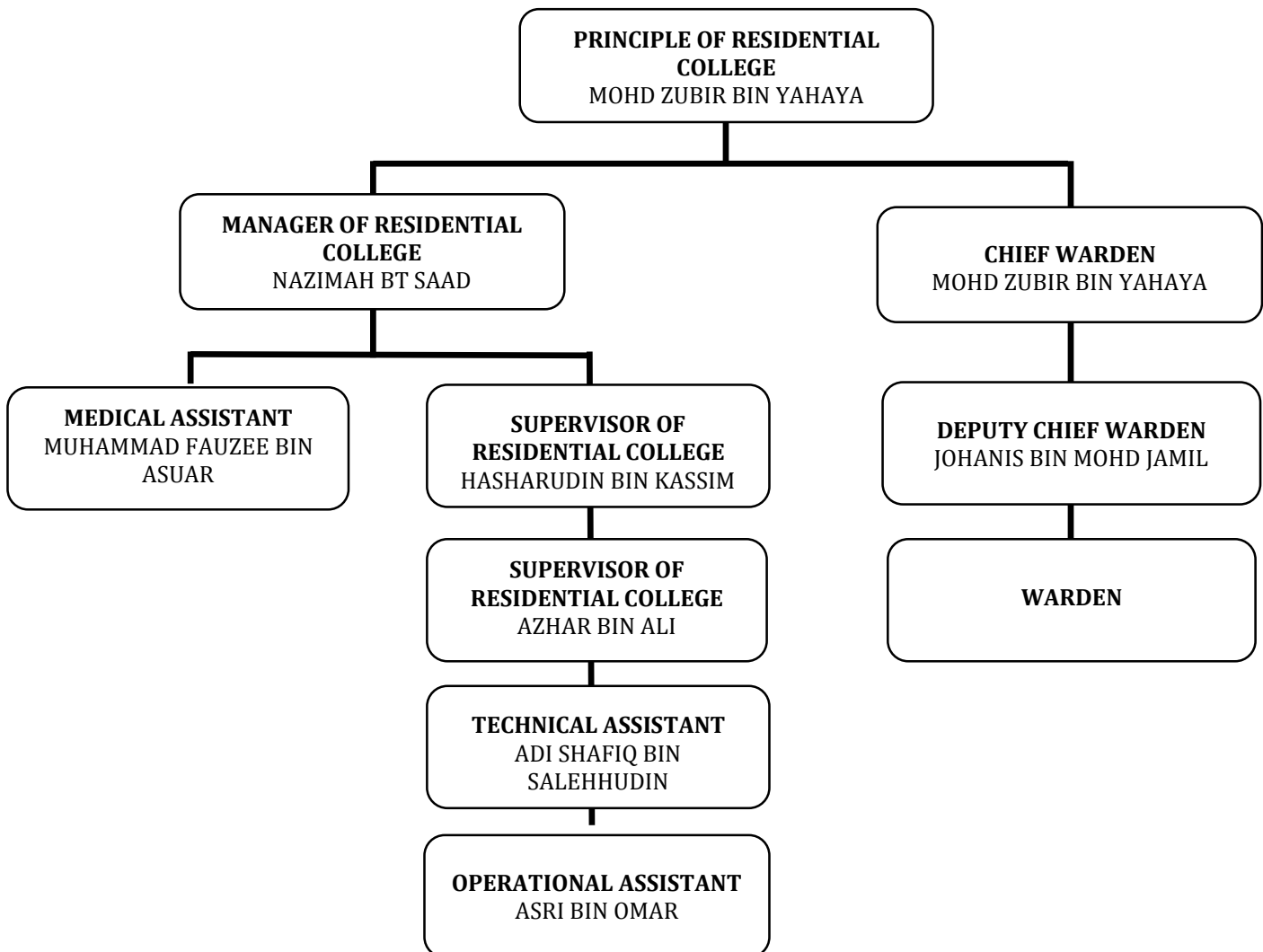
## 5.7.2 INFORMATION TECHNOLOGY DATA CENTRE CONTACT PERSONNEL

NO	NAME	DESIGNATION	CONTACT NO	EMAIL
1	Nor Hafizah Binti Khadzir	Head of Unit	04-9886346	norhafizah@ptss.edu.my
2	Saifulazmi Bin Tayib	Information Technology Officer	04-9886345	saifulazmi@ptss.edu.my
3	Suria Binti Shaari	Information Technology Officer	04-9886349	suria@ptss.edu.my
4	Azlina Binti Mohd Dzuki	Assistant Information Technology Officer	04-9881502	azlina.md@ptss.edu.my
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8	Muhamad Kamalhamdy Bin Kamaludin	Assistant Information Technology Officer	04-9881507	kamal@ptss.edu.my
9	Mohamad Khairul Fazmi Bin Jamaludin	Assistant Information Technology Officer	04-9881503	fazmi@ptss.edu.my
10	Nurul Fara Binti Noor Azman Raman	Assistant Information Technology Officer	04-9881508	fara@ptss.edu.my
11	Ridzuan Bin Yaakob	Assistant Information Technology Officer	04-9881508	ewan@ptss.edu.my
12	Zuraidah Binti Ghazali	Assistant Information Technology Officer	04-9886348	zuraidahghazali@ptss.edu.my
13	Mohd Rifaiz Bin Mohd Razali	Computer Technician	04-9886348	rifaiz@ptss.edu.my

## 5.8 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.

### 5.8.1 RESIDENTIAL COLLEGE ORGANISATION CHART



## 5.8.2 RESIDENTIAL COLLEGE CONTACT PERSONNEL

NO	NAME	DESIGNATION	CONTACT NO	EMAIL
1	Mohd Zubir Bin Yahaya	Principle of Residential College	04-9886355	zubiryahaya@ptss.edu.my
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4	Hasharudin Bin Kassim	Supervisor of Residential College	04-9886355	hasharudin@ptss.edu.my
5	Adi Shafiq Bin Salehuddin	Technical Assistant	04-9886355	adishafiq@ptss.edu.my
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7	Muhammad Fauzee Bin Asuar	Medical Assistant	04-9886359	fauzee@ptss.edu.my
8	Mohd Zubir Bin Yahaya	Chief Warden	019-4472507	zubiryahaya@ptss.edu.my
9	Johanis Bin Mohd Jamil	Deputy Chief Warden	012-4593120	johanis@ptss.edu.my
10	Abu Hanifah Bin Mohd Said	Warden	019-3737672	abuhanifahms@ptss.edu.my
11	Azran Bin Abdul Razak	Warden	013-3727235	azranar@ptss.edu.my
12	Borhanuddin Bin Ya	Warden	013-4060559	borhannudin@ptss.edu.my
13	Chitra A/P Suparmaniam	Warden	014-3475261	chitra@ptss.edu.my
14	Ezar Eziardy Bin Zainudin	Warden	019-4771085	ezar@ptss.edu.my
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24	Mohd Fadzil Bin Allias	Warden	019-5496145	fadzilallias@ptss.edu.my
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26	Mohd Kamarul Ariffin Bin Mohamad Azmi	Warden	012-4526216	mkamarul@ptss.edu.my
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28	Mohd Khairi Haslamia Bin Mat Ripin	Warden	017-9223735	mkhairi@ptss.edu.my
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30	Mohd Rizal Bin Hussain	Warden	017-4017629	rizalhussain@ptss.edu.my
31	Mohd Shafiq Bin Sazali	Warden	017-4991037	mohdshafiq@ptss.edu.my
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33	Muhammad Firdaus Bin Che Radzi	Warden	019-4548201	firdausradzi@ptss.edu.my
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41	Saiful Bin Mohamed Shuib	Warden	012-5907727	saiful@ptss.edu.my
42	Salasiah Binti Noordin	Warden	012-5734397	salasiah@ptss.edu.my
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44	Shamsul Anuar Bin Abd. Aziz	Warden	019-3387165	shamsulanuar@ptss.edu.my
45	Sitti Aisyah Binti Kadir	Warden	019-4507306	sittiaisyah@ptss.edu.my
46	Syamsul Maa'rif Bin Mohamad	Warden	012-5399347	syamsul@ptss.edu.my
47	Thohir Bin Bahador	Warden	013-9828284	thohir@ptss.edu.my
48	Wan Nur Athirah Binti Mohamed Ibrahim	Warden	013-3015046	wnurathirah@ptss.edu.my
49	Zulkifli Bin Sulaiman	Warden	013-9827746	zulsulaiman@ptss.edu.my