



KEMENTERIAN PENGAJIAN TINGGI

POLITEKNIK
MALAYSIA
HULU TERENGGANU

Programme Handbook

*Department of
Tourism & Hospitality*



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PREFACE



Assalamualaikum w.b.t and Salam Sejahtera

As an institution of higher learning that is based on TVET skills, it is incomplete if the development of student excellence is made by providing intellectual content and skills alone. It needs to be complemented with student development components from the aspects of personality, leadership and talent nurturing. The implementation of student activities must be value-add and contribute towards completing superior individual attributes such as competent, agile, resilient, innovative, critical thinking, entrepreneurial, problem-solving ability, global outlook and appreciative continuous learning.

Polytechnic As the biggest TVET provider in Malaysia, PHT along with other polytechnics are confident that investing in students with allocations channeled efficiently through a combination of academic programs and comprehensive self-development can optimize their potential and polish the talents of students into holistic graduates who serve as members of the global community.

In addition, PHT should also cultivate the attitude that our students are always ready to implement continuous learning. Willingness to continue learning among graduates is a very important culture because the learning experience gained in one institution alone is not enough. One needs to continue to acquire new knowledge and skills especially in facing the market future work.

I hope that through the production of this Student Handbook, Hulu Terengganu Polytechnic can contribute towards the development of Tourism -based TVET. I also welcome views and suggestions from visitors to further improve the content of this site from time to time.

Thank you.

INTRODUCTION

Politeknik Hulu Terengganu or PHT in short is one of the polytechnics under the Ministry of Higher Education Malaysia started operations on 2 May 2008. PHT started operations on 2 May 2008 at Sultan Mizan Zainal Abidin Polytechnic, Dungun by offering 2 programs namely Diploma in Accounting and Diploma in Management Tourism and Hospitality. PHT has moved to Hulu Terengganu District by renting a building owned by the Hulu Terengganu District Council (MDHT) located in Kuala Berang Town. From 19 July 2020, Hulu Terengganu Polytechnic has started operating at its new campus in Kuala Jeneris Hulu Terengganu by offering 4 main programs, namely Diploma in Accounting (DAT), Diploma in Resort Management (DHR), Diploma in Tourism Recreation (DRT).) and Diploma in Tourism Management (DUP).

VISION AND MISSION



The infographic features a background image of a modern, multi-story white building with a glass facade. At the top, the logo for Politeknik Malaysia Hulu Terengganu is displayed in red and black. The word 'VISI' is written in large, bold, blue letters with a white outline. Below it, a single mission statement is presented in a white box with a red circular icon. The word 'MISI' is also written in large, bold, blue letters with a white outline. Below it, four mission statements are listed in a white box with red circular icons.

POLITEKNIK MALAYSIA HULU TERENGGANU

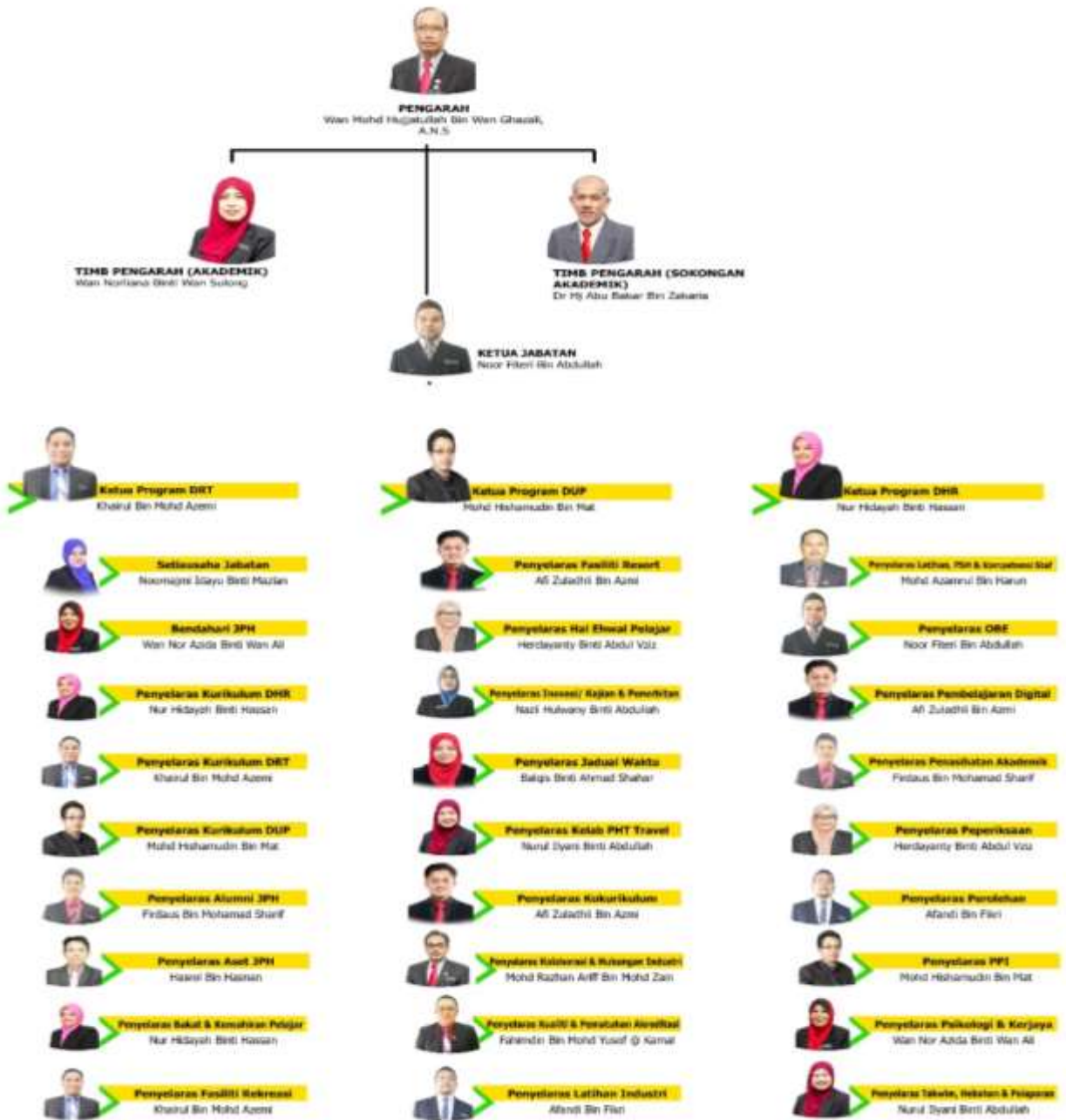
VISI

➤ **Menjadi peneraju institusi TVET yang unggul**

MISI

- **Menyediakan akses yang meluas kepada program TVET berkualiti dan diiktiraf.**
- **Memperkasa komuniti melalui pembelajaran sepanjang hayat.**
- **Melahirkan graduan holistik, berciri keusahawanan dan seimbang.**
- **Memanfaatkan sepenuhnya perkongsian pintar dengan pihak berkepentingan.**

ORGANIZATION CHART



CARTA ORGANISASI DHR
DIPLOMA PELANCONGAN RESORT
JABATAN PELANCONGAN DAN HOSPITALITI



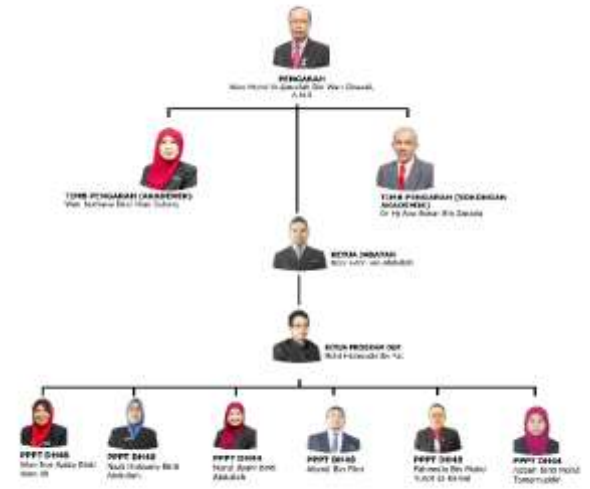
Revisi/Revisi 1 2021/2021

CARTA ORGANISASI DRT
DIPLOMA PELANCONGAN REKREASI
JABATAN PELANCONGAN DAN HOSPITALITI



Revisi/Revisi 1 2021/2021

CARTA ORGANISASI DUP
DIPLOMA PENGURUSAN PELANCONGAN
JABATAN PELANCONGAN DAN HOSPITALITI



Revisi/Revisi 1 2021/2021

OUTCOME BASED EDUCATION (OBE)

What is OBE?

Outcome Based Education (OBE) has been thoroughly introduced in the polytechnic education system starting from the June 2010 session. OBE is a new learning system that has been introduced to improve the traditional learning system (Traditional Education) previously. Compared to traditional learning system that only conduct quantitative assessments, OBE improves existing system by adding qualitative assessment elements (Aravind, et. Al, 2008). In other words, OBE is a student-centered learning system that focuses not only on students' final examination results (Cognitive Domain), but also on other learning outcomes (Psychomotor & Affective Domains) that can add value to students (Spady & Marshall, 1991). In addition to knowledge, other learning outcomes assessed through OBE method are Practical Skills, Communication Skills, Problem Solving Skills and Critical Thinking Skills, Social Skills and Accountability, Continuous Learning and Information Management Skills, Management and Entrepreneurship Skills, Professionalism, Ethics and Moral and Leadership and Teamwork skills.

Why OBE?

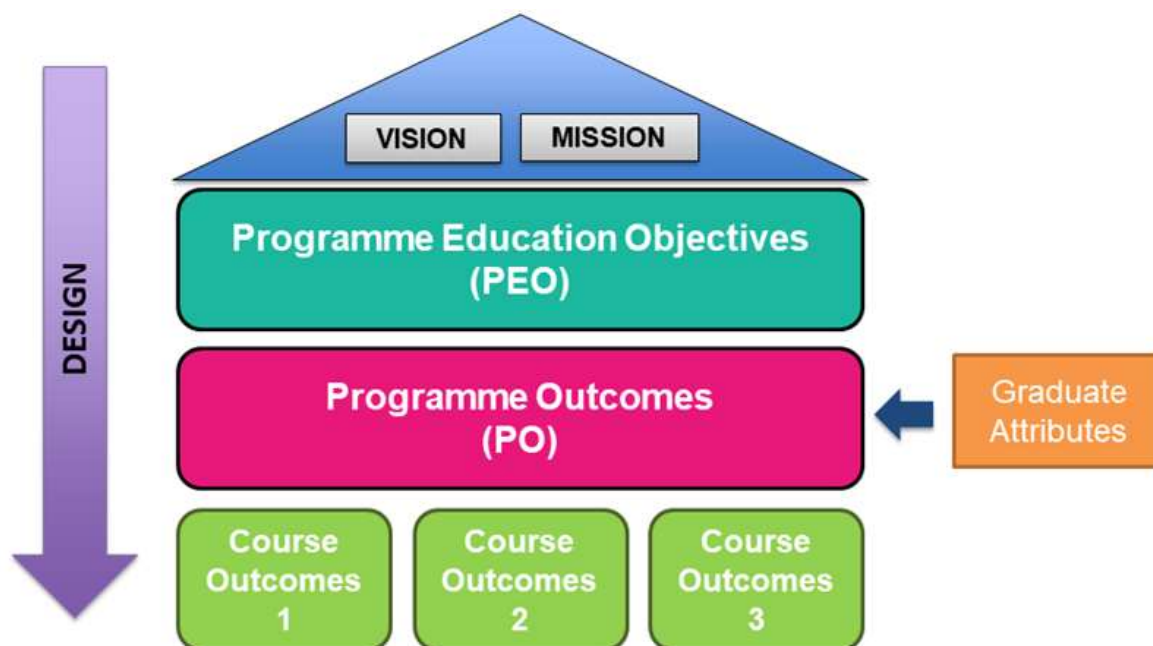
- i. Promotes high expectations and greater learning for all students.
- ii. Prepares students for life and work in the 21st Century.
- iii. Fosters more authentic forms of assessment (i.e., students write to show they know how to use
- iv. English well, or complete math problems to demonstrate their ability to solve problems.
- v. Encourages decision making regarding curriculum, teaching methods, school structure and management at each school or district level.
- vi. Advocated by Washington Accord (current permanent signatories, US, UK, Canada, Japan)
- vii.

OBE Addresses The Key Questions As:

1. Why do you want them to learn it?
 - ✓ Vision, Mission, PEOs, Pos
2. What do you want the students to learn?
 - ✓ Course Structure, Syllabus
3. How can you best help students to learn it?
 - ✓ Learning activities
4. How will you know what they have learnt?
 - ✓ Assessment



KEY CONSTITUENTS OF OUTCOME BASED EDUCATION (OBE)



DIFFERENCES BETWEEN TRADITIONAL EDUCATION SYSTEM AND OBE

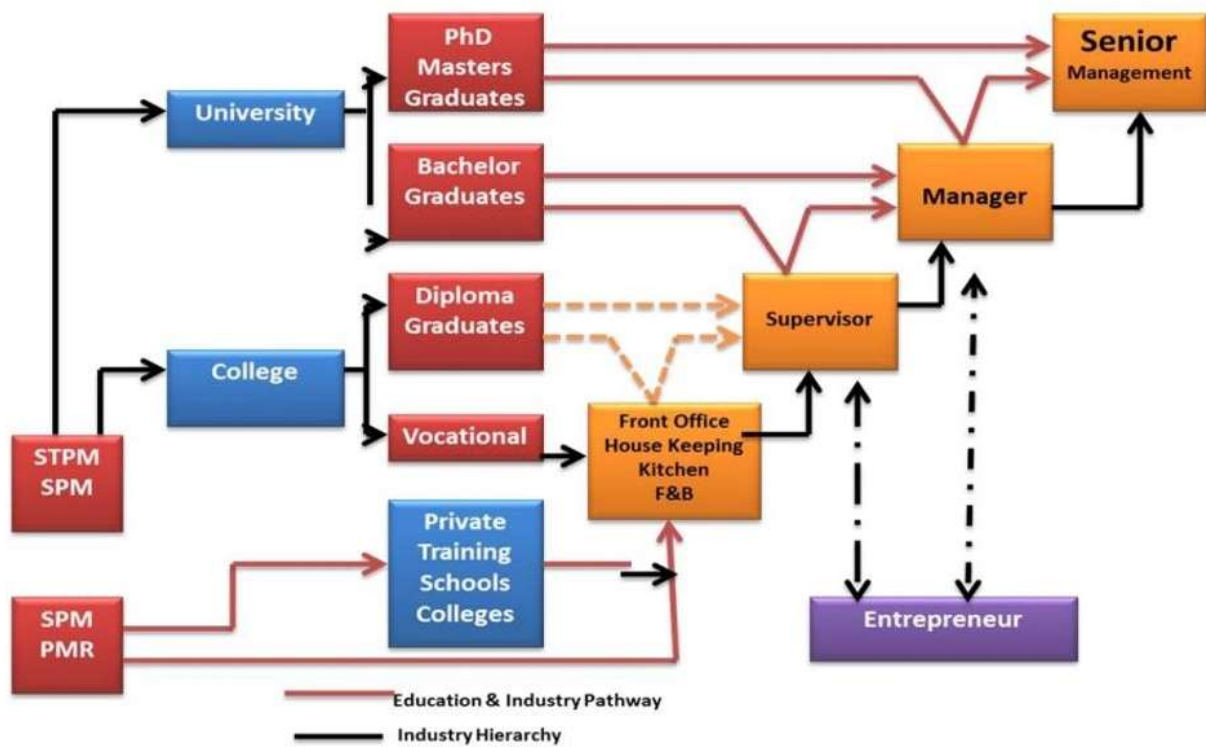
Traditional Educational System

- Traditionally based on inputs; content to teach and teaching methodologies
- Teaching involves sharing of knowledge on topics
- Assessments based on marks or grades attained by students
- Only learning is assessed at the end of each course
- Does not focus on Continuous Improvement

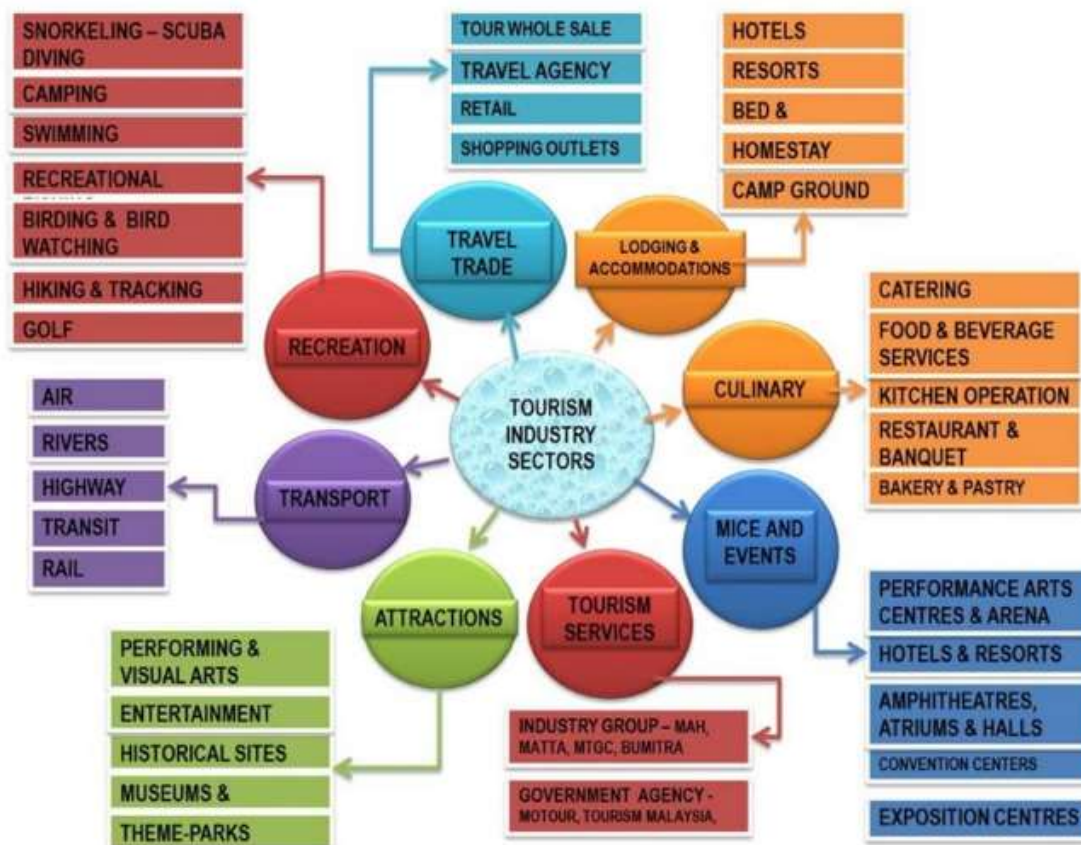
Outcome Based Education

- Based on outcomes; that students should attain at the end of each course
- Teaching involves incorporating activities that requires students to demonstrate their learnings
- Assessment based on attainment of outcomes for each activity
- In OBE, every activity of the student is assessed eg. field visits, assignments etc.
- Involves Continuous improvement through feedbacks from alumni, students, industry experts etc.

HIGHER ACADEMIC PATHWAY



INDUSTRY SECTOR DISTRIBUTION



LIST OF MALAYSIA PUBLIC UNIVERSITIES OFFERING TOURISM & HOSPITALITY COURSES

UNIVERSITY	LEVEL	COURSES OFFERED
UNIVERSITI TEKNOLOGI MARA (UiTM)	DEGREE	B. Sc. (Hons.) Hotel Management
		B. Sc. (Hons.) Tourism Management
		B. Sc. (Hons.) Food Service Management
		B. Sc. (Hons.) Culinary Arts
	MASTER	Master in Hospitality Management Master in Tourism Management Master in Foodservice Management Master in Gastronomy Management
PhD	PhD in Hotel and Tourism Management	
UNIVERSITI UTARA MALAYSIA (UUM)	DEGREE	B. Sc. (Hons.) Tourism Management
		B. Sc. (Hons.) Hospitality Management
	MASTER	MBA (Tourism and Hospitality Management) Master of Science in Tourism Management
	PhD	Doctor of Philosophy
UNIVERSITI MALAYSIA SABAH (UMS)	DEGREE	B. Sc. (Hons.) Hotel Management
		B. Sc. (Hons.) Tourism Management
	MASTER	Master of Business (Tourism)
		Master of Business (Hotel Management)
	PhD	PhD in Hotel and Tourism Management
UNIVERSITI MALAYSIA KELANTAN (UMK)	MASTER	Master in Entrepreneurship (Hospitality) Master in Entrepreneurship (Tourism)
	PhD	PhD in Entrepreneurship (Hospitality) PhD in Entrepreneurship (Tourism)
UNIVERSITI PUTRA MALAYSIA (UPM)	DEGREE	Bachelor of Park and Recreation Science
		B. Sc. (Hons.) Food Studies
		B. Sc. (Hons.) Food Science and Management
	MASTER	M.Sc.(Hospitality) M.Sc.(Food Service) M.Sc.(Food Management)
	PhD	PhD in Hospitality PhD in Food Service PhD in Food Management
MASTER		M.SC. Tourism Planning
UNIVERSITI MALAYSIA TERENGGANU (UMT)	DEGREE	B. Sc. (Hons.) in Food (Food Service Management & Nutrition)
		B. Sc.(Hons) in Tourism Management
UNIVERSITI ISLAM ANTARABANGSA (UIA)	DEGREE	B. Sc. (Hons.) Tourism Planning and Hospitality Management
UNIVERSITI TUN HUSSEIN ONN MALAYSIA (UTHM)	DEGREE	B. Sc. (Hons.) Food Service Technology
POLITEKNIK IBRAHIM SULTAN (PIS)	DEGREE	B. Sc. (Hons.) Tourism Management and International Hospitality



**DEPARTMENT OF
TOURISM AND
HOSPITALITY**

DEPARTMENT OF TOURISM AND HOSPITALITY

The tourism and hospitality industry is one of the fastest growing segments of the Malaysian economy. The growing expansion and growth of tourism products has created a wide range of career opportunities, aimed at meeting the needs of customers at a superior and high quality level. Those who work and are involved in this industry must always be competent; not only in technical skills but also in interpersonal skills.

In line with the Government's goal of making Malaysia a major tourist destination in the world, the Ministry of Education (MoE) has introduced tourism and hospitality courses in the Malaysian Polytechnic education program. The hospitality course was first introduced in 1998 at the Johor Bahru Polytechnic (PJB) at the Hospitality & Fashion Department (JHF), changed to the Hospitality Department (JH) in 2005 and later as the Tourism & Hospitality Department (JPH) on 1 January 2011. Hulu Polytechnic Terengganu (PHT) through the Department of Tourism and Hospitality (JPH) offers a Diploma in Tourism Management starting in 2008 with the first intake at the Sultan Zainal Abidin Polytechnic building (PSMZA), then at the MDHT building, Kuala Berang and moving permanently to a permanent campus in Kuala Jeneris.

The Department of Tourism and Hospitality aspires to be an excellent and progressive department and able to produce students who are determined, competent, have high moral values, responsible and creative in line with the National Education Philosophy. Starting 2021, JPH PHT will have THREE (3) diploma programs namely Diploma in Resort Management (DHR), Diploma in Tourism Management (DUP) and Diploma in Recreation Management (DRT) with a full capacity of 600 students on campus by the end of 2023. This will can provide a more accurate picture of the study programs offered in this department as recommended by the industry and in line with the importance of the tourism industry to the country.



DIPLOMA IN TOURISM MANAGEMENT

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 of 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 element in technical knowledge and the necessary skills, related to the field of tourism.

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 tourism industry such as tourism and hospitality fundamentals, professional development, communication, safety and health, entrepreneurial development and 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.

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:

- ✓ Tourism Officer
- ✓ Tour Leader
- ✓ Travel and Tour Personnel
- ✓ Travel Package Development Officer
- ✓ Vacation Consultant
- ✓ Tourism Sales and Marketing Personnel
- ✓ Theme Park Personnel
- ✓ Park Attraction Personnel
- ✓ Attractions Operations Personnel
- ✓ Amusement and Recreation Personnel
- ✓ Recreation Personnel
- ✓ Recreation Facility Personnel
- ✓ Entrepreneur in Tourism, Travel and Tour Business

VISION

To be the Leading-Edge TVET Institution.

MISSION

- ✓ To provide wide access to quality and recognised TVET programmes.
- ✓ To empower communities through lifelong learning.
- ✓ To develop holistic, entrepreneurial and balanced graduates.
- ✓ To capitalise on smart partnership with stakeholders.

EDUCATIONAL GOAL

To produce holistic and competent TVET graduates, capable of contributing to national development.

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.

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.

PROGRAMME LEARNING OUTCOMES (PLO)

Upon completion of this 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

PROGRAM STRUCTURE

CLASSIFICATION	COURSE CODE	COURSE NAME	CONTACT HOURS				CREDIT VALUES
			L	P	T	O	
SEMESTER 1							
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
TOTAL			24				19
SEMESTER 2							
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	6	0	0	4
TOTAL			25				18
SEMESTER 3							
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
TOTAL			28				18
SEMESTER 4							
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
TOTAL			27				17
SEMESTER 5							
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
TOTAL			19				14
SEMESTER 6							
Industrial Training	DUT60019	Industrial Training	0	0	0	0	9
TOTAL			0				9
TOTAL CREDIT VALUE							95
ELECTIVES COURSES							
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
FREE ELECTIVES^a							
1	DUD10012	Design Thinking	1	0	0	1	2

SYLLABUS

COURSE CODE	COURSE	SYNOPSIS	CLASSIFICATION	CREDIT HOURS
SEMESTER 1				
MPU21032	Penghayatan Etika dan Peradaban	PENGHAYATAN ETIKA DAN PERADABAN ini menjelaskan tentang konsep etika daripada perspektif peradaban yang berbeza. Ia bertujuan bagi mengenal pasti sistem, 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.	Compulsory	2
DUE10012	Communicative English 1	COMMUNICATIVE ENGLISH 1 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.	Compulsory	2
MPU24011	Sukan/Unit Beruniform 1	SUKAN 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	Compulsory	1
DUW10012	Occupational Safety And Health	OCCUPATIONAL SAFETY AND HEALTH course is designed to impart understanding of the self-regulatory concepts and provisions under the Occupational Safety & Health Act (OSHA). This course presents the responsibilities of 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, Emergency Preparedness and Response (EPR), fire safety, Hazard Identification, Risk Control and Risk Assessment (HIRARC) and guide the students gradually into this multi-disciplinary science.	Common Core	2
DTM10083	Fundamentals of Tourism and Hospitality	FUNDAMENTALS OF TOURISM AND HOSPITALITY 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.	Common Core	3

DTM10203	Customer Service for Tourism and Hospitality	CUSTOMER SERVICE FOR TOURISM AND HOSPITALITY 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	Common Core	3
DTM10093	Tourism in Malaysia	TOURISM IN MALAYSIA 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.	Discipline Core	3
DTM10103	Tourism Geography	TOURISM GEOGRAPHY 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.	Discipline Core	3
SEMESTER 2				
MPU23072	Pelancongan dan Hospitaliti Dalam Islam*	PELANCONGAN DAN HOSPITALITI DALAM ISLAM 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	Compulsory	2
MPU23042	Nilai Masyarakat Malaysia**	NILAI MASYARAKAT MALAYSIA 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	Compulsory	2
MPU22012	Entrepreneuership	ENTREPRENEURSHIP 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.	Compulsory	2

MPU24021	Kelab/Persatuan/Unit Beruniform 2	KELAB memfokuskan kepada penguasaan pengetahuan dan kemahiran khusus secara holistik bagi mengukuhkan pembentukan kemahiran insaniah pelajar yang positif	Compulsory	1
DTM50153	Tourism and Hospitality Marketing	TOURISM AND HOSPITALITY MARKETING provides knowledge on theories, concepts and strategies applied in marketing tourism and hospitality product and services. The current practices and methods of professional selling provide opportunities to practice and develop communication skills, organizational skills, and other skills necessary to succeed in any career particularly in the profession of selling. The course focuses on the use of eight marketing mix (8Ps) strategies, consumer behavior, marketing research, market segmentation and positioning and marketing plan in tourism and hospitality industry	Common Core	3
DTM20213	Travel and Tour Management	TRAVEL AND TOUR MANAGEMENT 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.	Discipline Core	3
DTM20223	Tourism Transportation	TOURISM TRANSPORTATION provide students with the basic understanding regarding the modes of transportation, systems, types of transportation service operation, organisation 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.	Discipline Core	3
DTO20044	Terrestrial Recreational Tourism	TERRESTRIAL RECREATIONAL TOURISM 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	Discipline Core	4
SEMESTER 3				
DUE30022	Communicative English 2	COMMUNICATIVE ENGLISH 2 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.	Compulsory	2

DTF40072	Muslim Friendly Hospitality Practice	MUSLIM FRIENDLY HOSPITALITY PRACTICE 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	Common Core	2
DTM30233	Travel and Tour Operation	TRAVEL AND TOUR OPERATION 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 systematic process they learned in class.	Discipline Core	3
DTM30243	Tourist Behaviour	TOURIST BEHAVIOUR 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.	Discipline Core	3
DTM30114	Tourist Guiding Techniques	TOURIST GUIDING TECHNIQUES 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.	Discipline Core	4
DTO30064	Marine Recreational Tourism	MARINE RECREATIONAL TOURISM 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.	Discipline Core	4
SEMESTER 4				
DTM40123	Principles of Accounting for Tourism and Hospitality	PRINCIPLES OF ACCOUNTING FOR TOURISM AND HOSPITALITY 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.	Common Core	3

DUG30023	Green Technology Compliance	GREEN TECHNOLOGY COMPLIANCE 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.	Common Core	3
DTM40253	e-Tourism	E-TOURISM 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	Discipline Core	3
DTM40144	Tourism Expedition	TOURISM EXPEDITION 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	Discipline Core	4
DTM40134	Event Operation and Management	EVENT OPERATION AND MANAGEMENT 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.	Discipline Core	4
SEMESTER 5				
DUE50032	Communicative English 3	COMMUNICATIVE ENGLISH 3 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.	Compulsory	2

DTM50183	Sustainable Tourism	SUSTAINABLE TOURISM exposes students to the techniques in managing tourism resources and ways to reduce the negative impact of tourism development. Students are exposed to the topics on sustainable development progress such as conservation and preservation, carrying capacity, environmental impact assessment and visitor management techniques that are used to minimise the negative impact caused by tourism activities. Students are also required to organize activities to enhance their understanding of sustainable tourism knowledge in tourism industry.	Discipline Core	3
DTM50163	Visitor Interpretation Services	VISITOR INTERPRETATION SERVICES covers the basic concepts and application of interpretation services in tourist and visitor attraction. It includes the principles, competencies, methodologies, and planning elements in interpretation services for visitors and tourists. Students are required to plan and accomplish interpretation assignments and project	Discipline Core	3
DTM50174	Tourism Project	TOURISM PROJECT 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.	Discipline Core	4
SEMESTER 6				
DUT60019	Industrial Training	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.	Industrial Training	9
ELECTIVE				
DTM50262	Introduction to Front Liner	INTRODUCTION TO FRONT LINER 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.	Elective Semester 1	2

DTM50192	Community Based Tourism	COMMUNITY BASED TOURISM (CBT) 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.	Elective Semester 2	2
DBC20012	Computer Application	COMPUTER APPLICATION 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.	Elective Semester 3	2
DUD10012	Design Thinking	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.	Elective Semester 1	2



**DIPLOMA IN
RECREATIONAL
TOURISM
(DRT)**

DIPLOMA IN RECREATIONAL TOURISM

INTRODUCTION

Recreational Tourism is the field of study which deals with the skills and expertise to develop recreational knowledge and skills to meet the global challenges and the requirements of the tourism and recreational industries. Generally, recreational tourism encompasses recreational management and marketing, recreational services, recreational business operation, recreational event planning, humanities and social sciences. The Diploma in Recreational Tourism is a three-year full-time programme comprising of five 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 element in technical knowledge and the necessary skills, related to the field of recreational tourism.

SYNOPSIS

The **Diploma in Recreational Tourism** is specifically developed to provide a comprehensive coverage of the various components of the recreational tourism industry and the specific required competencies activities such as recreational facility design and maintenance, resort management, nature interpretation services, recreational tourism, policies, recreational operation and recreational project. Other fundamental competencies of recreational tourism industry such as fundamental of recreation, entrepreneurial development, customer service, marketing, health and safety, risk management, muslim-friendly hospitality practice and green technology compliance are also embedded in this programme. The knowledge and skills that covers recreational tourism will 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 additional courses such as Islamic studies, moral studies, co-curriculum, soft skills and entrepreneurship.

JOB PROSPECT

This programme provides students with knowledge and skills in recreational tourism that can be applied to a broad range of careers in recreational industry; which will enable them to fill in any of the job position as follow:

- a. Recreational Tourism Officer
- b. Tour Leader
- c. Recreational Event Coordinator
- d. Resort Supervisor
- e. Amusement/Theme Park Supervisor
- f. Recreational Park Supervisor
- g. Clubhouse Supervisor
- h. Leisure Management Consultant
- i. Outdoor Recreation Instructor
- j. Nature/Heritage Interpreter
- k. City Guide/Nature Guide
- l. Recreation Facilities Supervisor
- m. Entrepreneur in Recreational Tourism, Travel and Tour Business

PROGRAMME AIM

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

PROGRAMME EDUCATIONAL OBJECTIVES (PEO)

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

PEO 1: Recreation Officer who apply basic knowledge, understanding and recreation operational principles in providing solutions for recreational tourism issues and challenges.

PEO 2: Recreation Officer who apply a specific level of practical skills, procedures, digital applications and numerical data to perform related task in recreational tourism industry.

PEO 3: Recreation Officer who alternately adopt the roles of a leader, team member and communicate effectively in assisting and providing comprehensive and sustainable solution in tourism and recreational workplaces.

PEO 4: Recreation Officer who enterprisingly acquire new knowledge and entrepreneurial skills for career advancement and comply with organizational and professional ethics in work environment.

PROGRAMME LEARNING OUTCOMES (PLO)

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

PLO 1: Apply knowledge of recreational tourism in operating and managing tourism and recreational fields.

PLO 2: Display recreational management and operational skills in tourism and recreational fields.

PLO 3: Perform recreational management and operational skills in tourism industry.

PLO 4: Practice effective communication skills, individually or as member of a team with supervisor, peers and subordinates in delivering high quality of service in tourism and recreational fields.

PLO 5: Display the ability to use digital application and interpret numerical data in related task.

PLO 6: Demonstrate social skills and responsibilities by taking alternate role 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.

PROGRAM STRUCTURE

CLASSIFICATION	COURSE CODE	COURSE NAME	CONTACT HOURS				CREDIT VALUES
			L	P	T	O	
SEMESTER 1							
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	DTO10013	Fundamentals of Recreation	3	0	0	0	3
	DTO10023	Recreational Operation	1	4	0	0	3
TOTAL			21				16
SEMESTER 2							
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	DTF40072	Muslim Friendly Hospitality Practice	1	2	0	0	2
	DTM10203	Customer Service for Tourism and Hospitality	2	2	0	0	3
Discipline Core	DTO20033	Recreational Facility Design and Maintenance	1	4	0	0	3
	DTO20044	Terrestrial Recreational Tourism	1	6	0	0	4
TOTAL			27				17
SEMESTER 3							
Compulsory	DUE30022	Communicative English 2	1	0	2	0	2
Common Core	DTM50153	Tourism and Hospitality Marketing	2	2	0	0	2
	DUG30023	Green Technology Compliance	2	0	2	0	3
Discipline Core	DTO30053	Nature Interpretation Services	1	4	0	0	3
	DTO30064	Marine Recreational Tourism	1	6	0	0	4
	DTR10153	Introduction to Resort	3	0	0	0	3
TOTAL			26				18
SEMESTER 4							
Common Core	DTM40123	Principles of Accounting for Tourism and Hospitality	2	0	2	0	3
Discipline Core	DTO40073	Recreational Policies	3	0	0	0	3
	DTM30114	Tourist Guiding Techniques	1	6	0	0	4
	DTO40083	Recreational Planning and Programming	1	4	0	0	3
	DTM40144	Tourism Expedition	1	6	0	0	4
TOTAL			26				17
SEMESTER 5							
Compulsory	DUE50032	Communicative English 3	1	0	2	0	2
Discipline Core	DTO50094	Recreational Volunteerism	1	6	0	0	4
	DTO50103	Recreational Resource Management	3	0	0	0	3
	DTO50113	Recreational Risk Management	3	0	0	0	3
	DTO50124	Recreational Project	1	6	0	0	4
Elective		Elective					2
TOTAL			23				18
SEMESTER 6							
Industrial Training	DUT60019	Industrial Training	0	0	0	0	9
TOTAL			0				9
TOTAL CREDIT VALUE							95
ELECTIVES COURSES							
1	DTM50192	Community Based Tourism	1	2	0	0	2
3	DUF100X2	Foreign Language	1	0	2	0	2
FREE ELECTIVES^a							
1	DUD10012	Design Thinking	1	0	0	1	2

SYLLABUS

COURSE CODE	COURSE	SYNOPSIS	CLASSIFICATION	CREDIT HOURS
SEMESTER 1				
MPU21032	Penghayatan Etika dan Peradaban	PENGHAYATAN ETIKA DAN PERADABAN ini menjelaskan tentang konsep etika daripada perspektif peradaban yang berbeza. Ia bertujuan bagi mengenal pasti sistem, 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.	Compulsory	2
DUE10012	Communicative English 1	COMMUNICATIVE ENGLISH 1 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.	Compulsory	2
MPU24011	Sukan/Unit Beruniform 1	SUKAN 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	Compulsory	1
DUW10012	Occupational Safety And Health	OCCUPATIONAL SAFETY AND HEALTH course is designed to impart understanding of the self-regulatory concepts and provisions under the Occupational Safety & Health Act (OSHA). This course presents the responsibilities of 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, Emergency Preparedness and Response (EPR), fire safety, Hazard Identification, Risk Control and Risk Assessment (HIRARC) and guide the students gradually into this multi-disciplinary science.	Common Core	2
DTM10083	Fundamentals of Tourism and Hospitality	FUNDAMENTALS OF TOURISM AND HOSPITALITY 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.	Common Core	3

DTO10013	Fundamentals of Recreation	FUNDAMENTALS OF RECREATION exposes students to the profile, complexity, trends and interrelation of recreation. Students are also introduced to the career and academic prospects which exist in the industry. The reality of workplace demands and employability skills in recreation profession are also shown. Students are exposed to the importance of sustainable tourism practice in recreation. Students are given the opportunity to gain experience through talks on tourism and hospitality industry delivered by invited guest speakers.	Discipline Core	3
DTO10023	Recreational Operation	RECREATIONAL OPERATION exposes students to recreation concept and principle, recreational management, performing traditional play, indoor based activities and outdoor adventure recreation. Student will understand about instructorship and safety; and management planning in recreation within the tourism industry. Student will also be competent in the overall operation of green indoor and outdoor recreational activities.	Discipline Core	3
SEMESTER 2				
MPU23072	Pelancongan dan Hospitaliti Dalam Islam*	PELANCONGAN DAN HOSPITALITI DALAM ISLAM 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	Compulsory	2
MPU23042	Nilai Masyarakat Malaysia**	NILAI MASYARAKAT MALAYSIA 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	Compulsory	2
MPU22012	Entrepreneurship	ENTREPRENEURSHIP 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.	Compulsory	2
MPU24021	Kelab/Persatuan/Unit Beruniform 2	KELAB memfokuskan kepada penguasaan pengetahuan dan kemahiran khusus secara holistik bagi mengukuhkan pembentukan kemahiran insaniah pelajar yang positif	Compulsory	1
DTF40072	Muslim Friendly Hospitality Practice	MUSLIM FRIENDLY HOSPITALITY PRACTICE 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.	Common Core	2

DTM10203	Customer Service for Tourism & Hospitality	CUSTOMER SERVICE FOR TOURISM AND HOSPITALITY 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.	Common Core	3
DTO20033	Recreational Facility Design and Maintenance	RECREATIONAL FACILITY DESIGN AND MAINTENANCE exposes students to the foundation of recreation facility management, facility design and development, equipment management, facility maintenance and auxiliaries of recreation facilities within the tourism and recreation industry. Students will develop competencies in the overall recreation facility operation in managing and maintenance the recreational equipment. To ensure successful implementation of this course, the teaching and learning process must being conduct in indoor and outdoor learning programme strategies in recreational organizations.	Discipline Core	3
DTO20044	Terrestrial Recreational Tourism	TERRESTRIAL RECREATIONAL TOURISM 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.	Discipline Core	4
SEMESTER 3				
DUE30022	Communicative English 2	COMMUNICATIVE ENGLISH 2 emphasizes 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.	Compulsory	2
DTM50153	Tourism and Hospitality Marketing	TOURISM AND HOSPITALITY MARKETING provides knowledge on theories, concepts and strategies applied in marketing tourism and hospitality product and services. The current practices and methods of professional selling provide opportunities to practice and develop communication skills, organizational skills, and other skills necessary to succeed in any career particularly in the profession of selling. The course focuses on the use of eight marketing mix (8Ps) strategies, consumer behavior, marketing research, market segmentation and positioning and marketing plan in tourism and hospitality industry.	Common Core	2
DUG30023	Green Technology Compliance	GREEN TECHNOLOGY COMPLIANCE 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.	Common Core	3

DTO30053	Nature Interpretation Services	NATURE INTERPRETATION SERVICES expose students to the understanding of the definition, objective, roles, principle and career opportunity in nature interpretation services. The students will have the skills and attributes on how to become a successful nature interpreter. Students will have to display ethics and effective guiding techniques in performing nature interpretation program. To ensure successful implementation of this course, the teaching and learning process must apply and conduct outdoor learning programme strategies.	Discipline Core	3
DTO30064	Marine Recreational Tourism	MARINE RECREATIONAL TOURISM 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.	Discipline Core	4
DTR10153	Introduction to Resort	INTRODUCTION TO RESORT covers the principles of successful operation, management, and development of a resort in Tourism and Hospitality Industry. This course will introduce students to the management of modern day resorts. Students will gain exposure to the wide range of services and club management activities offered by resort and expected by resort guest.		3
SEMESTER 4				
DTM40123	Principles of Accounting for Tourism and Hospitality	PRINCIPLES OF ACCOUNTING FOR TOURISM AND HOSPITALITY 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.	Common Core	3
DTO40073	Recreational Policies	RECREATIONAL POLICIES expose students to relevant policies and guidelines implementation in tourism and recreation management. Students will gain knowledge related to the policies in terms of frameworks, importance, policies development and decision making process in organization, roles of stakeholders and board members. This course also focuses on the relevant guideline implementation of open space and recreation development, ethics and regulation in recreation management in Malaysia. Student are also exposed to the policy implementation of sustainable development to reduce environmental impact.	Common Core	3
DTM30114	Tourist Guiding Techniques	TOURIST GUIDING TECHNIQUES 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.	Discipline Core	4

DTO40083	Recreational Planning and Programming	RECREATIONAL PLANNING AND PROGRAMMING course will focus on the knowledge of both planning and programming recreation in the tourism and hospitality industry. This course examines the theories and strategies used in the organization and delivery of recreation program. Students will demonstrate the program planning including needs assessment, program design, implementation strategies, leadership and teamwork skills and also evaluation of recreation programs.	Discipline Core	3
DTM40144	Tourism Expedition	TOURISM EXPEDITION 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.	Discipline Core	4
SEMESTER 5				
DUE50032	Communicative English 3	COMMUNICATIVE ENGLISH 3 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.	Compulsory	2
DTO50094	Recreational Volunteerism	RECREATIONAL VOLUNTEERISM exposes students to the knowledge and understanding of volunteering concept. Students will also gain knowledge on the functions of national and international organizations involved in community volunteerism. Students are required to prepare program budgets, set program objectives, plan and organize an efficient program. The course also looks at the operational planning as well as management, implementation and evaluation of the program.	Discipline Core	4

DTO50103	Recreational Resource Management	RECREATIONAL RESOURCE MANAGEMENT exposes students to the knowledge of recreation resources management, recreation resources inventory process, maintenance of recreation resources, land and water resources for outdoor recreation, outdoor recreation partners and providers. Students will be exposed to the issues in recreation resources management. Furthermore, students will also learn to understand the recreation resources inventory process and responsibility of a recreation resource inventory.	Discipline Core	3
DTO50113	Recreational Risk Management	RECREATIONAL RISK MANAGEMENT exposes students to the knowledge and understanding of the primary component of leisure and recreation risks management. This course will equip students with basic knowledge and skills in planning and managing risks in various situation and locations at the recreational area. Students will also learn how to handle risk management to the guests or customers when accidents occur during leisure and recreational activities. Students are also exposed to the implementation of low impact activities to reduce environmental impact.	Discipline Core	3
DTO50124	Recreational Project	RECREATIONAL PROJECT focuses on exposing students to practical skills that will develop their interpersonal and communication skills. The project consists of case studies, scientific research or leisure and recreation product. Students will be supervised by a lecturer. For assessment purposes, students are required to plan and implement the project along the project completion.	Discipline Core	4
DTM50192	Community Based Tourism	COMMUNITY BASED TOURISM (CBT) 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.	Elective	2
DUF10012	Bahasa Arab 1	BAHASA ARAB 1 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.	Elective	2
SEMESTER 6				
DUT60019	Industrial Training	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.	Industrial Training	9



**DIPLOMA IN
RESORT
MANAGEMENT
(DHR)**

DIPLOMA IN RESORT MANAGEMENT

INTRODUCTION

Diploma in Resort Management (DHR) is a three-year full-time programme comprising of six semesters course work with one full semester of industrial training built-in. Students are prepared for their future roles in the economy by building a solid foundation in tourism and hospitality industry knowledge and other essential skills related to the diverse field of tourism and hospitality.

SYNOPSIS

The **Diploma in Resort Management (DHR)** designed to cover the current wide discipline of tourism and hospitality industry. This diploma programme covers a spectrum of applied competencies and abilities associated with the industry at the skilled, semi-skilled and unskilled levels of employment. It required competencies in resort management, basic spa operation, resort facilities management, recreational resort operation, recreational policies, housekeeping management and operation, food and beverage services, kitchen essential management, basic cookery and Meeting, Incentive, Conventions and Exhibition (MICE). Other fundamental competencies such as muslim friendly hospitality practice, tourism and hospitality fundamentals, professionalism and customer service, communication, occupational safety and health, green technology compliance and entrepreneurship are also embedded in this programme.

JOB PROSPECT

This programme provides the knowledge and skills in resort management with broad understanding of tourism and hospitality industry. The knowledge and skills that the students acquire from the programme will enable them to a middle management post such as:

Front Office

- a. Concierge
- b. Receptionist
- c. Night Auditor
- d. Front Office Assistant
- e. Guest Service Assistant
- f. Reservation Coordinator
- g. Care line Service Operator

Housekeeping

- a. Room Attendant
- b. Laundry Supervisor
- c. Public Area Attendant
- d. Linen Room Attendant
- e. Public Area Supervisor
- f. Housekeeping Supervisor
- g. Housekeeping Coordinator

Food and Beverage

- a. Bartender
- b. Host/Hostess
- c. Waiter/Waitress
- d. Captain/Supervisor
- e. Banquet and Catering Supervisor

Kitchen

- a. Commis
- b. Demi Chef

Spa

- a. Spa Operator
- b. Spa Therapist
- c. Spa Receptionist

Recreation

- a. Sport Supervisor
- b. Park and Recreational Supervisor
- c. Interpretive guide/outdoor adventure guide

MICE

- a. Meeting Planner
- b. Conference Planner
- c. Special event Planner
- d. Event Operation Planner
- e. Event Coordinator
- f. Trade Fair Coordinator
- g. Programme Coordinator
- h. Public Relation Officer
- i. Event Executive Assistant

Entrepreneur

- a. Event Planner
- b. Event Sales Coordinator
- c. Spa Businesses
- d. Recreational Businesses
- e. Lodging and Foodservice Businesses

VISION

To be the Leading-Edge TVET Institution.

MISSION

- ✓ To provide wide access to quality and recognised TVET programmes.
- ✓ To empower communities through lifelong learning.
- ✓ To develop holistic, entrepreneurial and balanced graduates.
- ✓ To capitalise on smart partnership with stakeholders.

EDUCATIONAL GOAL

To produce holistic and competent TVET graduates, capable of contributing to national development.

PROGRAMME AIM

This program believes that every individual has potential and the programme aims to develop decisive and adaptable world class Resort Executives to support the country's aspiration to promote Malaysia as an outstanding tourism and hospitality destination.

PROGRAMME EDUCATIONAL OBJECTIVES (PEO)

The Diploma in Resort Management (DHR) programme shall produce semi-professionals who are:

PEO 1: Resort Executives who apply fundamental resort operation knowledge and principles in providing solution for hospitality issues and challenges.

PEO 2: Resort Executives who apply a specific level of practical skills, procedures, digital applications and numerical data to perform related tasks in hospitality industry.

PEO 3: Resort Executives who alternately adopt the roles of a leader and team member, and able to communicate effectively in assisting and providing creative solution for hospitality industry.

PEO 4: Resort Executives who enterprisingly acquired new knowledge and entrepreneurial skills for career advancement and complying with organizational and professional ethics in work and social environment.

PROGRAMME LEARNING OUTCOMES (PLO)

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

PLO 1: Apply knowledge of resort management in operating and managing resort operation and hospitality services.

PLO 2: Analyse issues and challenges in assisting and providing appropriate solution for resort operation and hospitality services.

PLO 3: Perform skills in the resort operation and hospitality services.

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 task.

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.

PROGRAM STRUCTURE

CLASSIFICATION	COURSE CODE	COURSE NAME	CONTACT HOURS				CREDIT VALUES
			L	P	T	O	
SEMESTER 1							
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	DTR10153	Introduction to Resort	3	0	0	0	3
	DTR10023	Kitchen Essential Management	3	0	0	0	3
TOTAL			19				16
SEMESTER 2							
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					
Discipline Core	DTA30103	Housekeeping Operation and Management	1	4	0	0	3
	DTR20043	Resort Facilities Management	3	0	0	0	3
	DTR20064	Basic Cookery	0	8	0	0	4
	DTF40133	Food and Beverage Cost Control	2	0	2	0	3
TOTAL			25				16
SEMESTER 3							
Compulsory	DUE30022	Communicative English 2	1	0	2	0	2
Common Core	DTM40123	Principal of Accounting for Tourism and Hospitality	2	0	2	0	3
	DTM10203	Customer Service for Tourism and Hospitality	2	2	0	0	3
Discipline Core	DTA20093	Food and Beverage Service	1	4	0	0	3
	DTA30113	Front Office Operation and Management	1	4	0	0	3
	DTR30094	Resort Recreation Operation	1	6	0	0	4
TOTAL			28				18
SEMESTER 4							
Compulsory	MPU22012	Entrepreneurship	1	0	2	0	2
Common Core	DTM50153	Tourism and Hospitality Marketing	2	2	0	0	3
	DTF40072	Muslim Friendly Hospitality Practice	1	2	0	0	2
Discipline Core	DTR40114	MICE for Tourism and Hospitality	1	6	0	0	4
	DTA30024	Restaurant Operation	0	8	0	0	4
	DTA40033	Hospitality Law	3	0	0	0	3
TOTAL			28				18
SEMESTER 5							
Compulsory	DUE50032	Communicative English 3	1	0	2	0	2
Common Core	DUG30023	Green Technology Compliance	2	0	2	0	3
Discipline Core	DTR50124	Basic Spa Operation	1	6	0	0	4
	DTA40124	Hospitality Project	1	6	0	0	4
	DTA40133	Human Resource Management	3	0	0	0	3
Elective		Elective					2
TOTAL			24				18
SEMESTER 6							
Industrial Training	DUT60019	Industrial Training	0	0	0	0	9
TOTAL			0				9
TOTAL CREDIT VALUE							95
ELECTIVES COURSES							
	DUF100XX2	Foreign Language	1	0	2	0	2
FREE ELECTIVES^a							
	DUD10012	Design Thinking	1	0	0	1	2

SYLLABUS

COURSE CODE	COURSE	SYNOPSIS	CLASSIFICATION	CREDIT HOURS
SEMESTER 1				
MPU21032	Penghayatan Etika dan Peradaban	PENGHAYATAN ETIKA DAN PERADABAN ini menjelaskan tentang konsep etika daripada perspektif peradaban yang berbeza. Ia bertujuan bagi mengenal pasti sistem, 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.	Compulsory	2
DUE10012	Communicative English 1	COMMUNICATIVE ENGLISH 1 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.	Compulsory	2
MPU24011	Sukan/Unit Beruniform 1	SUKAN 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	Compulsory	1
DUW10012	Occupational Safety And Health	OCCUPATIONAL SAFETY AND HEALTH course is designed to impart understanding of the self-regulatory concepts and provisions under the Occupational Safety & Health Act (OSHA). This course presents the responsibilities of 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, Emergency Preparedness and Response (EPR), fire safety, Hazard Identification, Risk Control and Risk Assessment (HIRARC) and guide the students gradually into this multi-disciplinary science.	Common Core	2
DTM10083	Fundamentals of Tourism and Hospitality	FUNDAMENTALS OF TOURISM AND HOSPITALITY 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.	Common Core	3

DTR10153	Introduction To Resort	INTRODUCTION TO RESORT covers the principles of successful operation, management, and development of a resort in Tourism and Hospitality Industry. This course will introduce students to the management of modern day resorts. Students will gain exposure to the wide range of services and club management activities offered by resort and expected by resort guests.	Discipline Core	3
DTR10023	Kitchen Essential Management	KITCHEN ESSENTIAL MANAGEMENT exposes student with the necessary knowledge that ensure guests and employees' well-being in the workplace. This include basic kitchen management, proper food handling techniques, procedures in handling equipment, standard safety in workplace, menus planning and design and procedures in handling equipment and procurement process. This course introduces culinary management students to aspects of the kitchen that affect their daily duties while working within the industry.	Discipline Core	3
SEMESTER 2				
MPU23072	Pelancongan dan Hospitaliti Dalam Islam*	PELANCONGAN DAN HOSPITALITI DALAM ISLAM 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	Compulsory	2
MPU23042	Nilai Masyarakat Malaysia**	NILAI MASYARAKAT MALAYSIA 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	Compulsory	2
MPU24021	Kelab/Persatuan/Unit Beruniform 2	KELAB memfokuskan kepada penguasaan pengetahuan dan kemahiran khusus secara holistik bagi mengukuhkan pembentukan kemahiran insaniah pelajar yang positif	Compulsory	1
DTR20064	Basic Cookery	BASIC COOKERY exposes the students to the basic knowledge and skills on how to prepare foods in the kitchen. They will apply all the cooking techniques they learned during live cooking demonstration and through interactive learning. Students will acquire complete basic cooking skills which cover hot cooking, pastry and bakery. Furthermore, students will be able to master garnishing and plating presentation.	Discipline Core	4
DTR20043	Resort Facilities Management	RESORT FACILITIES MANAGEMENT exposes students the knowledge and concepts of facilities management, lodging and food service design. Students will understand the trends and sustainable issues in the management and design of resort facilities. Students will recognize facilities management and their effects on the success of the resort's business and operation.	Discipline Core	3

DTF40133	Food And Beverage Cost Control	FOOD AND BEVERAGE COST CONTROL contains various elements of costs associated with food and beverage industry. Students are taught to calculate the cost of food and beverage. They are also introduced to the concept of menu pricing, breakeven and budgeting. This course also emphasizes on production control system associated with cost control techniques.	Discipline Core	3
DTA30103	Housekeeping Operation And Management	HOUSEKEEPING OPERATION AND MANAGEMENT introduces all aspects of hotel housekeeping operation including housekeeping department structure, inventory and equipment management, fabric and linen handling, housekeeping supplies, laundry, room and public area cleaning. This course also focuses on the overall housekeeping operation and standard operating procedures (SOP's). Students are also exposed to the implementation of sustainable practices to reduce environmental impact.	Discipline Core	3
SEMESTER 3				
DUE30022	Communicative English 2	COMMUNICATIVE ENGLISH 2 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.	Compulsory	2
DTM40123	Principles of Accounting for Tourism and Hospitality	PRINCIPLES OF ACCOUNTING FOR TOURISM AND HOSPITALITY 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.	Common Core	3
DTM40123	Principles of Accounting for Tourism and Hospitality	CUSTOMER SERVICE FOR TOURISM AND HOSPITALITY 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.	Common Core	3
DTR30094	Resort Recreational Operation	RESORT RECREATIONAL OPERATION exposes students to recreational activities within hospitality industry. Students will develop competencies in the overall operation and management of recreational activities. All recreational activities will be conducted based on international safety and risk management plan standards. To ensure successful implementation of this course, the teaching and learning process must apply flexible and innovative scheduling strategies.	Discipline Core	4

DTR20093	Food And Beverage Service	FOOD AND BEVERAGE SERVICE introduces students to the knowledge and skills in food and beverage department (F&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	Discipline Core	3
DTA30113	Front Office Operation And Management	FRONT OFFICE OPERATION AND MANAGEMENT exposes students to the knowledge of front office structure, requirements, role of front office operation and the understanding of multi-property management as well as all key areas of operation in ensuring the success of front office service. In this course students build knowledge and competencies of front office operations. It also emphasizes the backbone of multiproperty management, enables more efficient delivery of guest services, revenue optimization and streamlined operations. This course also underlines the importance of front desk, excellent personal development and customer service.	Discipline Core	3
SEMESTER 4				
MPU22012	Entrepreneurship	ENTREPRENEURSHIP 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.	Compulsory	2
DTM50153	Tourism and Hospitality Marketing	TOURISM AND HOSPITALITY MARKETING provides knowledge on theories, concepts and strategies applied in marketing tourism and hospitality product and services. The current practices and methods of professional selling provide opportunities to practice and develop communication skills, organizational skills, and other skills necessary to succeed in any career particularly in the profession of selling. The course focuses on the use of eight marketing mix (8Ps) strategies, consumer behavior, marketing research, market segmentation and positioning and marketing plan in tourism and hospitality industry.	Common Core	3
DTF40072	Muslim Friendly Hospitality Practice	MUSLIM FRIENDLY HOSPITALITY PRACTICE 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.	Common Core	2

DTR40114	MICE for Tourism and Hospitality	MICE FOR TOURISM AND HOSPITALITY cover the basic knowledge and competencies of planning and management skills of Meeting, Incentive, Convention and Exhibition in tourism and hospitality industry. Students are required to prepare MICE activity that beneficial to organization environmentally. This course also looks at the operational, marketing planning, risk management and evaluating the MICE activity through tourism and hospitality industry.	Discipline Core	4
DTA30024	Restaurant Operation	RESTAURANT OPERATION covers knowledge and skills of running various types of service which are used in different food and beverage outlets. Students are exposed to menu planning and food production based on services and establishments. Topics discussed will help to develop skills and understanding towards the operations of commercial restaurant with appropriate dine-in environment. Students will also have opportunities to manage the operations of a whole restaurant and to design sales promotion strategies.	Discipline Core	4
DTA40033	Hospitality Law	HOSPITALITY LAW covers the basic concepts and applications of the key principles of law applicable to hospitality and related industries. Students will be exposed to Malaysian Legal System, Law of Contract, Negligence, Law of Innkeepers, Employment Law, Sexual Harassment, Islamic Law, Law of Foodservice and Travel Agent and Tour Operators.	Discipline Core	3
SEMESTER 5				
DUE50032	Communicative English 3	COMMUNICATIVE ENGLISH 3 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.	Compulsory	2
DUG30023	Green Technology Compliance	GREEN TECHNOLOGY COMPLIANCE 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.	Common Core	3
DTR50124	Basic Spa Operation	BASIC SPA OPERATION provides the most essential skills in handling spa environment and wellness concept. As an introductory course, it is primarily developed students' understanding of key concepts and principles of wellness spa operation. Spa and Wellness expose students to the spa environment and wellness concept. This course contains basic knowledge on aromatherapy, anatomy and physiology, body therapy, facial care and manicure and pedicure treatment. Besides that, students will also get a chance to practice basic skills on facial massage and foot reflexology.	Discipline Core	4

DTA40124	Hospitality Project	HOSPITALITY PROJECT is catered for the final semester students of diploma programme. It can be implemented individually or in groups. Project coordinator chosen among the lecturers will set the format of the project at the beginning of the semester. The project consists of case studies, scientific research, activities or production-related. Students may be required to make presentations or reports. Each student will be supervised by a lecturer who acts as their project supervisor.	Discipline Core	4
Dta40133	Human Resource Management	HUMAN RESOURCE MANAGEMENT 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.	Discipline Core	3
DUF10012	Bahasa Arab 1	BAHASA ARAB 1 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.	Elective	2
SEMESTER 6				
DUT60019	Industrial Training	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.	Industrial Training	9

DEPARTMENT FACILITIES

BIL	KEMUDAHAN	BIL	KAPASITI
1	Technology Enabled Classroom	3	40
2	Class Room	7	40
3	Mini Lecture Theater	1	120
4	Interpretation Studio	1	40
5	Student Project Gallery	1	40
6	Computer Lab area	1	43
12	Tourism Recreational Center - Water Based Recreation Area	1	40
13	Tourism Recreational Center - Terrestrial Based Recreation Area	1	40
14	Academic For Eco Tourism Trail & Activities Site	1	40
15	Camp site 1 acre	1	40
16	Walking trail	1	40
17	Wall climbing tower	1	40
18	Abseiling tower 1 acre	1	40
19	Flying fox tower 1/2 acre	1	40
20	Fishing Area	1	40
21	Aquatic Pool (water safety, scuba diving, snorkeling technique, basic swimming). Size:(25 x 21)m	1	40
22	Training Restaurant	1	80
23	Training Kitchen (A)	1	20
24	Training Kitchen (B)	1	20
25	Training Spa & Wellness	1	20
26	Training Chalet	22	40
27	Training Business Centre	1	20
28	Sports Area	1	20

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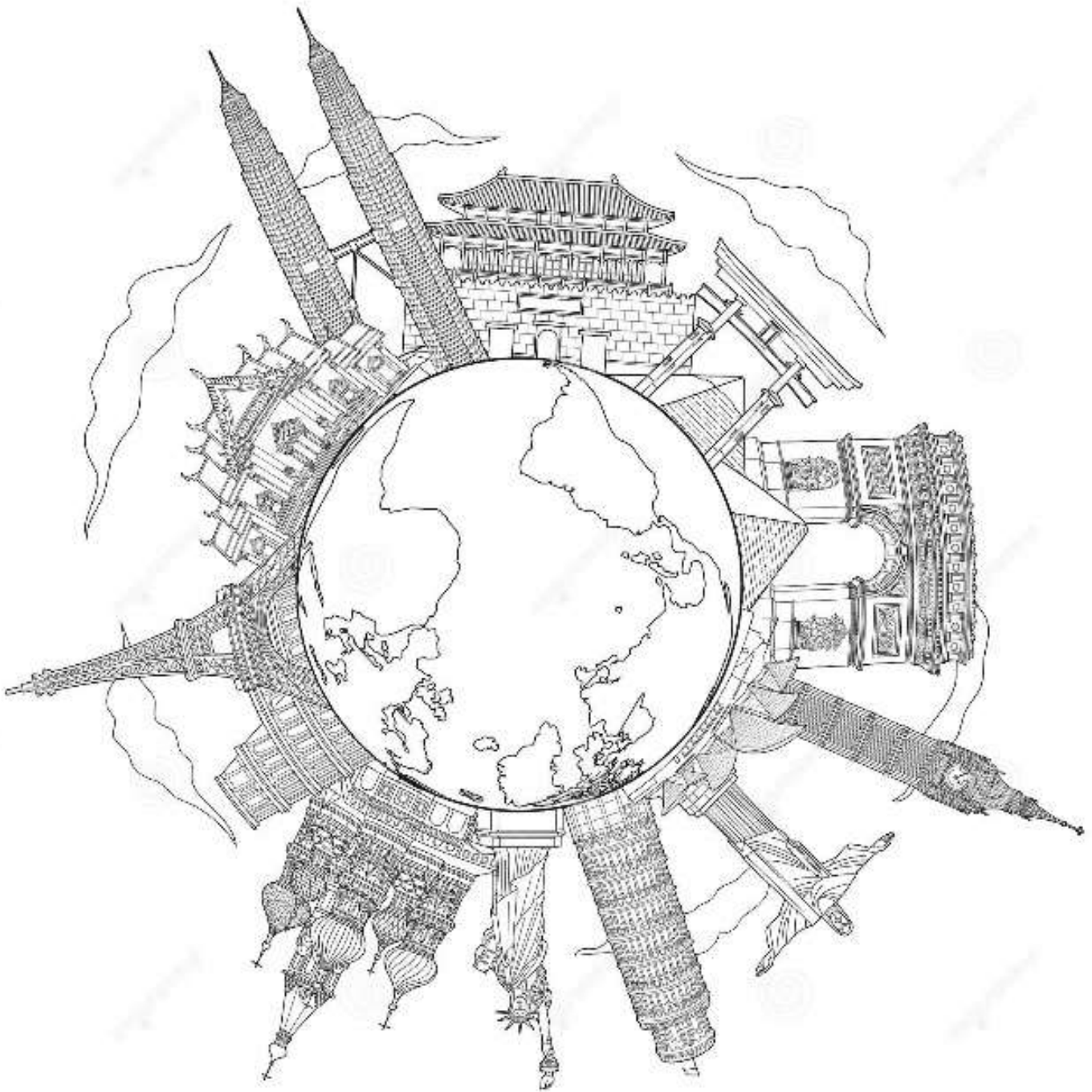
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