

DIPLOMA AND CERTIFICATE COURSES –TOURISM AND HOSPITALITY

1. Diploma in Tourism and Hospitality Management

Duration: 2 years

Overview: This diploma program is designed to equip students with the necessary skills for managing and operating in the tourism and hospitality sector. It covers areas such as customer service, event planning, tourism marketing, and hotel management.

Course Structure:

- Introduction to Tourism and Hospitality Management
- Customer Service Excellence
- Tourism Marketing and Promotion
- Event Management in Hospitality
- Hotel Operations and Management
- Financial Management for Hospitality
- Tourism Policy and Planning
- Industry Placement or Internship

2. Certificate in Hospitality

Duration: 1 year

Overview: This certificate provides foundational skills for entry-level positions in the hospitality industry. It covers basic customer service, food and beverage operations, and safety procedures.

Course Structure:

- Introduction to Hospitality Industry
- Customer Service Skills
- Food and Beverage Operations
- Workplace Hygiene and Safety
- Communication in the Hospitality Industry
- Practical Training in a Hospitality Setting

3. Diploma in Hotel Management

Duration: 2 years

Overview: Focused specifically on hotel management, this diploma program covers aspects of hotel operations, guest services, and business management within the hospitality context.

Course Structure:

Introduction to Hotel Management
Front Office Operations
Housekeeping Management
Food and Beverage Management
Hotel Sales and Marketing
Financial Management for Hotels
Strategic Management in Hospitality
Internship in a Hotel Setting

4. Certificate in Travel and Tourism

Duration: 1 year

Overview: This certificate program is tailored for those interested in the travel and tourism sector. It covers topics such as tour operations, travel coordination, and destination marketing.

Course Structure:

Introduction to Travel and Tourism
Tour Operations and Planning
Customer Service in the Travel Industry
Destination Marketing
Travel Coordination and Booking
Cultural Awareness in Tourism
Work Placement in Travel and Tourism

5. Diploma of Event Management

Duration: 2 years

Overview: This diploma focuses on the planning and execution of events within the hospitality and tourism sectors. It covers event coordination, marketing, budgeting, and risk management.

Course Structure:

Introduction to Event Management
Event Planning and Coordination
Marketing and Promotion for Events
Budgeting and Financial Management for Events
Risk Management in Event Operations
Sustainable Practices in Event Management
Industry Placement or Internship

6. Certificate in Hospitality Management

Duration: 1 year

Overview: Geared towards individuals aspiring to supervisory or management roles in the hospitality industry, this certificate covers leadership, team management, and business operations.

Course Structure:

Leadership and Management in Hospitality
Human Resource Management in Hospitality
Operational Planning and Management
Customer Relationship Management
Financial Management for Hospitality
Quality Service Delivery
Work Placement in a Hospitality Management Setting

7. Diploma of Hospitality Management

Duration: 2 years

Overview: This diploma program is designed for individuals seeking higher-level management roles in the hospitality industry. It includes strategic planning, leadership, and business development.

Course Structure:

Strategic Management in Hospitality
Leadership and Organizational Change
Business Development in Hospitality
Financial Analysis and Performance
Risk Management and Compliance
Work-Based Project in Hospitality Management

8. Certificate in Travel and Tourism

Duration: 1 year

Overview: Building on foundational knowledge, this certificate program delves deeper into travel and tourism management. It covers advanced topics such as tour planning, travel coordination, and marketing.

Course Structure:

Advanced Tour Operations
Destination Marketing Strategies
International Tourism Management

Business Development in Tourism
Cultural Competence in Tourism
Strategic Planning for Tourism Businesses
Work Placement in Advanced Tourism Operations

9. Diploma of Culinary Management

Duration: 2 years

Overview: Focused on culinary arts within the hospitality industry, this diploma program covers advanced cooking techniques, kitchen management, menu planning, and gastronomy.

Course Structure:

Advanced Culinary Techniques
Kitchen Operations Management
Menu Development and Planning
Food and Beverage Cost Control
International Cuisine
Food and Wine Pairing
Industry Internship in Culinary Management

10. Certificate in Hospitality (Commercial Cookery)

Duration: 1 year

Overview: This certificate is tailored for aspiring chefs, providing foundational skills in commercial cookery. It covers basic cooking techniques, food safety, and kitchen operations.

Course Structure:

Introduction to Commercial Cookery
Food Safety and Hygiene Practices
Knife Skills and Basic Cooking Techniques
Kitchen Operations and Organization
Menu Planning for Hospitality
Work Placement in a Commercial Kitchen

11. Diploma of Tourism (Guiding)

Duration: 2 years

Overview: Focused on tourism guiding, this diploma program covers interpretation, guiding techniques, cultural awareness, and the management of guided tours.

Course Structure:

Interpretation Techniques

Guiding Skills and Techniques
Cultural Awareness for Guides
Tour Planning and Logistics
Safety and Emergency Procedures
Industry Placement in Tourism Guiding

12. Certificate in Commercial Cookery

Duration: 1 year

Overview: This certificate program is designed for individuals aspiring to become professional chefs. It covers advanced cooking techniques, menu planning, kitchen management, and culinary creativity.

Course Structure:

Advanced Cooking Techniques
Menu Planning and Design
Kitchen Operations and Management
Food Safety and Hygiene Compliance
Specialized Cuisine (e.g., Pastry, International Cuisine)
Work-Based Learning in a Commercial Kitchen

13. Diploma of Hospitality (Food and Beverage Management):

Duration: 2 years

Overview: Focused on food and beverage operations within the hospitality industry, this diploma covers areas such as restaurant management, beverage service, and customer experience.

Course Structure:

Food and Beverage Operations Management
Restaurant and Bar Service
Wine Studies and Beverage Management
Customer Service Excellence
Financial Management for Hospitality
Industry Placement in Food and Beverage Management

14. Certificate in Hotel Management

Duration: 1 year

Overview: Geared towards hotel management, this certificate covers aspects of front office operations, housekeeping management, and guest services within the hotel industry.

Course Structure:

Front Office Management
Housekeeping Operations
Hotel Sales and Marketing
Customer Relationship Management
Financial Management for Hotels
Work Placement in Hotel Management

15. Advanced Diploma of Tourism

Duration: 2 years

Overview: This advanced diploma program is designed for individuals seeking high-level roles in the tourism sector. It covers strategic planning, destination management, and sustainable tourism practices

Course Structure:

Tourism Strategic Planning
Destination Management
Sustainable Tourism Practices
Tourism Policy and Planning
Cultural and Heritage Tourism
Industry Research Project in Tourism

16. Certificate in Halal Meat Processing - Butchery

Course Overview:

The Certificate in Halal Meat Processing - Butchery is designed to provide students with specialized skills and knowledge in the halal butchery industry. Participants will gain a comprehensive understanding of halal meat processing practices, ensuring compliance with Islamic dietary laws. The course covers essential aspects of butchery techniques, food safety, and ethical considerations related to halal meat processing.

Duration: 1 year

Course Structure:

Introduction to Halal Principles:

Understanding the fundamentals of halal and haram in the context of meat processing.
Overview of Islamic dietary laws and their application in meat production.

Meat Identification and Cuts:

Identification of different types of meat and their cuts according to halal standards.
Practical training in halal butchery techniques for various cuts.

Knife Skills and Butchery Techniques:

Developing proficient and safe knife skills specific to halal butchery.
Hands-on practice in halal meat cutting and processing techniques.

Halal Food Safety and Hygiene:

Implementing strict hygiene standards in halal meat processing.
Adhering to halal food safety regulations and ethical considerations.

Halal Certification Processes:

Understanding the procedures and requirements for obtaining halal certification.
Navigating the regulatory landscape for halal meat products.

Customer Service in Halal Butchery:

Interacting with customers in a halal meat retail environment.
Providing product knowledge and recommendations with a focus on halal ethics.

Halal Meat Merchandising:

Effective display and presentation of halal meat products.
Understanding market demands and consumer preferences in halal butchery.

Practical Hands-On Training:

Participating in practical demonstrations and exercises in a simulated or real-world halal butchery setting.
Gaining hands-on experience in halal meat processing techniques.

Assessments and Certification:

Culminating assessments to evaluate theoretical and practical knowledge.
Awarding of the Certificate in Halal Meat Processing - Butchery upon successful completion.