

STUDENT HANDBOOK



POLITEKNIK METRO





STUDENT HANDBOOK

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STUDENT HANDBOOK



Editorial

Tourism and Hospitality Department would like to express our sincere appreciation to all those involved in producing the students' handbook

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Message From President



Assalamualaikum and warm greetings,

Welcome to Polytechnic METRO Kuantan (PMKu) — a dynamic public institution under the Ministry of Higher Education, proudly established on April 1st, 2011. Strategically located in the heart of Kuantan's commercial hub, PMKu is the second METRO Polytechnic and the 32nd polytechnic to be founded in Malaysia.

Our mission at PMKu is to expand access to quality education and training for the local community. Staying true to the meaning of METRO — Maximizing Education & Training Opportunities — we aim to fulfil the socio-economic needs of regional industries, especially in technology-driven sectors.

At PMKu, we are committed to nurturing competent, innovative, and resilient graduates who are well-prepared to meet the challenges of today's workforce. As part of Malaysia's aspiration to develop world-class human capital, PMKu continuously seeks to uplift the quality of higher education and empower students with both academic excellence and practical skills.

We began our journey by offering two flagship full-time programmes: the Diploma in Halal Food Services and the Diploma in Tourism Management, both enriched with Work-Based Learning (WBL) approaches. In 2014, we further broadened our reach by introducing part-time programmes — a valuable initiative to support lifelong learning for working adults. These programmes have successfully helped many to upskill, gain confidence, and advance their careers.

At PMKu, we welcome you with open arms into our vibrant learning community. We are here to support your journey — whether you're just starting out, seeking new horizons, or returning to grow professionally. Together, let us strive for excellence and build a better future.

TS. HJ. AHMAD NASRUL HISYAM BIN HAMZAH
Director, Polytechnic METRO Kuantan



About POLITEKNIK METRO KUANTAN

PMKu is an education and training institute that caters to an ever-increasing socio-economic need (both local and regional) in fields related to service industries of food and tourism. The development of this METrO Polytechnic is parallel with the Government's Transformation agenda; to enhance competitive environment through high earnings economy especially in the aspect of producing skillful human capital which able to undergo revolution in dynamic working environment.

The targeted students of this institute are SPM holders and working adults especially in local area that need to up-skill and re-skilling. Learning will emphasize on the Online virtual and Distance Learning (OVDL) technique or E-Learning as well as variety of Outcome Based Education (OBE) teaching approaches.

This Politeknik METrO Kuantan's Student Handbook encompasses basic information on college life. It is written for every enrolled student. As a preliminary reference, this handbook will provide basic information to the student about the programmes offered in PMKU such as students' programme / courses guideline, information on general administration, students' services and facilities

Corporate Logo



Vision

- ☒ To become an excellent TVET institution.

Mision

- ☒ Developing well-balanced, entrepreneurial, and holistic graduates;
- ☒ Providing a wide access to quality and recognized TVET programmes;
- ☒ Making full use of smart sharing with stakeholders;
- ☒ Strengthening community through research, innovation, and lifelong learning.

Management Team



Pengarah

Ts. Hj Ahmad Nasrul Hisyam bin Hamzah



Timbalan Pengarah

Encik Ahmad Tajudin bin Mustaffa



Ketua Jabatan Akademik

Ts Wan Muhamad Fitri bin Wan Zahari



Ketua Jabatan Sokongan Akademik

Ts. Dr. Zairul Azrul bin Zakaria



Ketua Program DHF

Puan Noor Syaidah binti Abdul Rahman



Ketua Program DUP

Puan Nurhidayah binti Hilimi



Ketua Kursus Pengajian Am

Encik Ahmad Saiful bin Abdul Manaf



Ketua Kursus Kokurikulum

Encik Fatkhurrahman bin Manani



Pegawai Perhubungan & Latihan Industri

Encik Mohd Zawawiv bin Aziz



Pegawai Peperiksaan

Encik Mohd Faizan bin Ja'afar



Ketua Unit Khidmat Pengurusan

Puan Jamilah binti Abdul Majid



Penolong Ketua Unit Khidmat Pengurusan

Puan Lilawati binti Rahmat



Pegawai Hal Ewai Pelajar

Puan Noor Farizan binti Basroh



Pegawai Latihan & Pendidikan Lanjutan

Encik Hafizuddin bin Basharuiddin



Pegawai Belia & Sukan

Encik Wan Mohd Fahmi bin Wan Othman



Penolong Jurutera

Encik Suhaimi bin Salim



Penolong Pegawai Teknologi Maklumat

Puan Fatimah binti Mokhtar



Penolong Pustakawan

Puan Roziehana binti Abdul Kadir

Academic Team



KEMENTERIAN PENDIDIKAN TINGGI



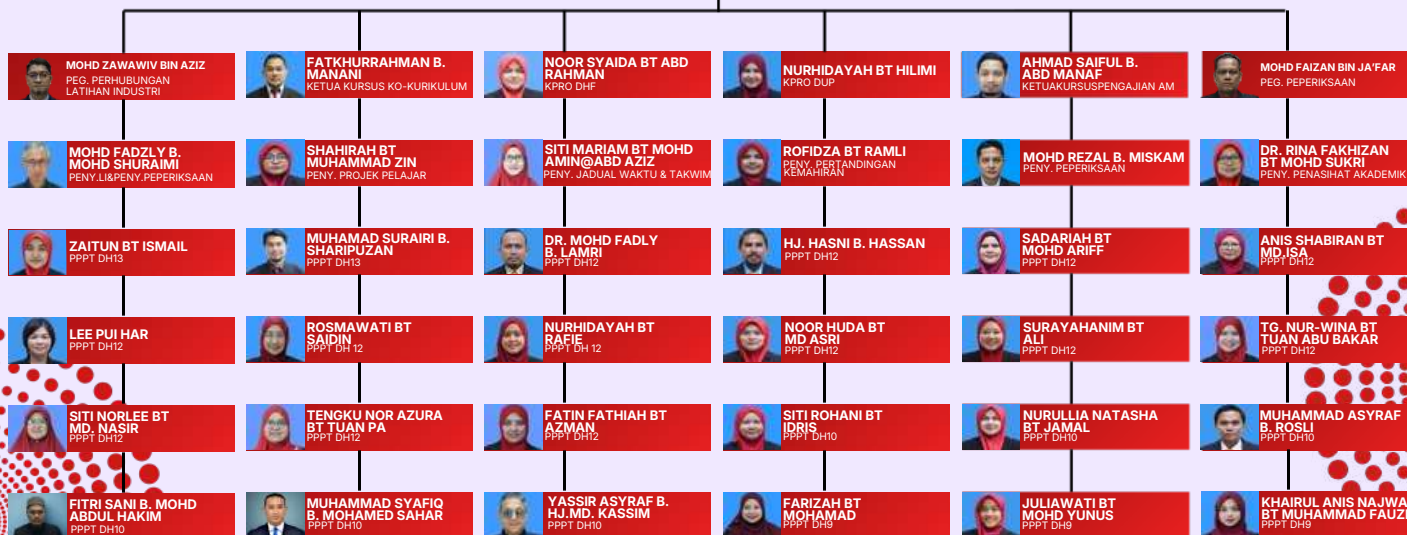
JABATAN PELANCONGAN & HOSPITALITI



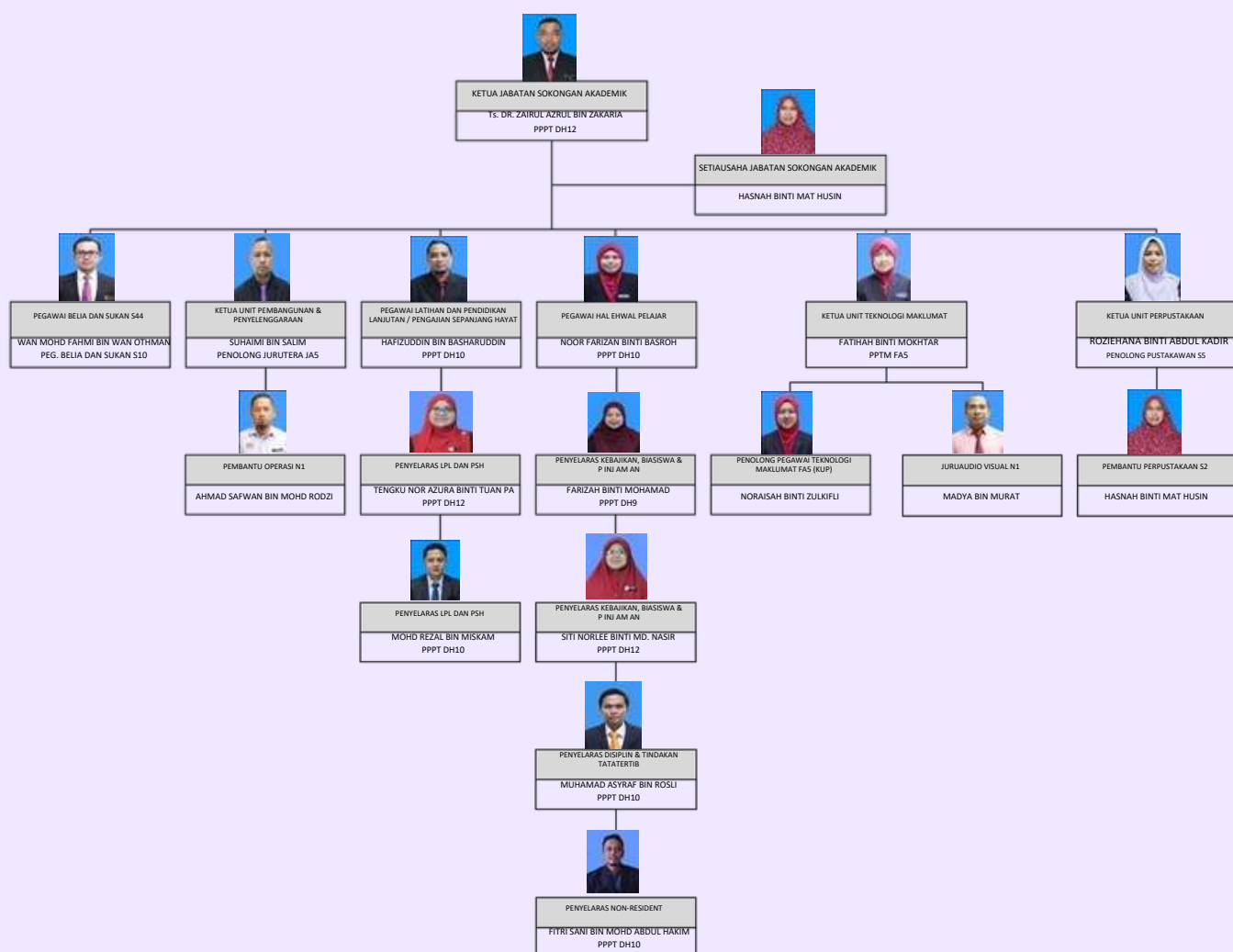
**TS. WAN MUHAMAD FITRI
BIN WAN ZAHARI**
KETUA JABATAN



EFFA IZZATI BT MAHMUD
SETIAUSAHA JABATAN



Non Academic Team



▶ **OUTCOME
BASED
EDUCATION (OBE)**

3

▶ **VALUE
BASED
EDUCATION (VBE)**
▶ **EDUCATION FOR
SUSTAINABILITY
DEVELOPMENT
(ESD)**



Outcome Based Education

OUTCOME BASED EDUCATION (OBE)

DEFINITION

An approach to education that focuses on final outcomes

FOCUS AREA

Clear and measurable learning outcomes

KEY ELEMENTS OF OBE

- 
- 
1. PLO (Programme Learning Outcomes)
 2. CLO (Course Learning Outcomes)
 3. Assessment
 4. Continuous Improvement

BENEFITS

- 
- 
- ✓ Students know what needs to be achieved
 - ✓ Teaching is more focused
 - ✓ Continuous improvement

What is OBE?

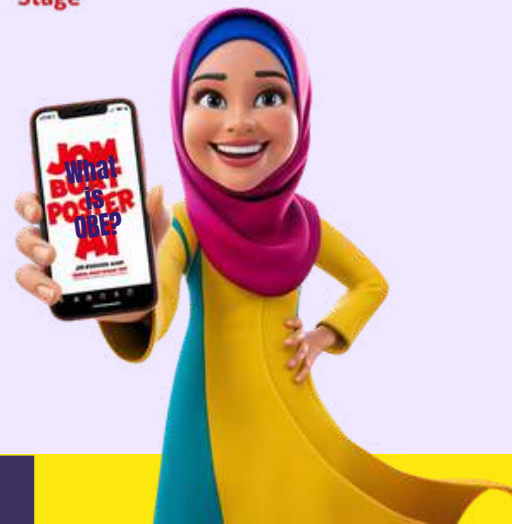
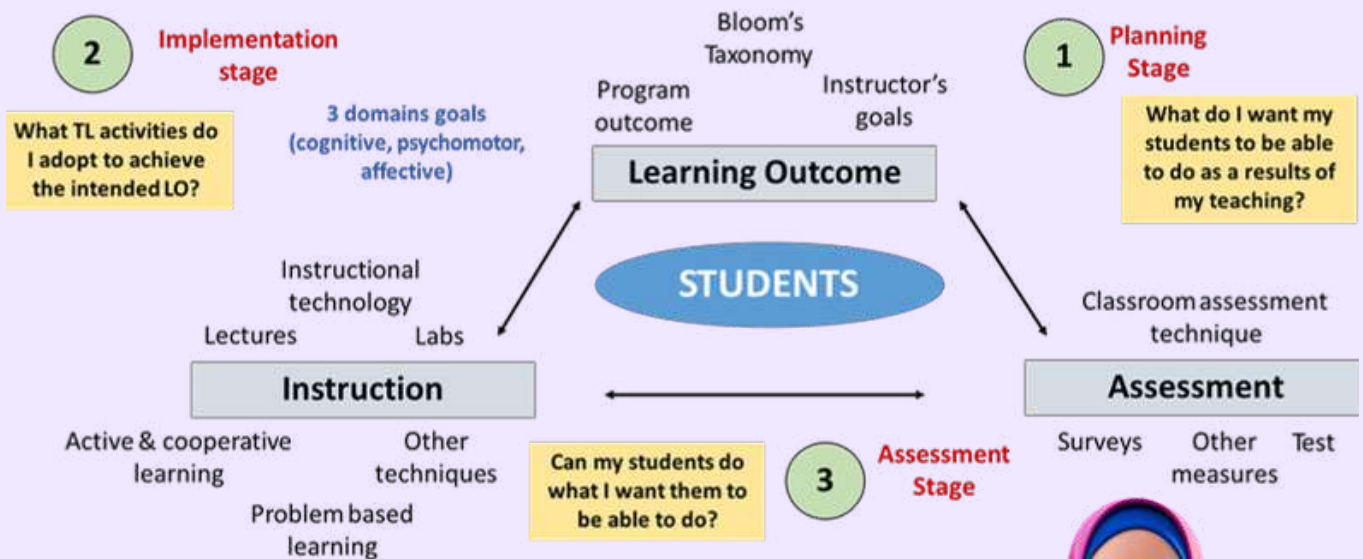


Outcome Based Education

OBJECTIVES OBE

- 1 Identifying the Importance and Relevance of OBE in Teaching and Learning (T&L)
- 2 Identifying the Importance of Teaching and Learning Activities and Course Assessment

OBE- CONSTRUCTIVE ALIGNMENT



OBE- CONSTRUCTIVE ALIGNMENT

8	MAPPING OF THE COURSE LEARNING OUTCOME (CLO) TO THE PROGRAMME LEARNING OUTCOME (PLO), TEACHING METHODS AND ASSESSMENTS:													
CLO			PLO										PROPOSED TEACHING AND LEARNING METHOD	ASSESSMENT METHOD
			PLO1	PLO2	PLO3	PLO4	PLO5	PLO6	PLO7	PLO8	PLO9	PLO10		
CLO 1	apply basic knowledge of professional tourist guide towards guiding professions.	(C3, PLO2)		/									Interactive Lecture	Theory Test
CLO 2	perform effective guiding techniques as a professional tourist guide.	(P4, PLO3)			/								Practical Activities	Practical Test
													Practical Activities	Simulation
CLO 3	present effective communication on sustaining job interest and passion towards upgrading job professionalism.	(A2, PLO5)					/						Group Discussion	Presentation

ALIGN



Value Based Education

What is VBE?

1. An educational approach that focuses on strengthening moral and ethical values alongside academic rigour

2. Aims to nurture character, personality, attitude and behaviour based on humanistic, societal and communal values

3. VBE intends learners to learn and live values within their discipline of study/profession



VBE refers to humanistic, societal and communal values that enhance industry skills

Restoring emphasis on values will lead to truly holistic and balanced graduates as envisaged in the **National Education Philosophy**



VBE Core Values

1.

Dignity

Recognises everyone's intrinsic worth and encourages respect for all



2.

Justice

Encourages fairness, equity, and giving others their rightful due



3.

Integrity

Upholds honesty, moral behavior, and reliability



4.

Gratitude

Recognises and appreciates the positive aspects of life



5.

Courage

Embodies inner strength and standing up for principles



6.

Altruism

Caring for the well-being of others with compassion and selflessness



Education for Sustainability Development

Education for Sustainable Development (ESD)

is defined as education that encourages and empower learners of all ages to obtain the required **knowledge**, **skills**, **values**

and **attitudes** to take

informed decisions and **responsible actions** to shape a **sustainable future**.



Knowledge



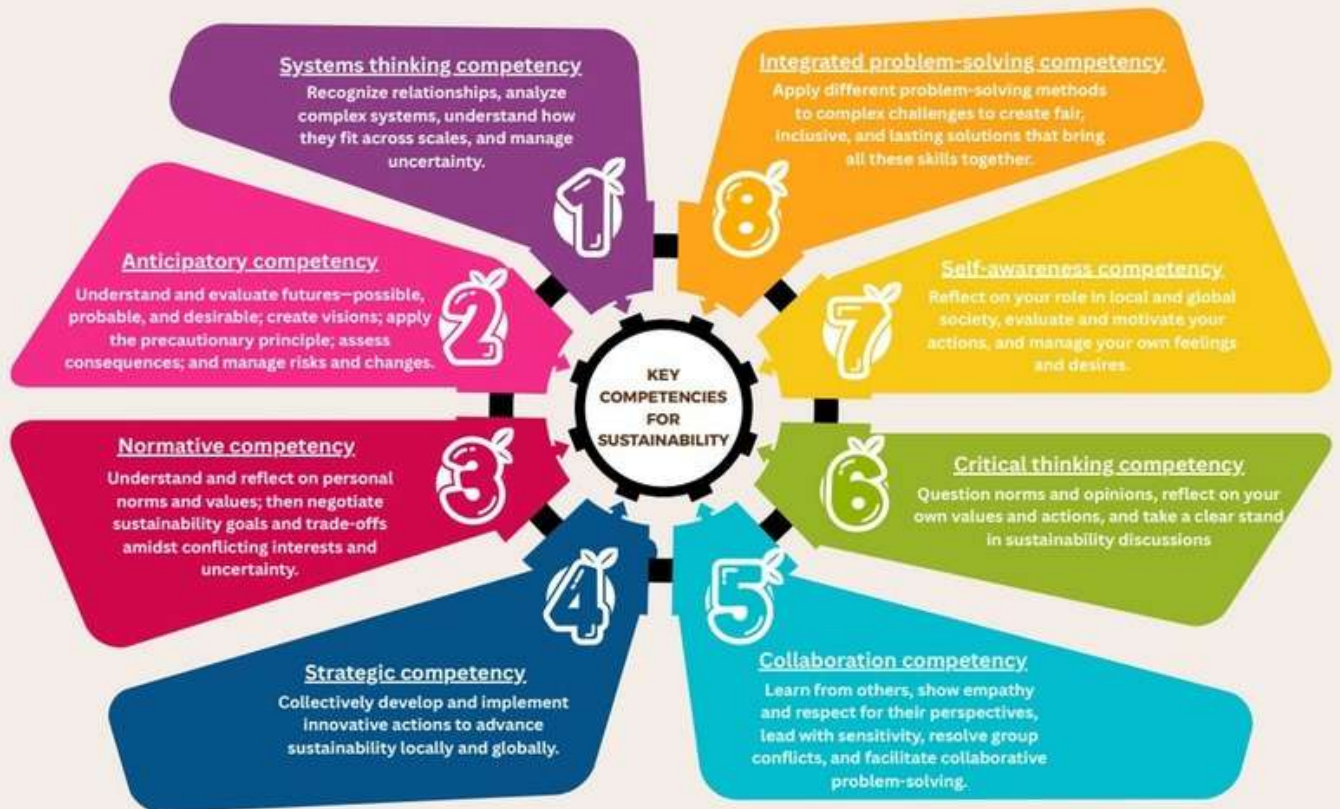
Skills



Attitudes



EDUCATION FOR SUSTAINABLE DEVELOPMENT (ESD)



SOURCE: Education for Sustainable Development Goals Learning Objectives (2017)





4 ABOUT DEPARTMENT





About TOURISM & HOSPITALITY DEPARTMENT

INTRODUCTION Tourism and hospitality industry is one of Malaysia's fastest growing segments of the economy. Expansion and growth of tourism products have created vast career opportunities in the industry. Industry's goals are to satisfy the needs of the customer and to provide a level of excellence and quality. One has to be competent not only in the technical skills but also in the interpersonal skills. The Ministry of Education Malaysia (MoE) had introduced tourism and hospitality courses into the Malaysian Polytechnic education programme since 1998. One of the polytechnics is Politeknik METRO Kuantan (PMKu). PMKu is a 29th Malaysian polytechnic operated on April 1, 2011 in the building which is nestled in the heart of Kuantan, the capital city of Pahang. Strategically located within easy walking distance to the commercial hub, shopping centers, recreational and event centers, hotels and mosques of the town of Kuantan. PMKu also situated right beside Rocana Hotel and near The Zenith Hotel, that use halal practice in its restaurants, make it suitable to be among the PMKu's industrial advisories. PMKu has a perfect convenient location for studying, business or leisure.

Course Offer

This public institutions under the MoHE offers education in the field of services, in accordance with the needs and demands of the industry today, in one and the only academic department which is Jabatan Pelancongan dan Hospitaliti (Department of Tourism and Hospitality) also known as JPH. JPH PMKu consists of two (2) programmes: Diploma in Foodservice Halal Practice (DHF), and Diploma in Tourism Management (DUP), where students will be graduating in three years. These programmes are in line with the demands of a career in the tourism and hospitality industry in Malaysia at this time. PMKu began to take its first students in 2011, June semester for DHF programme, followed by DUP programme in December semester.



Industrial Training

At PMKu, each student undergoes an extensive industrial training, spanning 20 weeks (5 months)* at some of the most established hospitality & tourism organisation in Malaysia and overseas.

Entry Requirement

Diploma in Foodservice Halal Practice



Diploma in Tourism Management



INTRODUCTION

Diploma in Foodservice Halal Practice program is a comprehensive three-year full-time course designed to develop students' knowledge and skills in the foodservice sector, focusing on adopting Halal principles and Halal certification requirements. The curriculum is designed effectively to align with contemporary industry practices and regulatory standards. Ensuring compliance with the requisite Halal competency requirements. It encompasses a diverse spectrum of interdisciplinary academic knowledge and practical competencies, fostering a comprehensive understanding among students. By immersing themselves in this curriculum, students acquire a foundation in the intricacies of foodservice and hospitality operations as well as other pertinent domains deeply rooted in the fundamental principles of Halal.

Over the six semesters of learning process, there is a strong emphasis on the holistic approach of foodservice and Halal fundamentals engagement. Ensuring students toward understand and integrate Halal practices at every stage of food production to service delivery. This includes recognising in depth the source of Halal ingredients, appropriate preparation techniques, ensuring proper storage with hygiene practices and upholding Halal certification requirements.

Through integrating Halal principles during the operations of foodservice, graduates of this programme are equipped with knowledge and necessary skills to deliver exceptional outcomes while upholding the Halal practices. This prepares them to meet customers' diverse needs and expectations in the Halal foodservice industry. Furthermore, students will gain valuable practical experiences through a semester of industrial training, enhancing their preparedness for future roles within the Halal foodservice sector to excel in a dynamic and rapid growing foodservice industry

SYNOPSIS

The Diploma in Foodservice Halal Practice provides students with a comprehensive introduction to the foodservice industry, focusing on adopting Halal principles and Halal certification requirements. The programme aims to develop students' understanding of the diverse foodservice sector and the necessary competencies for Halal requirements. The programme offers a range of core courses covering customer service, foodservice fundamentals, Halal assurance systems, best practices in Halal foodservice, foodservice sanitation, nutrition, theory of food, food science, basic eastern and western cookery, food and beverage service, menu planning and design, baking and pastry, food law and legal aspects, commercial foodservice operations, barista training as well as food and beverage cost control. Other supporting courses that immensely contribute to students' competencies and skill development are fundamentals of hospitality industries, communication skills, occupational safety and health, professional development and entrepreneurship competencies. Throughout a well- designed and dynamic curriculum, students will gain the theoretical knowledge and practical skills to succeed in the Halal foodservice careers.

JOB PROSPECT

Graduates of this program will have a wide array of career opportunities in industries and the option to become self-employed or work in government organisations. The industrial training component of the program will allow students to build connections with potential employers. With their knowledge and skills, graduates can pursue middle management positions in various operational departments within the foodservice industry

CORPORATE/PRIVATE	GOVERNMENT/GLC	SELF- EMPLOYED
• Halal Executive • Halal Slaughtermen/Checker • Halal Supervisor/Manager • Executive in Foodservice Industry • Food and Beverage Supervisor • Restaurant Supervisor/Manager • Food Retail Supervisor • Assistant Restaurant Supervisor/Manager	• Halal Executive • Assistant Catering Officer • Institutional Caterer • Assistant Manager Residential Facilities • SME Trainer	• Halal Certification Consultant • Foodservice Consultant • Home-Based Food Business Operator • Food Entrepreneur • Food Innovator/Start-up • Food Content Creator • Gig Economy Contractor • Barista Entrepreneur

PROGRAMME AIM

This program believes that every individual has the potential to be a competent and accountable Foodservice Manager in supporting the country's aspiration to establish a prominent presence in the foodservice industry and fostering robust Halal ecosystems within this sector

PROGRAMME EDUCATIONAL OBJECTIVES (PEO)

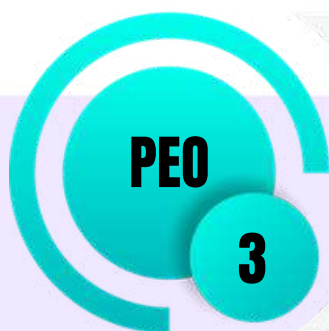
Within a few years of graduating, the Diploma in Foodservice Halal Practice Programme will produce graduates who are able to:



Apply a broad range of theoretical, technical knowledge and skills upon working life experience including technical, digital, numerical as well as problem-solving skills to carry out varied, complex tasks without or with minimum supervision in the foodservice industry.



Develop effective teamwork, interpersonal, communication skills and be socially and ethically responsible in line with the Halal principles within the foodservice industry.



Inculcate a desire for lifelong learning, entrepreneurship, professional ethics and career development in the foodservice Halal practice.

PROGRAM LEARNING OUTCOMES (PLO)



PLO1

demonstrate an understanding of a broad range of theoretical and technical knowledge in foodservice industry to perform varied complex routine and non-routine tasks.

PLO2

apply critical thinking skills in solving problems or issues while performing varied complex routine and non-routine tasks related to the foodservice industry.

PLO3

demonstrate practical skills to perform varied complex routine and nonroutine tasks in the foodservice industry.

PLO4

demonstrate interpersonal skills within a wide working environment in the foodservice industry.

PLO5

demonstrate communication skills in foodservice industry.

PLO6

demonstrate the application of digital skills in performing a variety of complex routine and non-routine tasks within the foodservice industry.

PLO7

demonstrate the application of numerical and graphical data in executing diverse complex routine and non-routine tasks within the foodservice industry.

PLO8

demonstrate the capability to work autonomously and lead teams with a high level of responsibility.

PLO9

demonstrate personal skills through initiatives aimed at self-improvement for both career and educational goals.

PLO10

apply entrepreneurial skills within hospitality and tourism industry.

PLO11

demonstrate organisational and professional ethics within the work environment while applying sustainable practices in foodservice industry tasks and learning contexts.

CLASSIFICATION	COURSE CODE	COURSE NAME	CONTACT HOURS				CREDIT VALUES	PROGRAMME LEARNING OUTCOME (PLO)											PRE-REQUISITE / CO-REQUISITE			
			L	P	T	O		PLO1	PLO2	PLO3	PLO4	PLO5	PLO6	PLO7	PLO8	PLO9	PLO10	PLO11				
								CL81 Knowledge & Understanding	CL82 Cognitive Skills	CL83a Practical Skills	CL83b Interpersonal skills	CL83c Communication Skills	CL83d Digital Skills	CL83e Numeracy Skills	CL83F Leadership, Autonomy and Responsibility	CL84a Personal Skills	CL84b Entrepreneurial Skills	CL85 Ethics & Professionalism				
SEMESTER 1																						
Compulsory	MPU21072	Penghayatan Etika dan Peradaban	1	0	2	0	2					√				√			√			
	DCE10112	Communicative English 1	1	0	2	0	2					√	√									
	MPU24033	Sukan 1																				
	MPU24040	Kelab Persekitan 1	0	2	0	0	1					√				√						
	MPU24XX1	Unit Berasidam 1																				
	DUW10032	Occupational, Safety and Health	2	0	0	0	2	√							√				√			
Discipline Core	DTA10143	Fundamentals of Hospitality Industry	3	0	0	0	3	√	√					√								
	DTF10242	Introduction to Halal Foodservice Industry	2	0	0	0	2	√	√					√								
	DTF10192	Foodservice Sanitation	2	0	0	0	2	√	√				√									
TOTAL			17				14															
SEMESTER 2																						
Compulsory	MPU23202	Pelaksanaan dan Hospiritaliti Dalam Islam*	1	0	2	0	2									√			√			
	MPU23172	Nilai Masyarakat Malaysia**																				
	MPU24051	Sukan 2																	MPU24031			
	MPU24060	Kelab Persekitan 2	0	2	0	0	1					√				√			MPU24041			
	MPU24XX2	Unit Berasidam 2																	MPU24XX1			
Discipline Core	DTF20253	Best Practice for Halal Food Production	1	4	0	0	3		√	√												
	DTF10123	Theory of Food	3	0	0	0	3	√	√				√									
	DTF20263	Food Science	1	4	0	0	3	√			√											
	DTF20274	Basic Eastern and Western Cookery	0	8	0	0	4				√											
TOTAL			26				36															
SEMESTER 3																						
Compulsory	DCE30122	Communicative English 2	1	0	2	0	2					√	√						DCE10112			
Discipline Core	DTM20473	Tourism and Hospitality Marketing	3	0	0	0	3	√	√									√				
	DTF30343	Food and Beverage Cost Control	2	0	2	0	3	√	√					√								
	DTA20213	Food and Beverage Service	1	4	0	0	3		√	√									√			
	DTF30283	Banquet Service	1	4	0	0	3	√		√								√				
	DTF20143	Baking and Pastry	0	6	0	0	3			√									√			
TOTAL			26				37															
SEMESTER 4																						
Compulsory	MPU22071	Kurikulum Integriti dan Anti-Rasuah	0	0	2	0	1									√			√			
Discipline Core	DTM10303	Customer Service for Tourism and Hospitality	2	2	0	0	3		√	√	√											
	DTM40403	Principles of Accounting for Tourism and Hospitality	2	0	2	0	3	√	√					√								
	DTF40293	Nutrition for Foodservice	3	0	0	0	3		√				√									
	DTF40304	Commercial Foodservice Operation	0	8	0	0	4				√	√							DTF20143 DTA20213 DTF10274			
	DTA20152	Digital Entrepreneurship for Tourism and Hospitality	1	2	0	0	2	√						√				√				
TOTAL			24				36															

CLASSIFICATION	COURSE CODE	COURSE NAME	CONTACT HOURS				CREDIT VALUES	PROGRAMME LEARNING OUTCOME (PLO)											PREREQUISITE / CO-REQUISITE	
			L	P	T	O		PLO1	PLO2	PLO3	PLO4	PLO5	PLO6	PLO7	PLO8	PLO9	PLO10	PLO11		
								Knowledge & Understanding	Cognitive Skills	Practical Skills	Interpersonal skills	Communication Skills	Digital Skills	Numeracy Skills	Leadership, Autonomy and Responsibility	Personal Skills	Entrepreneurial Skills	Ethics & Professionalism		
SEMESTER 5																				
Compulsory	DUF50202	English For Professional Communication in Tourism and Hospitality	2	0	0	0	2		√			√	√							
Discipline Core	DUG00032	Green Technology Compliance	1	2	0	0	2		√	√			√							
	DUF50331	Food Law and Regulations	1	0	0	0	3	√	√										√	
	DUF50324	Hotel Assurance System	2	4	0	0	4		√	√									√	
	DUF50333	Foodservice Facilities Design	1	4	0	0	3		√	√			√							
	DTA40274	Hospitality Project	1	6	0	0	4		√	√						√				
TOTAL			26				18													
SEMESTER 6																				
Industrial Training	DU160009	Industrial Training	0	0	0	0	9			√	√		√		√	√		√		
TOTAL			9				9													
TOTAL CREDIT VALUE							90													

FREE ELECTIVES*																			
1.	DBC20022	Computer Application	1	2	0	0	2	√		√			√						
2.	DUD10032	Design Thinking	1	0	0	2	2		√		√								
3.	DUF1XXX2	Foreign Language	1	0	2	0	2					√				√			

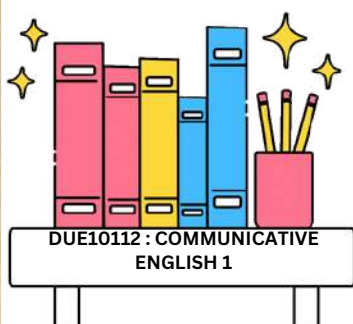
	Total Credit	%
i. (a) Compulsory	15	17%
(b) Compulsory (Bahasa Kebangsaan AP)	20	0%
ii. Common Core	9	0%
iii. Discipline Core	66	73%
iv. Specialisation	9	0%
Total Credit	81	
v. (a) Electives	9	0%
(b) Free Electives*	20	0%
vi. Industrial Training	9	10%
Grand Total Credit	90	100%

	Total Hours	%
i. Lecture	15	36%
ii. Practical	38	60%
iii. Tutorial	4	4%
Total Contact Hours	57	100%

SYLLABUS SUMMARY (SEMESTER 1)



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.



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. The course is also designed to assist students in achieving at least level B1 of Common European Framework of Reference (CEFR).



KELAB/PERSATUAN 1 memfokuskan kepada penguasaan pengetahuan dan kemahiran khusus secara holistik bagi mengukuhkan pembentukan kemahiran insaniah pelajar yang positif.



SYLLABUS SUMMARY



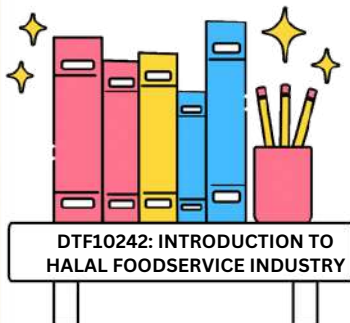
**DUW10032: OCCUPATIONAL,
SAFETY AND HEALTH**

Occupational Safety And Health course is designed to impart understanding of the self regulatory concepts and provisions under the Occupational Safety & Health Act (OSHA) in Malaysia. This course presents the responsibilities of workers in implementing and complying with the safety procedures at work. Understanding of notifications of accidents, dangerous occurrences, poisoning and diseases and liability for offences will be imparted to students. This course will also provide an understanding of the key issues in OSH Management, Incident Prevention, Hazard Identification Risk Control and Risk Assessment (HIRARC), Fire Safety and First Aid, Workplace Environment and Ergonomics and guide the students gradually into this multi-disciplinary science



**DTA10143: FUNDAMENTALS OF
HOSPITALITY INDUSTRY**

Fundamentals of Hospitality Industry exposes students to the nature, importance, and characteristics of the hospitality industry. Students will learn about the accommodation sector as well as the food and beverage sector. This course explains the differences between the hospitality industry and the tourism industry. Students will also be introduced to the career and entrepreneurial prospects in the hospitality industry, as well as the issues and challenges. In addition, students can gain further knowledge through industrial visits and talks on the hospitality industry delivered by guest speakers.



**DTF10242: INTRODUCTION TO
HALAL FOODSERVICE INDUSTRY**

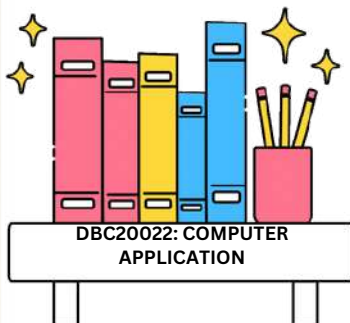
Introduction to Halal Foodservice Industry course is designed to equip students with basic knowledge of foodservice industry, strengthened by the principles of Shariah law. Students also will be taught on the sources of Halal and haram in Islam, Malaysian Halal logo and certification schemes, related Malaysian Standards for food industry and the agencies involved in developing Malaysian Halal industry. This course also discussed the Halal Industry Master Plan 2030 in fulfilling the increasing demand for the domestic and global Halal market. Besides, the discussion on halal issues and challenges may enhance the student awareness and general knowledge towards Halal industry.



SYLLABUS SUMMARY



Foodservice Sanitation provides information on hygiene, sanitation, quality, and safety practices in the foodservice industry. In addition, this course also discusses the causes and prevention methods for food contamination, and the importance of Hazardous Analysis Critical Control Point (HACCP), Good Manufacturing Practice (GMP) and Good Hygiene Practice (GHP) in foodservice industry.



COMPUTER APPLICATION exposes students to different packages of applications software such as Word processor, Spreadsheet and Presentation. This course mainly emphasizes 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 skills attained for future.



SUKAN 1 adalah aktiviti yang mengandungi latihan kemahiran berguna secara rekreasi dan peraturan-peraturan tertentu dalam mengejar kecemerlangan bagi penguasaan pengetahuan dan kemahiran khusus secara holistik. Ia bertujuan bagi mengukuhkan pembentukan kemahiran insaniah pelajar yang positif.



SYLLABUS SUMMARY (SEMESTER 2)



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.



NILAI MASYRAKAT MALAYSIA disediakan untuk membincangkan aspek sejarah pembentukan masyarakat, nilai-nilai agama, adat resam dan budaya masyarakat di Malaysia. Selain itu, pelajar dapat mempelajari tentang tanggungjawab sebagai individu dan nilai perpaduan dalam kehidupan di samping cabaran-cabaran dalam membentuk masyarakat Malaysia yang bersatu padu dan penyayang.



SUKAN 2 adalah aktiviti yang mengandungi latihan kemahiran berguna secara rekreasi dan peraturan-peraturan tertentu dalam mengejar kecemerlangan bagi penguasaan pengetahuan dan kemahiran khusus secara holistik. Ia bertujuan bagi mengukuhkan pembentukan kemahiran insaniah pelajar yang positif.

*FOR MUSLIM STUDENTS
**FOR NON MUSLIM STUDENTS



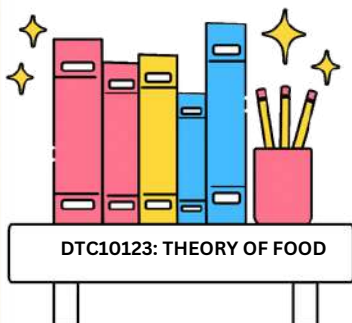
SYLLABUS SUMMARY



KELAB/ PERSATUAN 2 memfokuskan kepada penguasaan pengetahuan dan kemahiran khusus secara holistik bagi mengukuhkan pembentukan kemahiran insaniah pelajar yang positif.



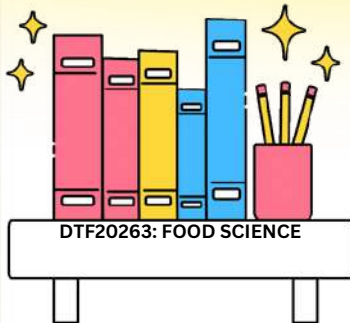
Best Practice for Halal Food Production course is designed for the students to experience the best Halal approach in managing foodservice operation guided by various requirements from several agencies in Malaysia without neglecting the implementation of Islamic law. This course covers fundamental of Halal food, important areas for Halal compliance, legitimate ingredients, Halal slaughtering practice, standard of requirements to be applied and challenges encountered by Halal food producer. Students will acquire practical skills by engaging in the creation of awareness programs, honing their expertise in sertu practices and organizing events that encompass the entire spectrum of Halal food processes from slaughtering and processing to cooking and serving. Additionally, participating in industrial exposure will augment student's understanding and knowledge related to the course.



Theory of Food focuses on the understanding of cooking theory and the application of skills to a wide range of cooking styles and products. Students will be introduced to the foodservice establishment and organization. Every aspect in of cooking is explained starting from the basic equipment and utensils to cooking techniques, the role ingredients used, garnishing and food presentation, food commodities, salad and salad dressing, stock, sauces, and soup



SYLLABUS SUMMARY



Food Science course encompasses an exploration of knowledge, principles, and the significance of food science concepts within the realm of foodservice. It also introduces students to the allergen aspect of food and the skills involved in food processing.

Students acquire knowledge of the natural attributes, properties, and alterations that take place in food during the processing and storage phase. They are also afforded the opportunity to conduct food sensory evaluations to assess the attributes of food products that need to meet the sensory expectations of consumers and regulatory requirements.



Basic Eastern and Western Cookery course is designed as an introduction to foodservice preparation and establishment in eastern and western cookery. In this course, students will be exposed to the basic cooking techniques and skills in preparing, cooking and presenting a variety of commodity on western and eastern cuisine such as appetizers, soups, sauces, meat, poultry, fish, shellfish and starches. This course syllabus is outlined to develop students knowledge and skill in preparing eastern and western cookery. Throughout this course, students are able to demonstrates the task in good skills and accuracy with guidance.



SYLLABUS SUMMARY (SEMESTER 3)



**DUE30122 COMMUNICATIVE
ENGLISH 2**

COMMUNICATIVE ENGLISH 2 emphasises the skills required at the workplace to describe products or services as well as processes or procedures. It also exposes the students to the technique of a simple pitch and enables them to make and respond to enquiries and complaints. The course is also designed to assist students in achieving at least level B1 of Common European Framework of Reference (CEFR).



**DTM20473 TOURISM AND
HOSPITALITY MARKETING**

TOURISM AND HOSPITALITY MARKETING provides knowledge on theories, concepts, and strategies applied to market the products and services offered by the tourism and hospitality industry. The course focuses on the marketing mix (8Ps) strategies, marketing research, market segmentation and positioning, and marketing plan used in the tourism and hospitality industry. Students will be able to organize a marketing plan for products or services using an appropriate promotional mix. This course develops students' critical and creative thinking through a marketing plan in which the teaching and learning process may incorporate flexible and innovative scheduling strategies.



**DTF30343 FOOD AND BEVERAGE
COST CONTROL**

Food and Beverage Cost Control contains various elements of costs associated with the food and beverage industry. Students are taught to calculate the cost of food and beverages. They are also introduced to the concepts of menu pricing, break-even and budgeting. This course also emphasizes on the production control systems associated with cost control techniques.



SYLLABUS SUMMARY



DDTAS2200221133 FOOD AND BEVERAGE SERVICE

Food and Beverage Service introduces students to the knowledge and skills required by the food and beverage department in the hotel industry. This course demonstrates the techniques and operating procedures in food and beverage tasks such as mise en place, guest handling procedures, sequence of dishes in a full course meal, serving techniques, and beverage service. Students will get more insights into the current practice in the food and beverage sector through talks from the industry players.



DTF30283 BARISTA

Barista Service course exposes students to Standard Operating Procedures (SOP) in preparing hot and cold drinks for coffee, non-coffee and tea. Throughout this course, students are being exposed about the origin, history and the process of producing drinks from coffee beans and tea leaves. In addition, students will gain knowledge to prepare condiments such as boba, jelly, syrup and et cetera. Students will gain knowledge and skills of using equipment, utensils and tools of coffee preparation. Students will be trained on the method of preparing and serving drinks to the customers.

Furthermore, students will be involved in entrepreneurial activities along this course.



DTC20143 BAKING AND PASTRY

Baking and Pastry course covers the development of kitchen skills in the preparation, production and commercialization of bakery and pastry products. Students are exposed to the production of good quality baked delicacies such as bread, pastry, cookies and cake. At the end of this course, students equipped to create high-quality baked goods and pursue careers in baking, pastry arts, or related fields.



SYLLABUS SUMMARY (SEMESTER 4)



MPU22071 KURSUS INTEGRITI DAN ANTI RASUAH

KURSUS INTEGRITI DAN ANTIRASUAH (KIAR) merangkumi konsep asas tentang nilai integriti, bentuk perbuatan rasuah dan salah guna kuasa dalam kehidupan seharian serta dalam organisasi dan langkah-langkah pencegahan rasuah.



DTM10303 CUSTOMER SERVICE FOR TOURISM AND HOSPITALITY

Customer Service for Tourism and Hospitality introduces students to the skills required for establishing a specific career path through personal and professional development. Students should be given knowledge and a basic understanding of how customer service is established, practised, and organised in the hospitality and tourism industries. Students should also be able to demonstrate a positive and hospitable attitude that has been practised in the hospitality and tourism industries and how the public sector is responding to it.



DTM40483 PRINCIPLES OF ACCOUNTING FOR TOURISM AND HOSPITALITY

Principles of Accounting for Tourism and Hospitality introduces the basic concepts and processes of accounting used in the tourism and hospitality industry. The course covers the entire accounting cycle, including analyzing business transactions, preparing journal entries, posting to the ledger, and creating a trial balance. Students will also learn how to prepare and interpret key financial statements. The course highlights the accounting procedures and documentation commonly used in hotels, restaurants, travel agencies, and other tourism-related businesses.



SYLLABUS SUMMARY



Nutrition for Foodservice course introduces students to the importance of nutrition in menu planning either in commercial or non-commercial institutions. This course exposes students the basic science of nutritional studies including substances usually found in food and the body. It also discusses the factors influencing human dietary practices and disease problems related to food and nutrition.



Commercial Foodservice Operation course is designed to deliver a wide range of skills and knowledge for managing different foodservice businesses. This course covers menu planning, food preparation and restaurant service by focusing on expertise in commercial foodservice skill. Incorporating Point of Sales (POS) system in running the restaurant operation is an essential part to catalyse modern food industry practices. Students also gain hands-on experience in organizing outdoor catering events, restaurant management, setting up food court, running buffets as well as fast food establishment.



Digital Entrepreneurship for Tourism and Hospitality introduces how to develop creativity and innovation and managing risk in starting up a digital business environment. This course will also guide the students on ways to conduct a business using online marketing platforms such as social media marketing, website, mobile marketing and email marketing. This course also emphasis on the development of e-business via ecommerce platform to reach a wider market.



SYLLABUS SUMMARY (SEMESTER 5)



DUE50202 ENGLISH FOR PROFESSIONAL COMMUNICATION IN TOURISM AND HOSPITALITY

English for Professional Communication in Tourism and Hospitality aims to teach students job hunting mechanics, including using various job search strategies and making inquiries. The students will have the opportunity to prepare a resume, a cover letter, and a pitching video. In addition, the students will utilize relevant applications to prepare the resume and the video which will be sent to prospective employers in the tourism and hospitality industry. The students will learn communication skills for an interview including introducing themselves, highlighting their strengths and competencies, and responding appropriately to the interviewers.



DUG30032 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.

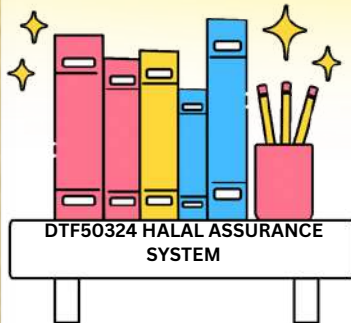


DTF50313 FOOD LAW AND REGULATION

Food Law and Regulations course embrace of food legislation and standards that are commonly practiced by the food industry to ensure their products are safe and fulfill the standard specifications. Students are introduced to Malaysian legal system, laws, acts and policies relating to foodservice industry. Students are also discovered about food regulations in Malaysia such as Food Law 1983, Food Regulations 1985, Food Hygiene Regulations 2009 and Trade Description Act 2011.

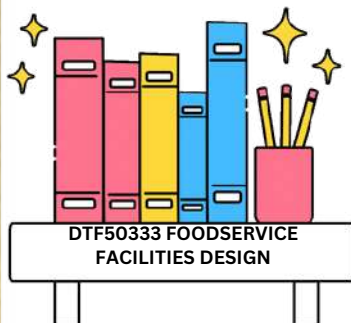


SYLLABUS SUMMARY



**DTF50324 HALAL ASSURANCE
SYSTEM**

Halal Assurance System course provides students with a comprehensive understanding of the Malaysian Halal Management Systems requirements. It covers various aspects, including the certification prerequisites, Malaysian Halal Standards, creating a halal file, and implementing internal Halal control mechanism especially Halal Assurance Systems (HAS).



**DTF50333 FOODSERVICE
FACILITIES DESIGN**

Foodservice Facilities Design course comprises of the elements of designing functional and efficient spaces appropriate specifically for the foodservice industry. This comprehensive study encompasses various aspects, including layout planning, equipment selection, workflow optimization, regulatory compliance and sustainability considerations. Through a blend of theoretical principles and practical applications, students will acquire knowledge about the essential components of creating foodservice facilities which satisfy a wide range of customer demands while preserving industry norms and increasing operational efficiency. This course equips aspiring professionals with the fundamental knowledge and skills to tackle the challenges of designing foodservice facilities that additionally meet the culinary landscape expectations.



DTA40274 HOSPITALITY PROJECT

Hospitality Project allows students to use their knowledge and skills in the creation of new product ideas as well as provide solutions to current issues or challenges faced by the hospitality industry, especially in the hotel and resort sector. Through collaboration with the industry, students will be able to apply the knowledge and skills acquired throughout their studies to address specific issues in the hotel and resort, such as kitchen operations, food and beverage operations, housekeeping operations and management, front office operations and management, and customer service.



SYLLABUS SUMMARY (SEMESTER 6)



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.



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 businesses and destinations. Generally, tourism management encompasses tourism and business operations, travel services, recreational, sales and marketing, and event management. The Diploma in Tourism Management is a three-year fulltime programme comprising six semesters course work with one full semester of industrial training built-in. Students are prepared for their future role in the economy by building a solid foundation of sustainable elements in the technical knowledge and the necessary skills related to the field of tourism.

SYNOPSIS

The Diploma in Tourism Management (DUP) is specifically developed to provide a comprehensive coverage of the various components of the tourism industry and the specific required competencies activities. It comprises travel and tour operations, tour guiding techniques, reservation and ticketing, recreation tourism, tourism marketing, visitor interpretation services and event management. The knowledge and skills included in the programme provide graduates with a wider range of employment opportunities. A special emphasis is placed on the development of interpersonal, communication, digital, numeracy, leadership, autonomy, responsibility, ethics, professionalism personal and entrepreneurial skills. Apart from the technical knowledge and skills, the programme also emphasizes on the development of the individual learner's potential 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 the tourism industry. The knowledge and skills that the students acquire from the programme will enable them to fill in any of the job positions as follow:

1. Travel and Tourism a. Assistant Archive Officer b. Assistant Ticketing Officer c. Cultural Officer (B29/30) d. Curator/Interpreter (Museum, Visitor Interpretation Centre) e. Educator f. Event Planner g. Event Sales Coordinator h. Sales and Marketing Executive (Theme Park, Travel Agent, Tourism Attraction Places) i. Tour Guide j. Tour Leader k. Tourism Attractions Operations Personnel 2. Recreation a. Recreation Personnel b. Recreation Facility Personnel 3. Business a. Entrepreneur in Tourism, Travel and Tour Business 4. Government Sector

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 LEARNING OUTCOME



PLO1	demonstrate an understanding of a broad range of theoretical and technical knowledge to perform varied complex routine and non-routine tasks in tourism industry areas.
PLO2	apply critical thinking skills in solving problems or issues while performing varied complex routine and non-routine tasks related to the tourism industry
PLO3	demonstrate practical skills to perform varied complex routine and non-routine tasks in the tourism industry
PLO4	demonstrate interpersonal skills within a wide working environment in the tourism industry
PLO5	demonstrate communication skills by proficiently utilizing both the national language and other additional language..
PLO6	demonstrate the application of digital skills in performing a variety of complex routine and non-routine tasks within the tourism industry
PLO7	demonstrate the application of numerical and graphical data in executing diverse complex routine and non-routine tasks within the tourism industry.
PLO8	demonstrate the capability to work autonomously and lead teams with a high level of responsibility.
PLO9	demonstrate personal skills through initiatives aimed at self-improvement for both career and educational goals.
PLO10	apply entrepreneurial skills within hospitality and tourism industry.
PLO11	demonstrate organisational and professional ethics within the work environment while applying sustainable practices in tourism industry tasks and learning contexts.

PROGRAMME EDUCATIONAL OBJECTIVES (PEO)

PEO1 : apply a broad range of theoretical and technical knowledge and skills including technical, digital, numerical, and problem-solving skills to carry out varied complex routine and non-routine tasks under minimum supervision in tourism work or study.

PEO2 : develop effective teamwork, interpersonal, communication skills and be socially and ethically responsible in the tourism industry.

PEO3 : inculcate desire for lifelong learning, entrepreneurship, professional ethics, and career development in the tourism industry.



SEMESTER 1																			
Compulsory	MPU21072	Penghayatan Etika dan Peradaban	1	0	2	0	2				√				√			√	
	DUE10112	Communicative English 1	1	0	2	0	2				√	√							
	MPU24031	Sukan 1	0	2	0	0	1			√					√				
	MPU24041	Kelab/Persatuan 1																	
	MPU24XX1	Unit Beruniform 1																	
Common Core	DTM10303	Customer Service for Tourism and Hospitality	2	2	0	0	3		√	√	√								
	DTM10313	Principles of Tourism Management	3	0	0	0	3		√				√						
Discipline Core	DTM10323	Tourism in Malaysia	3	0	0	0	3		√										√
	DTM10333	Tourism Geography	3	0	0	0	3		√				√						
TOTAL			21				17												
SEMESTER 2																			
Compulsory	MPU24051	Sukan 2	0	2	0	0	1				√					√			
	MPU24061	Kelab/Persatuan 2																	
	MPU24XX1	Unit Beruniform 2																	
Common Core	DTM20473	Tourism and Hospitality Marketing	3	0	0	0	3		√	√								√	
Discipline Core	DTA20152	Digital Entrepreneurship for Tourism and Hospitality	1	2	0	0	2		√				√					√	
	DTM20343	Travel and Tour Management	3	0	0	0	3		√									√	
	DTM20353	Tourism Transportation	3	0	0	0	3		√			√							
	DTO20134	Terrestrial Recreational Tourism	0	8	0	0	4		√						√				
TOTAL			22				16												
SEMESTER 3																			
Compulsory	DUE30122	Communicative English 2	1	0	2	0	2				√	√							
Discipline Core	DTM30393	Visitor Interpretation Services	0	6	0	0	3			√			√			√			
	DTM30363	Travel Package Development	1	4	0	0	3			√					√			√	
	DTM30374	Tourist Guiding Techniques	1	6	0	0	4			√	√		√						
	DTO30144	Marine Recreational Tourism	0	8	0	0	4			√						√			
TOTAL			29				16												
SEMESTER 4																			
Compulsory	MPU23202	Pelancngan dan Hospitaliti Dalam Islam*	1	0	2	0	2				√				√			√	
	MPU23172	Nilai Masyarakat Malaysia**																	
Common Core	DUF50202	English for Professional Communication in Tourism and Hospitality	2	0	0	0	2		√		√	√							
	DTM40273	Principles of Accounting for Tourism and Hospitality	2	0	2	0	3		√	√				√					
Discipline Core	DTM40384	Tourism Expedition	0	8	0	0	4			√					√				
	DTM40402	Tourism Project 1	0	4	0	0	2			√									√
	DTM40414	Event Operation and Management	0	8	0	0	4			√						√			
TOTAL			29				17												
SEMESTER 5																			
Compulsory	MPU22071	Kursus Integriti dan Antirasuah	0	0	2	0	1								√				√
Common Core	DUW10032	Occupational, Safety and Health	2	0	0	0	2		√						√				√
	DUG30032	Green Technology Compliance	1	2	0	0	2		√	√		√							
Discipline Core	DTM50423	Sustainable Tourism	2	2	0	0	3		√	√	√								
	DTM50433	Global Distribution System (GDS)	1	4	0	0	3		√	√			√						
	DTM50443	Tourism Project 2	0	6	0	0	3			√							√		
	DTM50462	Community Based Tourism	0	4	0	0	2			√						√			
TOTAL			26				16												
SEMESTER 6																			
Industrial Training	DUT60089	Industrial Training	0	0	0	0	9				√	√		√		√	√		√
TOTAL			0				9												
TOTAL CREDIT VALUE							91												

PROGRAMME STRUCTURE

FREE ELECTIVES*															
1	DTM50452	Introduction to Front Office	2	0	0	0	2		√		√				
2	DBC20022	Computer Application	1	2	0	0	2	√		√			√		
3	DUD10012	Design Thinking	1	0	0	1	2		√		√				

	Total Credit	%
i. (a) Compulsory	11	12%
(b) Compulsory (Bahasa Kebangsaan A)*	2*	0%
ii. Common Core	18	20%
iii. Discipline Core	53	58%
iv. Specialization	0	0%
Total Credit	82	
v. (a) Electives	0	0%
(b) Free Electives*	2*	0%
vi. Industrial Training	9	10%
Grand Total Credit	91	100%

Tourism and Hospitality Courses	Total Hours	%***
i. Lecture	31	30%
ii. Practical	72	70%
iii. Tutorial	0	0%
Total Contact Hours	103	100%

SYLLABUS SUMMARY



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.



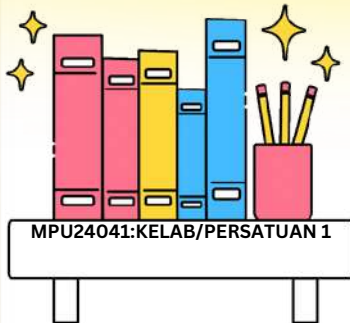
COMMUNICATIVE ENGLISH 1 focuses on developing students' speaking skills to enable them to communicate effectively and confidently in group discussions and in a variety of social interactions. It is designed to provide students with appropriate reading skills to comprehend a variety of texts. The students are equipped with effective presentation skills as a preparation for academic and work purposes. The course is also designed to assist students in achieving at least level B1 of Common European Framework of Reference (CEFR).



SUKAN 1 adalah aktiviti yang mengandungi latihan kemahiran berguna secara rekreasi dan peraturan-peraturan tertentu dalam mengejar kecemerlangan bagi penguasaan pengetahuan dan kemahiran khusus secara holistik. Ia bertujuan bagi mengukuhkan pembentukan kemahiran insaniah pelajar yang positif.



SYLLABUS SUMMARY



MPU24041:KELAB/PERSATUAN 1

KELAB/PERSATUAN 1 memfokuskan kepada penguasaan pengetahuan dan kemahiran khusus secara holistik bagi mengukuhkan pembentukan kemahiran insaniah pelajar yang positif.



DTM10303:CUSTOMER SERVICE FOR TOURISM AND HOSPITALITY

CustomerService forTourism andHospitality introduces students to the skills required for establishing a specific career path through personal and professional development. Students should be given knowledge and a basic understanding of howcustomer service is established, practised, and organised in the hospitality and tourism industries. Students should also be able to demonstrate a positive and hospitable attitude that has been practised in the hospitality and tourism industries and how the public sector is responding to it.



DTM10313:PRINCIPLES OF TOURISM MANAGEMENT

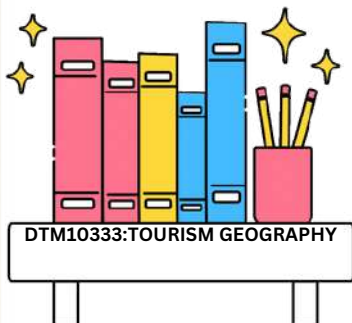
PRINCIPLES OF TOURISM MANAGEMENT introduces students to the principles of tourism as a whole and emphasises the industry's product and service components that are applicable to the tourism sector. The students' knowledge and understanding of the industry's career and entrepreneurial opportunities enable them to address current trends, issues, and challenges in the industry



SYLLABUS SUMMARY



TOURISM IN MALAYSIA introduces students to the tourism profile of Malaysia, including its history, demographics, geography, administration, economy, people, and culture. The students' knowledge and understanding of the tourism scenario in Malaysia will expose them to a diverse range of tourism products and attractions, the tourism push and pull factor, appreciation, and a sense of national pride.



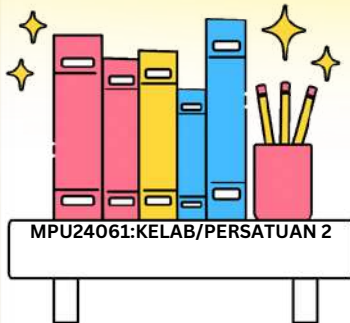
TOURISM GEOGRAPHY exposes the students to the basic geographical components of tourism. Students are also exposed to the resources, physical features, attractions, climatic variations, study of world maps, time difference, international date line and the importance of geography in tourism.



SUKAN 2 adalah aktiviti yang mengandungi latihan kemahiran berguna secara rekreasi dan peraturan-peraturan tertentu dalam mengejar kecemerlangan bagi penguasaan pengetahuan dan kemahiran khusus secara holistik. Ia bertujuan bagi mengukuhkan pembentukan kemahiran insaniah pelajar yang positif.



SYLLABUS SUMMARY



KELAB/ PERSATUAN 2 memfokuskan kepada penguasaan pengetahuan dan kemahiran khusus secara holistik bagi mengukuhkan pembentukan kemahiran insaniah pelajar yang positif.



TOURISM AND HOSPITALITY MARKETING provides knowledge on theories, concepts, and strategies applied to market the products and services offered by the tourism and hospitality industry. The course focuses on the marketing mix (8Ps) strategies, marketing research, market segmentation and positioning, and marketing plan used in the tourism and hospitality industry. Students will be able to organize a marketing plan for products or services using an appropriate promotional mix. This course develops students' critical and creative thinking through a marketing plan in which the teaching and learning process may incorporate flexible and innovative scheduling strategies.



Digital Entrepreneurship for Tourism and Hospitality introduces how to develop creativity and innovation and managing risk in starting up a digital business environment. This course will also guide the students on ways to conduct a business using online marketing platforms such as social media marketing, website, mobile marketing and email marketing. This course also emphasis on the development of e-business via ecommerce platform to reach a wider market.



SYLLABUS SUMMARY



The TRAVEL AND TOUR MANAGEMENT course offers students an in-depth exploration of travel and tour agencies, including their purpose, role, and historical significance. The course delves into various aspects, such as the functions, establishment process, and relevant laws specific to Malaysia. Furthermore, students will examine entrepreneurial opportunities within the industry and develop an understanding of the importance of incorporating principle and practices in travel and tour businesses.



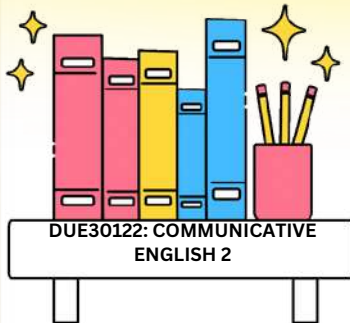
TOURISM TRANSPORTATION provides students with the basic understanding regarding the modes of transportation, types of transportation service operations, and role of transportation in the tourism sector. The emphasis of the course is on the significance of the various modes of travel and their function as a key element in the industry of tourism. Students will be exposed to the different facets of developing and overseeing the operation of tourist transport. The course also includes current issues and future challenges in the transport industry.



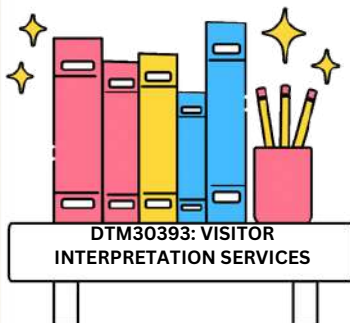
TERRESTRIAL RECREATIONAL TOURISM exposes students to terrestrial-based recreational activities within the tourism industry. Students will develop competencies in the overall operation and management of terrestrial-based recreational activities. All terrestrial-based recreational activities are conducted based on international safety and risk management plan standards. For the assessment purpose, students are required to plan and implement the terrestrial-based recreational activities. To ensure successful implementation of this course, the teaching and learning process must apply flexible and innovative scheduling strategies.



SYLLABUS SUMMARY



COMMUNICATIVE ENGLISH 2 emphasises the skills required at the workplace to describe products or services as well as processes or procedures. It also exposes the students to the technique of a simple pitch and enables them to make and respond to enquiries and complaints. The course is also designed to assist students in achieving at least level B1 of Common European Framework of Reference (CEFR).



VISITOR INTERPRETATION SERVICES covers the basic concepts and application of interpretation services in visitor interpretation environment. 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 projects.



TRAVEL PACKAGE DEVELOPMENT exposes students to the process of developing and implementing a tour package. Among the skills learned is the planning process including design of itineraries, tour packaging, tour costing and entrepreneurial skills. Students also are required to plan and organised a tour package efficiently based on the systematic process they learned in class.



SYLLABUS SUMMARY



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, executing tour itinerary, guiding and managing a tour, delivering tour commentary on-site, and conducting a group tour operation to completion.



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.



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.

*FOR MUSLIM STUDENTS



SYLLABUS SUMMARY



NILAI MASYARAKAT MALAYSIA disediakan untuk membincangkan aspek sejarah pembentukan masyarakat, nilai-nilai agama, adat resam dan budaya masyarakat di Malaysia. Selain itu, pelajar dapat mempelajari tentang tanggungjawab sebagai individu dan nilai perpaduan dalam kehidupan di samping cabaran-cabaran dalam membentuk masyarakat Malaysia yang bersatu padu dan penyayang.



English for Professional Communication in Tourism and Hospitality aims to teach students job hunting mechanics, including using various job search strategies and making inquiries. The students will have the opportunity to prepare a resume, a cover letter, and a pitching video. In addition, the students will utilize relevant applications to prepare the resume and the video which will be sent to prospective employers in the tourism and hospitality industry. The students will learn communication skills for an interview including introducing themselves, highlighting their strengths and competencies, and responding appropriately to the interviewers.



Principles of Accounting for Tourism and Hospitality provides basic accounting concepts and principles in various business transactions. This course gives a foundation of knowledge of the accounting process, accounts recording procedures and financial statements generally used within the tourism and hospitality industry.

**FOR NON MUSLIM STUDENTS



SYLLABUS SUMMARY



**DTM40384: TOURISM
EXPEDITION**

TOURISM EXPEDITION equips students with real life experiences on planning for a specific purpose such as exploring a distant place, doing a research, organizing and managing a domestic or an international tourism expedition. This course emphasizes on preparing a proposal, conducting a journey to the tourist attraction area, conducting tourism survey, preparing reports and delivering presentations.



**DTM40402: TOURISM
PROJECT 1**

TOURISM PROJECT 1 enables students to apply and demonstrate their understanding of the knowledge and skills obtained in the preceding semesters via projects. The projects can be carried out in the form of a literature study, a mini research, and a problem solving or prototype design related to the tourism field. To execute the project, students are required to produce a project proposal, a progress report and presentations.



**DTM40414: 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, setting event objectives, planning and managing a successful event. This course leads students to look at the operational and marketing plan as well as managing, implementing and evaluating the event.



SYLLABUS SUMMARY



KURSUS INTEGRITI DAN ANTIRASUAH (KIAR) merangkumi konsep asas tentang nilai integriti, bentuk perbuatan rasuah dan salah guna kuasa dalam kehidupan seharian serta dalam organisasi dan langkah-langkah pencegahan rasuah.



Occupational Safety And Health course is designed to impart understanding of the self regulatory concepts and provisions under the Occupational Safety & Health Act (OSHA) in Malaysia. This course presents the responsibilities of workers in implementing and complying with the safety procedures at work. Understanding of notifications of accidents, dangerous occurrences, poisoning and diseases and liability for offences will be imparted to students. This course will also provide an understanding of the key issues in OSH Management, Incident Prevention, Hazard Identification Risk Control and Risk Assessment (HIRARC), Fire Safety and First Aid, Workplace Environment and Ergonomics and guide the students gradually into this multi-disciplinary science



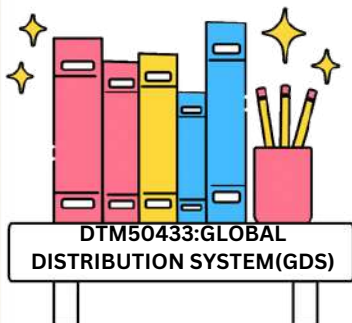
GREEN TECHNOLOGY COMPLIANCE course is designed to introduce students with fundamentals of green technology, green practices, and green compliances towards the ultimate target of sustainable living. Students will be exposed to different feasible technologies in achieving goals that show developments in 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.



SYLLABUS SUMMARY



SUSTAINABLE TOURISM exposes students to the techniques in managing tourism resources and tourism development progress. Students are exposed to topics on sustainability tools such as conservation and preservation, Environmental Impact Assessment (EIA), carrying capacity, Limit Acceptable Change (LAC), and zoning that are used to minimize the negative impact caused by tourism activities. Students are also required to organize fieldwork to enhance their understanding of sustainable tourism knowledge in the tourism industry. To ensure the successful implementation of the fieldwork, the teaching and learning process may incorporate flexible and innovative scheduling strategies.



GLOBAL DISTRIBUTION SYSTEM is a course that exposes students to the basic knowledge about ticketing reservation system use in the tourism industry. This course will cover topics on the introduction to the global distribution system and also discuss the ticketing reservation system used by the travel agencies to make flight reservation in the tourism industry.



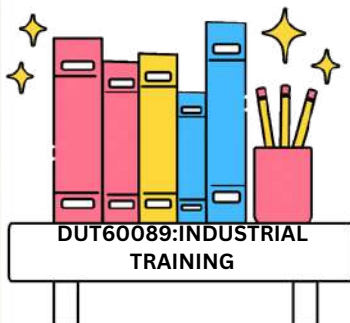
TOURISM PROJECT 2 exposes students to the knowledge, concept and skills which have been obtained throughout the programme. The types of projects consist of literature study, research, problem solving or prototype design related to the tourism field. Students are required to produce a project proposal, a progress report and presentations.



SYLLABUS SUMMARY



COMMUNITY BASED TOURISM (CBT) is designed to expose students to a concept of planning and programming process of a community based tourism towards local community. The course emphasizes on selecting specific destinations and recognizing the relevant stakeholders. Students will adopt leadership skills and be responsible for managing a CBT programme. Students will adopt leadership and responsibilities skills in managing a Community Based Tourism (CBT) programme.



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.



& Facilities

TOURISM MANAGEMENT UNIT

	CAPACITY
COMPUTER GDS LAB TOURISM TECHNOLOGY ENABLE	33 PAX
COLLABORATIVE CLASSROOM	40 PAX
TOURISM SIMULATION CENTRE	30 PAX

FOODSERVICE HALAL PRACTICE MANAGEMENT UNIT

	CAPACITY
TRAINING KITCHEN (BAKERY & PASTRY)	25 PAX
TRAINING KITCHEN (BASIC COOKING)	25 PAX
MOCK RESTAURANT	25 PAX
FOOD TESTING LAB	20 PAX

OTHER FACILITIES

	CAPACITY
VIRTUAL HYBRID CLASSROOM	1 UNIT
LIBRARY	1 UNIT
CLASSROOM	9 UNIT
COMPUTER LAB	4 UNIT
LECTURER OFFICE	1 UNIT
ADMINISTRATION OFFICE	1 UNIT
MEETING ROOM	1 UNIT
WAR ROOM	1 UNIT
MPP ROOM	1 UNIT
SURAU	2 UNIT
ROOFTOP (ASSEMBLE AREA)	1 UNIT
COUNSELLING ROOM	1 UNIT



5 SUPPORTING UNIT



Student Affairs Unit, HEP



ORGANISATION CHART OF STUDENT AFFAIRS UNIT



Student Affairs Unit, HEP



Aim

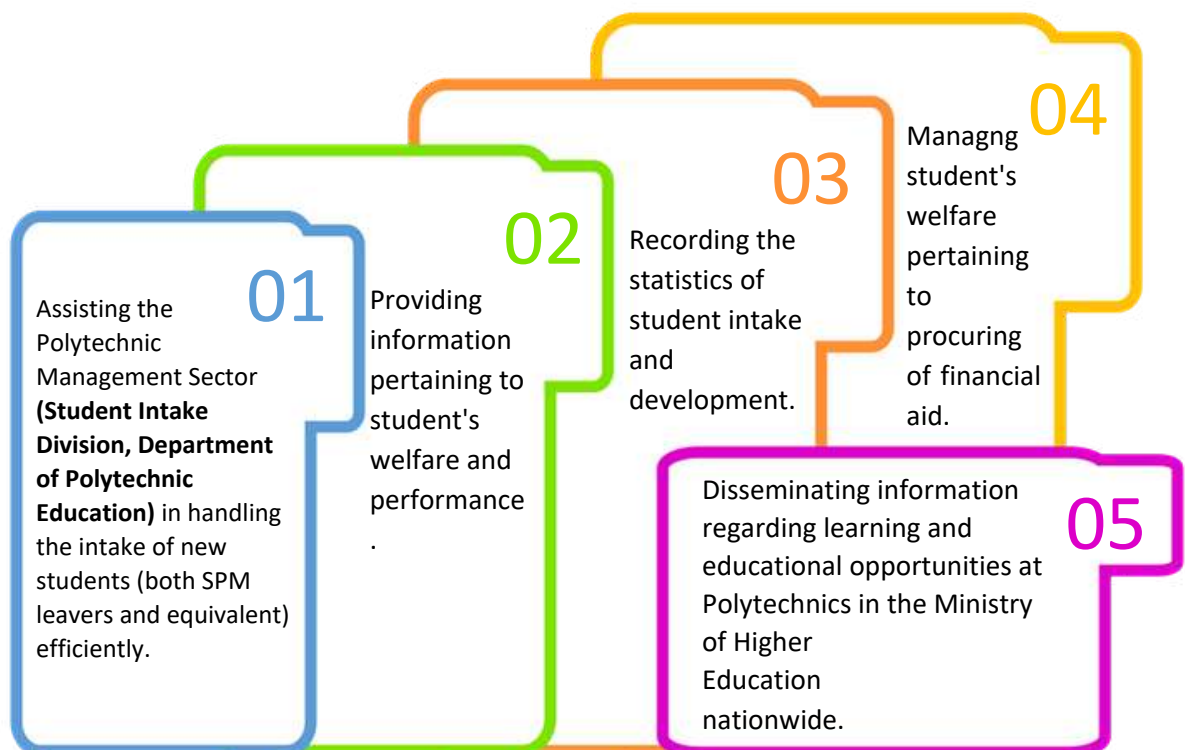


HEP strives to optimize the intakes with high quality students and to implement more systematic Student Management System.

Objectives/ Roles



The objectives of HEP are to ensure that the students intake and registration process is smoothly implemented and at the same time this department will provide a more systematic management system in line with the aspiration of PMKu by;



Activities of HEP

i. Students Intake

- Disseminating information pertaining to admission for the first and second intakes.
- Receiving the BJT-BPP, the candidates' acceptance forms and verifying the consistency of the information provided by the candidates.
- Mailing the relevant forms to the candidates for registration purposes.

Student Affairs Unit, HEP



ii. Registration

- Coordinating and managing the registration of new and senior students.
- Managing the Orientation Week Programme for new students.
- Managing matters pertaining to courses, referrals and inter polytechnic transfers.

iii. Student's Records

- Recording and updating student's record
- Updating the student's databases.
- Preparing and producing student's statistics.

iv. Sponsorship, Scholarship and Study Loans

- Collaborating with sponsors by providing relevant sponsorship information to students.
- Handling the sale of forms on behalf of the sponsors.
- Assisting students throughout the application processes.
- Facilitating interview sessions conducted by the sponsors at PMKu premise.
- Facilitating the signing of the "Sponsorship Agreement"
- Finding new potential sponsors.

v. Students Discipline & Conduct

- Setting and implementing the rules and the code of conduct of PMKu students.
- Overseeing and implementing the Act 174.

vi. Students Welfare

- Helping students in getting medical attention.
- Helping students in attaining suitable accommodation off campus.

vii. Students Insurance

- Helping students to acquire group insurance.
- Helping students to file claim(s) when they meet with accidents.

viii. Committee for Students Representatives

- Monitoring the committee activities through the bureau advisors.
- Coordinating the Orientation Week Programme for the new students.

Student Affairs Unit, HEP



Division of Student Intake & Data

Services Provided

Student Intake & Data Division provides services to all students especially those who need assistance. The Unit uses student's registration number or student's matrix card number as a guide to track or extract student's information when dealing with the following services. The services provided by the department are as follow;

- Inter Polytechnic Transfer
- Change of Courses
- Change of Types of Courses
- Deferment of Study
- Discontinue Study
- Student Card
- Student Personal file
- Certification of Documents

Application Procedures for the Services provided by Student Intake & Data Division

i. Inter Polytechnic Transfer

Successful candidate will be offered a place in one of the polytechnics in Malaysia and the decision of placement to that particular polytechnic as stated in the offer letter is **FINAL**.

However there is allowance for appeal and candidates should abide to the following procedures:

a) For candidates who have not reported to the Polytechnic

- Candidates need to write an official letter of appeal for a transfer to another Polytechnic. The letter should be addressed to the Student Intake Division, Department of Polytechnic Education, Putrajaya.

b) For candidates who have reported to the Polytechnic

Applications for a transfer to other polytechnics can be made between the fourteenth (14th) week to the sixteenth (16th) week of the academic session. The application must be endorsed by the Director of polytechnic and the student's academic interest is to be taken into account. The result of the transfer will be made known by the eighteenth (18th) week of academic session. For critical cases, applications must be sent immediately and directly to the Student Intake Division, Department of Polytechnic Education, Putrajaya.

c) Cancellation of application for the Inter Polytechnic Transfer

- Students must submit their application of cancellation of inter-polytechnic transfer directly to the Student Intake Division, Department of Polytechnic Education, Putrajaya. However, the approval of the cancellation of transfer is under the jurisdictions of the above-mentioned department.
- Students who are given a transfer to another polytechnic while undergoing their industrial training or during deferment of study can register with their new polytechnic during the coming semester. Students who are involved in a police case must make sure that their transfer will not affect the investigation by the police.

ii. Change of Courses

- The course offered to student as stated in the offer letter is **FINAL**. For students who wish to appeal for the change of course, the following steps should be taken.

a) For students who have not yet registered with the Polytechnic

- All appeals for change of courses should be directed to the Student Intake Division, Department of Polytechnic Education, Department of Polytechnic Education, Putrajaya.

b) For students who have registered with the polytechnic

- Application for change of courses can be submitted to the director of polytechnic within one (1) month from the date of the first registration.
- Application can be submitted by students at any semester.
- Successful applicants will be placed in the first semester of the new course.

Note: Upon approval, the student's matrix card for the previous course should be returned to the HEP

iii. Change of Types of Courses

- Only students who have enrolled with a full-time course will be allowed to change course. They are only permitted to change to a part-time course that is offered in the same polytechnic. Application for change of course should be addressed to the Director of Students Intake Division, Department of Polytechnic Education, through the Director of Polytechnic of the applicant.

Note: Students' Matrix Card should be returned to the Student Affairs Unit upon the approval Director of Students Intake Division, Department of Polytechnic Education.

Student Affairs Unit, HEP

Division of Student Intake & Data



iv. Deferment of Study

- a) For applicants who have not registered with the polytechnic
 - Applicants who wish to apply for postponement of study should write a letter of appeal to the Director of Students Intake Division, Department of Polytechnic Education. They can apply for re-admission in the coming session / semester.
- b) For applicants who have registered with the polytechnic and Senior Students
 - Applicants who wish to apply for postponement of study should write to the Director of polytechnic for approval. However, application for deferment of study is only given to those who are on medical grounds. Upon approval, the current semester will not be taken into account or considered as waived.

Note: The period of postponement of study should not exceed 2 (two) semesters except on medical grounds.

v. Discontinue Study

- a) Students who wish to quit from poly technic are required to fill in the "Discontinue Study Form". The duly completed form must be commented by the Academic Advisor, the Public Relations Officer, the Head of Industrial Training Unit and the Librarian before submitting to the HEP for verification. The Director of the polytechnic will make the final decision pertaining to the approval of the application.
- b) An official letter for the result of the appeal to quit study will be sent to the applicant and copy to the following.
 - Head of Academic Department Students
 - Examinations Office
 - Librarian
 - Head of Industrial Training Unit
 - Head of Co-curriculum Sports Unit
 - Student Personal File
- c) The officer-in-charge will have to update the student data in the database and student's personal file.

vi. Student Card

JHEPP is responsible for preparing the Polytechnic student card. Students who have received their cards must acknowledge receipt.

Student Affairs Unit, HEP



vii. Student Personal Files

The officer-in-charge of Student Personal file is PREP (PD) and is responsible for the following;

- a) Prepare and open new Student Personal File for every new student. Each file should include the following: -
 - Reply for the Letter of Acceptance (BJT-BAP)
 - A copy of SPM slip or Certificate/ Result Slip of Overseas Academic and Letter of Declaration of National Accreditation Board (LAN) / Semester 4 Result Slip / Certificate or Results Slip for Skills Certificate / Result Slip or Certificate of Community Colleges.
 - Copies of Certificate of Co-curriculum
 - A copy of identity card or My Card
 - A copy of the School Leaving Certificate
 - Form BHEP1 to BHEP6 completed and duly signed.

Note: Copies of the above documents must be certified.

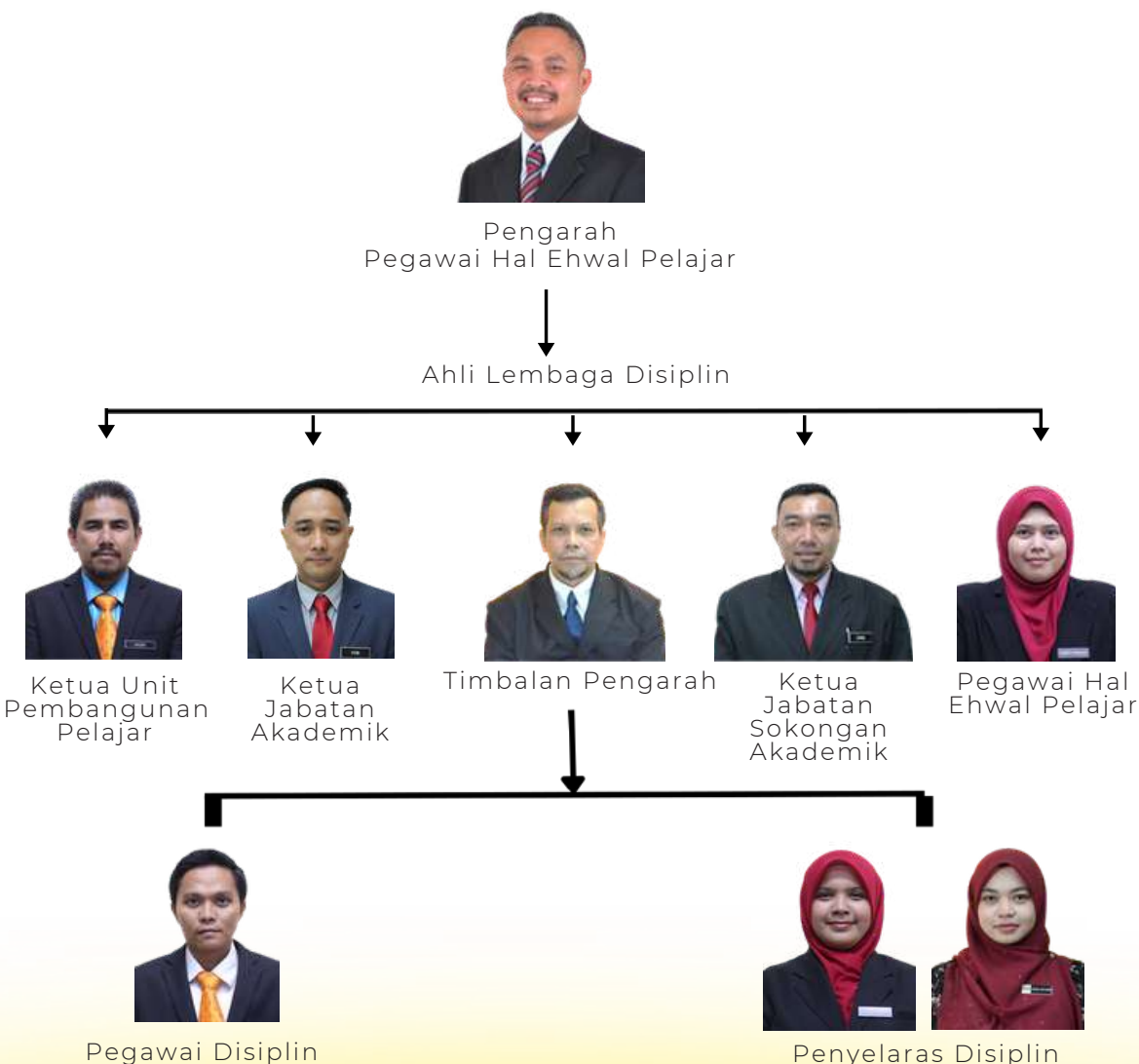
- b) Updating Student Personal File
- c) Students are required to replace any missing, incomplete or damaged documents.
- d) Keep a copy of student's matrix card in the Students Personal File (FRP).
- e) This file will be stamped with the words "for use in Polytechnic only" or used as "Crossed file".

viii. Certification of Documents

Officers who are eligible to certify the certificates and documents are as follows:

- Government Officer Management and Professional/ Group A
- Judicial and Legal Officer, Chief Judge, Lawyer, Magistrate/ Justice
- Peace and All Doctors Working in Central Government Health only.
- Principal/ Headmaster
- Police Officer of the rank of ASP and above
- Staff of the Army rank of Captain and above
- Superintendent of Prisons, Fire Authority, the Superintendent of Customs
- MP/ Senator
- Felda Manager or Felcra Manager

STUDENT DISCIPLINARY BOARD COMMITTEE OF PMKU



Student Affairs Unit, HEP



PMKU DRESS CODE RULES AND REGULATIONS

STUDENT DRESS CODE AND APPEARANCE – MALE STUDENTS

Attire for Classes/Workshops/Laboratories/Examinations/Official Institutional Events

- Long or short-sleeved collared shirts must be worn.
- Collared T-shirts are allowed, provided they do not contain any writings or images that convey inappropriate, negative, obscene meanings or symbols associated with any political party. Collarless T-shirts are NOT allowed.
- Shirts must always be tucked into trousers.
- Shirts must be fully buttoned at all times.
- Wearing traditional national attire is permitted but must be complete with *samping*, shoes and a black songkok.
- Long trousers such as slacks, khakis with slack-cutting or cargo pants in dark colours are allowed. Tight-fitting or cropped pants are NOT permitted.
- Shoes and socks must be worn.
- Slippers, clogs, sandals and similar footwear are NOT permitted.
- Wearing any form of accessories (necklaces, earrings, bracelets, etc.) is NOT permitted.
- Proper workshop/laboratory safety attire and equipment must be worn when required in workshops/labs.
- Caps or hats are NOT allowed, except for safety helmets in workshops/labs/worksites.
- Dressing, appearance or behaviour that resembles a female is STRICTLY PROHIBITED.



Long-Sleeved Shirt



Blazer wearing



Short-Sleeved Shirt



Corporate Shirt

Student Affairs Unit, HEP



PMKu DRESS CODE RULES AND REGULATIONS

STUDENT DRESS CODE AND APPEARANCE – MALE STUDENTS



Batik Shirt



Baju Melayu



Kurta



Collared T-shirt



Kitchen Attire



Service Attire

Student Affairs Unit, HEP



PMKU DRESS CODE RULES AND REGULATIONS

Rules for Hair, Moustache, Beard and Sideburns - MALE STUDENTS

- Hair must always be short and neat.
- The back should not extend below the shirt collar, the sides should not go beyond the top of the ears and the front should not go lower than the middle of the forehead.
- Hairstyles such as “afro,” “punk,” man bun, ponytail or dyed hair are NOT allowed. A neat and well-groomed moustache that does not extend beyond the upper lip is allowed.
- A neat and well-groomed beard and sideburns of reasonable length are allowed.
- Sikh students who wear turbans are exempted from the above rules. However, they are still required to maintain personal cleanliness and a neat appearance.



Hair must not cover the ears



Hair must not cover the forehead



Hair must not extend beyond the shirt collar

Student Affairs Unit, HEP



PMKu DRESS CODE RULES AND REGULATIONS

STUDENT DRESS CODE AND APPEARANCE – FEMALE STUDENTS

Attire for Classes/Workshops/Laboratories/Examinations/Official Institutional Events

- Muslim female students are REQUIRED to observe modest dressing and cover their aurat.
- Eye-catching or inappropriate clothing such as tight, sheer, short (including mini dresses/short pants), slit, thin or body-revealing attire is NOT allowed.
- Non-Muslim students are NOT allowed to wear skirts shorter than knee-length. Collared T-shirts with any writings or images that convey inappropriate, negative, obscene messages and collarless T-shirts are NOT permitted. Permissible pants include long slacks, khakis with slack-style cutting or cargo pants in dark colours. Tight-fitting trousers (which reveal body shape such as leggings/palazzos), cropped pants and sheer fabrics are NOT allowed.
- All students must wear fully covered shoes (covering from toes to ankles) and socks.
- Slippers, clogs, sandals, open-toe shoes and high heels over two inches are NOT permitted.
- Safety attire and equipment must be worn in workshops/laboratories if required.
- Wearing jewellery or personal accessories is NOT ALLOWED.
- Wearing caps or hats is NOT allowed, except for safety helmets in workshops/labs/worksites.
- Dressing, appearance or behaviour resembling that of a male is STRICTLY PROHIBITED.



Long-Sleeved Shirt



Blazer wearing



Baju Kurung



Corporate Shirt

Student Affairs Unit, HEP



PMKu DRESS CODE RULES AND REGULATIONS

STUDENT DRESS CODE AND APPEARANCE – FEMALE STUDENTS



Batik Shirt



Non Muslim
Long-Sleeved Blouse Shirt



Full-length Jubah



Kitchen Attire



Service Attire

Student Affairs Unit, HEP



PMKu DRESS CODE RULES AND REGULATIONS

Rules for Hair and Headscarf - FEMALE STUDENTS

- Hair must be neat and tidy (combed, tied in a bun, etc.) and must not be styled fashionably.
- Hair dyeing, highlighting, or any form of colouring (including dye, henna, etc.) is NOT allowed.
- The headscarf must be long enough to cover the chest.
- The headscarf must not be transparent to the extent that it reveals the neck or any part of the aurat.
- The headscarf must be worn neatly. If wearing a shawl, it must be properly pinned and not loosely draped over the shoulders.
- Excessive or flamboyant fashion styles are NOT permitted.



Front



Side



Back



Hijab guidelines for female students

Student Affairs Unit, HEP

PMKu DRESS CODE RULES AND REGULATIONS



STUDENT DRESS CODE AND APPEARANCE – ALL STUDENTS

Attire for Recreation/Sports/Outdoor Activities

- Students must wear clothing appropriate for the activity and environment.
- Sleeveless T-shirts and indecent sportswear are NOT ALLOWED.
- All Muslim students are REQUIRED to cover their aurat.
- For female students, innerwear must be loose-fitting and not tight.



Students Appearance during
Recreational or Sports Activities

Student Affairs Unit, HEP



PMKu DRESS CODE RULES AND REGULATIONS

STUDENT ID CARD USAGE – ALL STUDENTS

- The Student ID Card must always be worn while on campus and during any off-campus activities involving the Polytechnic.
- The Student ID Card must be worn on the shirt/jacket/blazer at chest level so that it is clearly visible at all times.
- The photo side of the Student ID Card must be displayed at the front.
- The Student ID Card must NOT be scribbled on have its details/photo altered or be modified in any way.
- Students are NOT allowed to wear or use another student's ID Card.
- Students whose ID Card is lost, damaged or expired must apply for a replacement from the Student Affairs Officer and pay the replacement fee as determined by the Polytechnic.



Student Affairs Unit, HEP



Division of Student Discipline and Character

MISCONDUCT – ALL STUDENTS



Student Involvement in Associations, Bodies, Organizations and Student Groups

- Students are NOT allowed to be members of any association, organization, body, or group that is illegal, whether inside or outside Malaysia or to be members of any association, organization, body or group (other than a political party) that has been declared unsuitable by the Minister of Higher Education in the interest of the safety and well-being of students or the institution.
- Students must NOT express or perform any act that can reasonably be interpreted as expressing support, sympathy or opposition towards any illegal association, organization, body or group (inside or outside Malaysia) or any non-political organization or group deemed unsuitable by the Minister of Higher Education.
- All student activities conducted on or off campus must first obtain written approval from the Director.
- Students/Student Clubs or Associations are NOT allowed, unless they have first obtained written approval from the Director, to:
 - i. Publish or distribute any document or pamphlet on or off campus;
 - ii. Organize or arrange assemblies, or use loudspeakers, banners and stickers;
 - iii. Collect or attempt to collect money or organize or attempt to organize any fundraising activity.



Prohibited Substances and Gambling

- Students are NOT allowed to possess, distribute or have under their custody or control any pornographic material, drugs, poison, nicotine-based liquids or alcoholic beverages.
- Students are NOT allowed to intentionally view or listen to any pornographic material, whether on or off campus.
- Students are NOT allowed to distribute or display any pornographic material for any purpose.
- Students are NOT allowed to use, give, supply, possess, distribute, offer or intend to give, supply, possess, distribute or offer or be involved in any activity related to it or be involved in any drug and/or poison abuse-related activity.

Student Affairs Unit, HEP



Division of Student Discipline and Character

Prohibited Substances and Gambling

- Students are NOT allowed to possess or attempt to possess equipment related to drug and/or poison abuse activities.
- Students are NOT allowed to consume intoxicating drinks or be found in a state of intoxication, whether on or off campus.
- Students are NOT allowed to manage, organize, conduct or participate in any gambling, betting or lottery activities, whether on or off campus.
- Students are NOT allowed to manage, organize, conduct or participate in any deviant or immoral activities, whether on or off campus.

Disturbance of Public Order

- Students are NOT allowed to make noise, laugh loudly, shout, scream or speak rudely while on or off campus subject to local regulations.
- Students are NOT allowed to create disorder, chaos, incite or attempt to incite other students of the institution either physically or online in a manner that could harm the reputation of the institution.
- Students may voice any suggestions or complaints through appropriate channels such as the Student Representative Committee (JPP) or via suggestion boxes.

Smoking Ban and Tobacco Control

- Students are STRICTLY PROHIBITED from smoking or using tobacco products or electronic cigarettes/vapes in any area within the campus. This prohibition also includes distributing, possessing, or supplying such items or similar products, in accordance with the Control of Tobacco Product Regulations 2004 [P.U. (A)324/2004].
- The list of designated no-smoking areas as gazetted by the Ministry of Health Malaysia (MOH) includes all areas within any educational institution or institution of higher learning.

Student Affairs Unit, HEP



Division of Student Discipline and Character



Violation of Rules

 Any student who violates any provision of these regulations may be subjected to the following actions:

1 Administrative action as determined by the Polytechnic.

2 Disciplinary procedures in accordance with the applicable rules [(Regulation 48, Educational Institutions (Discipline) Act 1976 – Act 174)].

 A student who is found guilty of an offence may be subjected to any one of the following disciplinary punishments, or a combination of two or more punishments:

1 Warning

2 A fine not exceeding five hundred ringgit (RM500.00)

3 Suspension from any or all institutional facilities for a specified period

4 Suspension from attending academic courses at the institution for a specified period

5 Disqualification from sitting for part or all of the examinations at the institution

6 Removal from any part of the institution for a specified period

7 Expulsion from the institution by the disciplinary authority

Student Affairs Unit, HEP



Division of Student Discipline and Character

Immediate Disciplinary Summons Procedure

(*Saman Tatatertib Terus*)



Step 1	Step 2	Step 3	Step 4	Step 5
				
Offence Disciplinary offence committed	Disciplinary Summons Receive a disciplinary summons letter & the offence will be recorded in the SPMP system.	Appeal An appeal must be made within 14 days from the date of issuance of the summons	Payment • Make payment at the PMKU Finance Unit (Level 1). • Obtain a receipt from the Finance Officer. • Submit a copy of the receipt to the Student Disciplinary Officer (Pegawai Disiplin).	Status Students are required to verify their disciplinary status in the SPMP system within 7 days from the date of issuance.



Appeal for Reduction of Summons Payment

1	Director
2	Deputy Director
3	Head of Department – Academic
4	Head of Department – Academic Support

Student Affairs Unit, HEP

Division of Student Discipline and Character



Failure to Settle Summons



Selamat Datang :: Pengguna :

Sesi Semasa : 1 : 2024/2025

[Utama Daftar](#) |

[Utama SPMP](#) |

[Logout](#)

Pelajar - Lapordiri Pelajar Senior

Anda Ada Isu-Isu Sekatan Pendaftaran Seperti Berikut :

1 . Yuran Pengajian berjumlah RM 200.00 belum dijelaskan

2. Anda ada saman kes disiplin yang belum dibayar



Sebarang masalah atau pertanyaan bolehlah berhubung terus dengan pegawai bertugas di talian yang telah dinyatakan.

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[Klik : | Email](#)

KEPUTUSAN PEPERIKSAAN MENGIKUT SEMESTER

Keputusan Semasa

Keputusan Asasi TVET

KEPUTUSAN PEPERIKSAAN

TARIKH DAFTAR : 05/02/2024

KELAS : DUP2B

SESI : 2 : 2023/2024 | SESI II : 2023/2024

Sesi : 2 : 2023/2024

Kelas : DUP

Status : **DITAHAN KEPUTUSAN PEPERIKSAAN (URUSAN HEP/HHP)**

Catatan : Ada Kes Disiplin belum Selesai

Kelas : DUP

Status : **DITAHAN KEPUTUSAN PEPERIKSAAN (URUSAN HEP/HHP)**

Catatan : Ada Kes Disiplin belum Selesai

:: Untuk makluman lanjut, sila berurusan dengan Pegawai Hal Ehwal Pelajar.



Examination Unit



REGISTERING A COURSE

Course registration will be implemented at the beginning of each semester within SEVEN (7) days from the official date of the study session begins after the reporting process is completed.

COURSE CREDIT

The number of credit hours required by students for each semester is between twelve (12) to twenty (20) or as specified in the Curriculum Document and Program Structure in force.

CREDIT TRANSFER AND COURSE EXEMPTION (CTCE)

Can be applied within THREE (3) weeks after the start of the first session of study if it meets the criteria set out in the CTCE Guidelines of the Malaysian Polytechnic in force.

ADDING AND DROPPING COURSES

- i. Students can add or drop a course provided the amount of credit taken is according to the amount of credit allowed for the semester.
- ii. Adding and dropping courses can be made in weeks THREE (3) to week SIX (6) study sessions. Students must first seek advice and support from the Academic Advisor and/or Head of Program and get the approval of the Head of the Academic Department. After the stipulated period, students are not allowed to make any additions or dropping the course.

ELIGIBILITY REQUIREMENTS TO SIT FOR THE FINAL EXAMINATION

- i. Make sure you have registered for the course
- ii. Has attended 80% or more lectures/tutorials/practicals for a set of time

$$\% \text{ Attendance} = \frac{\text{Actual attendance amount (hour)}}{\text{Total attendance should be (hour)}} \times 100\%$$

If the percentage of student attendance does not meet the set conditions:

- i. ✗ The student is not eligible to sit for the final exam
- ii. ✗ Students will be given Grade F with a Point Value of 0.00 for the course
- iii. This also applies to courses evaluated by coursework only

ATTENDANCE DURING THE EXAMINATION

- Attendance of students during the Final Examination of the course is **COMPULSORY** except for a few things (Please refer to Arahan-arahan Peperiksaan Dan Kaedah Penilaian (Diploma) in force).
- If a student is found not to attend the Final Examination without a reasonable reason, the student will be given Grade F with a Point Value 0.00 for the course. Students are considered to have taken and failed the course.

A BRIEF GUIDE DURING THE FINAL EXAMINATION DAY

- Make sure to bring a Student Card and Identity Card. Failure to bring a Student Card may result in you being forbidden from entering the examination hall/room unless obtaining written permission from the Examination Officer for the course.
- Candidates are required to be outside the examination hall/room fifteen (15) minutes before the examination begins.
- Candidates who are thirty (30) minutes late after the examination begins are prohibited from sitting for the examination.

VIOLATION OF RULES, GENERAL INSTRUCTIONS FOR FINAL EXAMINATION AND ACADEMIC MISUSE

- A student who is found to have violated any of the General Instructions of the Final Examination may be subject to the following actions;
 - i. warning; or
 - ii. abolished the assessment marks for the course and given Grade F with a Score of 0.00

Students who have been proven to imitate or attempt to imitate or impersonate in the assessment will be abolished final examination marks for ALL courses taken during the semester..

Students who have been proven to be cheating or attempting to cheat in the assessment OR committing Plagiarism will be abolished assessment for the course and given a Grade F with a Point Value 0.00.

- In addition to the above actions, students who violate the Examination Rules may also be subject to disciplinary action as provided under the Second Schedule of the Institutions of Education (Disciplinary Students) Rules 1976 - Act 174 (Amendment 2012) - Part V of the Disciplinary Procedure.

POINT VALUE SYSTEM

Grade Point Average (GPA)

$$\text{GPA} = \frac{\text{Total Credit Points earned in the current semester}}{\text{Total Credit in the current semester}}$$

Cumulative Grade Point Average (CGPA)

$$\text{CGPA} = \frac{\text{Total Credit Points earned for all semesters to date}}{\text{Total Credit earned for all semesters to date}}$$

AWARD

Students are considered to have graduated and are eligible to be awarded an Academic Certificate for a prescribed program if they have met the following criteria:

- Pass all prescribed courses for the program;
- Earned CGPA equal to or more than 2.00;
- Fully obtain the amount of credit set for a program; and
- Has been certified by the Examination Board and Awarded Polytechnic Certificate/Diploma.

FAILED AND DISCONTINUED

Failed and Discontinued positions will be given to the student who:

- Obtained CGPA less than 1.60; or
- Obtained GPA less than 1.00 except for students specified in 2.3.1(i), 2.3.1(ii) and 2.3.1(iii) (Arahan Peperiksaan Dan Kaedah Penilaian Politeknik dan Kolej Komuniti Edisi Pertama 2025); or
- Failed a course THREE (3) times including special final examination or special assessment or short semester; or
- Obtain the result of Conditional Position (KS) THREE (3) times in a row excluding short semesters; or
- Failed Industry Training TWO (2) times; or
- Failed the same course during Work Based Learning WBL TWO (2) times; or
- has exceeded the maximum period of study of a program

APPEAL OF EXAMINATION RESULT

Students who wish to make an appeal on their results or review the answer script of a course must submit written application to Examination Committee based on the Arahan- arahan Peperiksaan Dan Kaedah Penilaian (Diploma).

GRADE SYSTEM

MARKAH	NILAI MATA	GRED	STATUS*
90 - 100	4.00	A+	Cemerlang
80 - 89	4.00	A	Cemerlang
75 - 79	3.67	A-	Cemerlang
70 - 74	3.33	B+	Kepujian
65 - 69	3.00	B	Kepujian
60 - 64	2.67	B-	Kepujian
55 - 59	2.33	C+	Lulus
50 - 54	2.00	C	Lulus
47 - 49	1.67	C-	Lulus
44 - 46	1.33	D+	Lulus
40 - 43	1.00	D	Lulus
30 - 39	0.67	E	Gagal
20 - 29	0.33	E-	Gagal
0 - 19	0.00	F	Gagal

Reference : Arahan Peperiksaan Dan Kaedah Penilaian Politeknik dan Kolej Komuniti Edisi Pertama 2025

Academic Advisor



Academic Advising is a system designed to:

Plan studies and activities towards improving individual academic achievement and potential

Diversify skills and formulate learning strategies to achieve self awareness.

Disclosure of career paths.

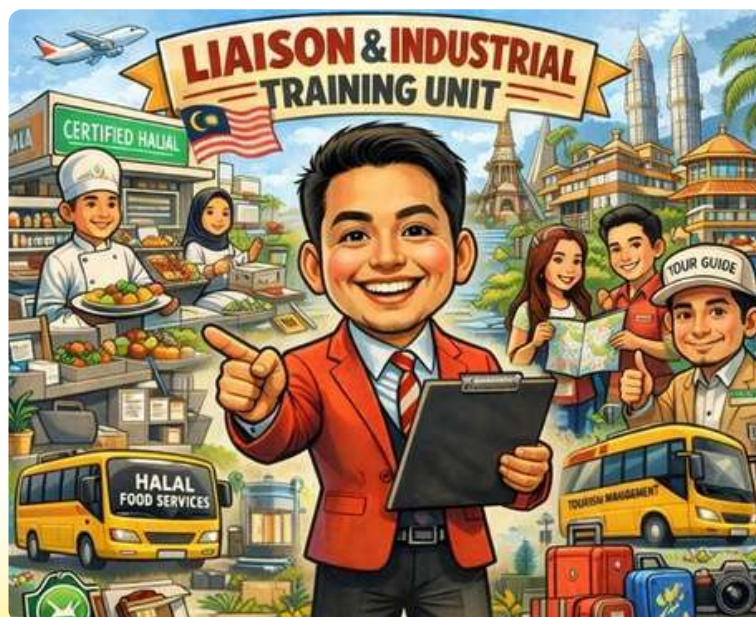
METHOD OF IMPLEMENTATION THE ACADEMIC ADVISOR

Role of Academic Advisor	Role of Students
1. Provide and ensure each student to complete related forms in the file academic advisor. 2. Meet with students regularly according to the calendar, academic advising determined. 3. Register for courses on the SPMP system. 4. Help students understand the academic system of polytechnics, the semester and examination system polytechnic 5. Provide guidance and advice to students about course registration, adding/ dropping courses based on academic achievement in students. 6. Provide guidance and advice to students in trouble. 7. Update student information from time to time if immediately of any changes to the manual and in the system used 8. Monitor the academic progress of students, including guiding and help plan academic load, motivating etc.	1. Meeting the Academic Advisor during the first week to receive general briefing on the semester system and other matters related to studies. 2. Obtaining endorsement of course and examination registrations. 3. Seeking advice from the Academic Advisor on preparation of study programmed in the aspects of course selection, total credit hours to register and duration of study. 4. Obtaining endorsement for application to withdraw course. 5. Seeking advice on the effects of registration and withdrawal of courses. 6. Informing and discussing with the Academic Advisor on academic performance and on any problem encountered throughout each semester.

Liaison & Industrial Training, UPLI



The industrial training has played an important role in providing polytechnic students with opportunities for hands-on experience and exposes students to related workplace competencies demanded by the industries. This training provides exposure to students in term of technology literacy, effective communication, practice social skills and teamwork, policies, procedures and regulations, professional ethics and reporting. It also equips students with the real work experience, thus helping students to perform as novice workers. Students are required to undergo industrial training during final semester in their field of studies with participating organizations. The duration of industrial training session is one semester, that is, approximately 20 weeks. Before the students are eligible for training, they have to fulfill all the following requirements as stated in part 5 of the *Arahan Peperiksaan Dan Kaedah Penilaian Politeknik dan Kolej Komuniti Edisi Pertama 2025* and *Garis Panduan Latihan Industri Politeknik*. The placement of training venue will be made known to the students before the commencement of training. Students will be attached to an organization based on their respective fields of study. They will be guided by supervisors appointed by the organization. Students are constantly advised to maintain a high level of discipline. Apart from that, this unit is assisted by lecturers from academic department who will be the training coordinators to the students.



Tracer Study



Sistem KAJIAN PENGESANAN GRADUAN



KEMENTERIAN PENDIDIKAN TINGGI



Latar BELAKANG SKPG

- Kajian Pengesanan Graduan (SKPG) merupakan kajian tahunan yang dilaksanakan oleh Kementerian Pendidikan Tinggi (KPT) bagi mengetahui status pekerjaan graduan setelah tamat pengajian.
- Kajian ini bertujuan mendapatkan pandangan graduan berhubung program pengajian, kemudahan dan perkhidmatan institusi pendidikan tinggi masing-masing.



Memulakan kajian secara atas talian melalui Sistem Kajian Pengesanan Graduan (SKPG I)



Memulakan SKPG-TVET bagi semua Institusi Latihan Kemahiran Awam (ILKA), Politeknik dan Kolej Komuniti menyertai SKPG-TVET

2002



Kajian dimulakan oleh Unit Perancang Ekonomi bersama UA dan Politeknik. Borang soal selidik diedarkan pada hari pengambilan jubah/konvokesyen

2006

2008-2014



2008: Memulakan SKPG Susulan (berkala)

2012: Kajian dijalankan secara menyeluruh

2014: Memulakan SKPG 2.0, iaitu kemas kini status pekerjaan secara berterusan

2018

Tracer Study



Profil Institusi

ID Institusi	603
Nama Penuh Institusi (Malay)	POLITEKNIK METRo KUANTAN
Nama Penuh Institusi (English)	POLITEKNIK METRo KUANTAN
Nama Singkatan Institusi	PMKU
Jenis Institusi	Politeknik
Taraf Institusi	METro
Negeri	Pahang
Daerah	DAERAH KUANTAN
Alamat	POLITEKNIK METRO KUANTAN, NO A5 JALAN TUN ISMAIL 2, SRI DAGANGAN 11,
Poskod	25000

BILANGAN GRADUAN DAN KADAR RESPONS, POLITEKNIK METRo KUANTAN 2015 – 2024

Tahun	Set Data Pelaporan			Set Data Tahunan			Set Data SKPG 2.0				
	Graduan	Responden	Kadar Respons(%)	Graduan	Responden	Kadar Respons(%)	Graduan	Responden	Kadar Respons(%)	Bill Sertal SKPG 2.0	Kadar Respons(%)
2015	29	26	89.7	29	26	89.7	29	27	93.1	8	27.6
2016	76	63	82.9	76	63	82.9	76	63	82.9	4	5.3
2017	78	78	100.0	78	78	100.0	78	78	100.0	7	9.0
2018	172	172	100.0	172	172	100.0	172	172	100.0	4	2.3
2019	163	163	100.0	163	163	100.0	163	163	100.0	8	4.9
2020	150	150	100.0	150	150	100.0	150	150	100.0	7	4.7
2021	162	162	100.0	162	162	100.0	162	162	100.0	6	3.7
2022	57	57	100.0	57	57	100.0	57	57	100.0		0.0
2023	170	170	100.0	170	170	100.0	170	170	100.0		0.0
2024	108	108	100.0	108	108	100.0	108	108	100.0		0.0
Jumlah	1,165	1,149	98.6	1,165	1,149	98.6	1,165	1,150	98.7	44	3.8

1. Set Data Pelaporan : set data yang tidak berubah dan digunakan untuk menyediakan laporan Kajian Pengesanan Graduan tahunan oleh Kementerian Pendidikan Tinggi.

a) Data tahun 2006 – 2017 : cut-off date adalah pada 31 Januari tahun berikutnya. Contoh, cut-off date SKPG 2017 adalah pada 31/01/2018.

b) Data tahun 2018 : cut-off date adalah pada 31/01/2019. Data ini menggabungkan status pekerjaan graduan dalam SKPG dan SKPG2.0.

c) Data tahun 2019 – 2023 : cut-off date adalah pada hari terakhir bulan Februari tahun berikutnya. Data ini menggabungkan status pekerjaan graduan dalam SKPG dan SKPG2.0.

2. Set Data Tahunan : set data yang berubah dan tidak digunakan untuk laporan Kajian Pengesanan Graduan. Pentadbir (UA/IKA) dibenarkan untuk membuat pemahanan bagi mengemaskini set data ini.

3. Set Data SKPG2.0 : set data ini adalah gabungan Dataset Tahunan dan data SKPG2.0.

*Nota : Jumlah graduan dan responden mungkin berbeza mengikut jenis set data.

Tracer Study



- **Kajian Pengesanan Graduan (SKPG) Kementerian Pendidikan Tinggi** mula dijalankan pada tahun 2006 bagi mengetahui status pekerjaan graduan sama ada bekerja, melanjutkan pengajian atau sedang mencari pekerjaan
- Kajian ini dijalankan secara atas talian melibatkan semua graduan UA, IPTS, dan ILKA dari peringkat pengajian sijil sehingga Doktor Falsafah
- Maklumat pengajian graduan dibekalkan oleh IPT dan maklumat lain diperolehi daripada maklum balas graduan semasa melengkapkan kaji selidik.
- Status dan maklumat pekerjaan graduan hanya sah dalam tempoh kajian ini dijalankan.
- Kaji selidik ini dijalankan secara atas talian dan boleh dicapai melalui pautan <https://great.mohe.gov.my>
- Maklumat pengajian bagi graduan yang layak menghadiri konvokesyen pada tahun kajian akan dibekalkan oleh IPT masing-masing sebelum sistem dibuka kepada para graduan.
- Sistem kajian pengesanan graduan dibuka untuk kepada para graduan sekurang-kurangnya menjawab sekitar tiga (3) minggu sebelum tarikh konvokesyen dan ditutup mengikut cut-off date pelaporan rasmi (minggu keempat Februari).
- Pelaporan SKPG dibuat secara tahunan dan diedarkan kepada semua UA, IPTS dan ILKA

Tracer Study

Kepentingan SKPG 2.0



Kajian Pengesanan Graduan, KPT | 14

Tatacara LOG MASUK SKPG 2.0

SKPG 2.0 membenarkan graduan untuk kemas kini status pekerjaan lebih daripada satu (1) kali iaitu seawal sehari selepas kemas kini pertama / sebelumnya.



Kajian Pengesanan Graduan, KPT | 15

Tracer Study

Definisi STATUS PEKERJAAN

BEKERJA

Graduan yang bekerja (sepenuh masa/separuh masa) sekurang-kurangnya **SATU (1) jam** semasa minggu menjawab kajian untuk mendapatkan upah, keuntungan atau keuntungan keluarga sama ada sebagai majikan, pekerja, bekerja sendiri/freelance atau pekerja keluarga tanpa gaji. Termasuk:



- graduan perubatan dan farmasi yang menjalani housemanship/tutorial; dan



- graduan undang-undang yang menjalani chambering dan menerima gaji/elau.



- pekerja Ekonomi GIG; contoh: GrabFood, Personal Shopper, Agen dropship, Pentemak, Tukang jahit, dll



BELUM/TIDAK BEKERJA

Graduan yang tidak bekerja/tidak pendapatan semasa minggu menjawab kajian termasuk graduan yang:



- sedang menunggu penempatan pekerjaan (telah menerima tawaran pekerjaan);



- sedang melanjutkan pengajian/sedang menunggu keputusan/penempatan untuk melanjutkan pengajian;

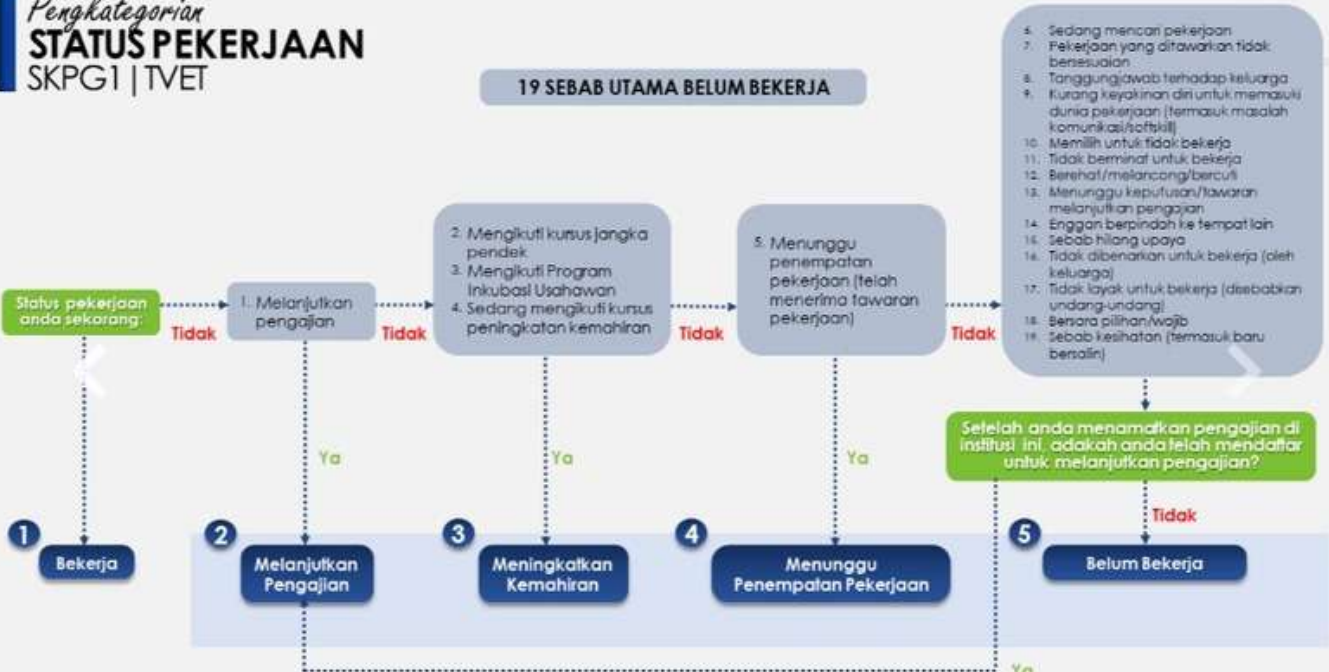


- sedang mengikuti sebarang program bagi meningkatkan kemahiran diri/mengikuti kursus jangka pendek.



Pengkategorian STATUS PEKERJAAN SKPG1 | TVET

19 SEBAB UTAMA BELUM BEKERJA



Sport & Co-Curriculum



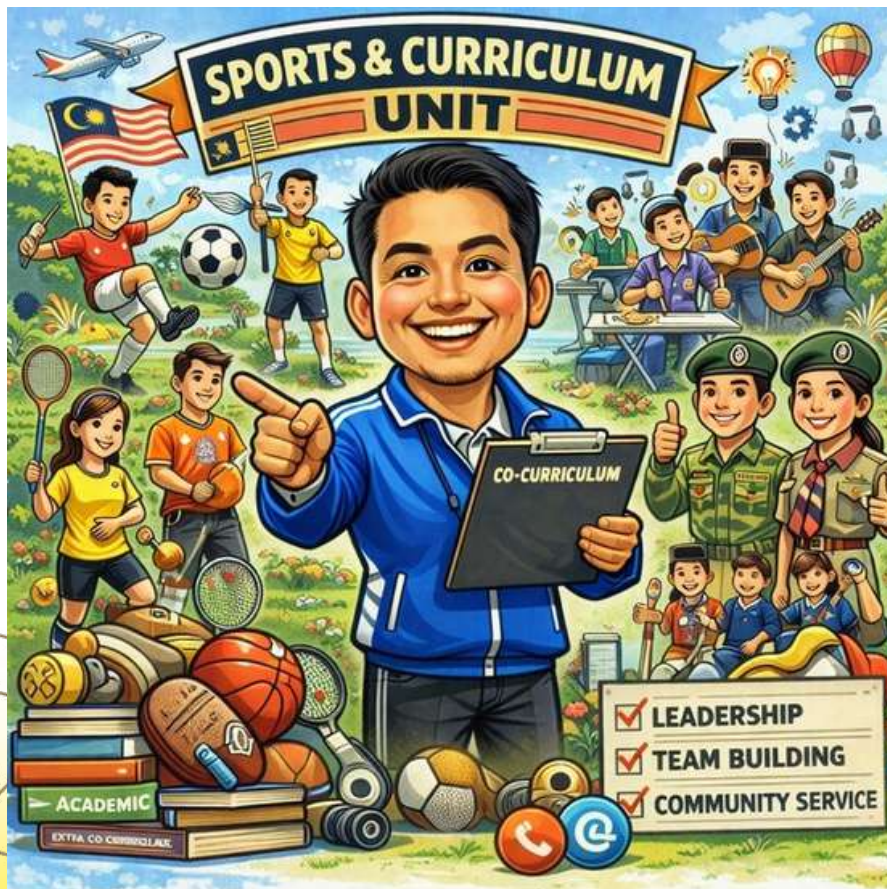
At Politeknik Metro Kuantan, students are strongly encouraged to participate in sports and co-curricular activities to support their holistic development throughout their studies. These activities are designed to foster teamwork, leadership, discipline, and social responsibility among students.

The Polytechnic offers a variety of sports, including futsal, badminton, volleyball, and athletics, providing students with opportunities to maintain physical fitness and develop a healthy lifestyle. In addition to sports, students may join co-curricular clubs and associations, such as the Innovation and Entrepreneurship Club, the English Language Club, the Multimedia Club, and the Community Service Program.

Participation in these activities helps students enhance their soft skills, creativity, and community engagement while building positive values that complement academic learning. Achievements and active involvement in sports and co-curricular programs are recognized as part of students' overall performance and personal growth at Politeknik Metro Kuantan.

The unit is divided into three units:

- Credited Sport Unit - Pathway 1
- Credited Club Unit - Pathway 2
- Credited Uniform Unit - Pathway 3





6

GOVERNANCE



PMKU Management



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Foodservice Harat Practice Unit



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Food Service Harat Practice Unit



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Tourism Management Unit



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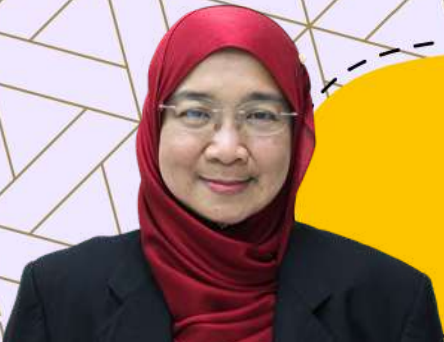
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Politeknik METrO Kuantan STUDENT HANDBOOK

The Student Handbook for Diploma in Tourism Management and Diploma in Halal Food Service at Politeknik METrO Kuantan serves as a comprehensive guide for students throughout their academic journey. It outlines key information including program structure, course modules, academic regulations, assessment methods, industrial training guidelines, and support services available. The handbook also emphasizes professional conduct, dress code, and the core values of TVET excellence. Designed to foster discipline and industry readiness, it equips students with the knowledge and expectations needed to thrive in both academic and practical settings, aligned with the standards of the hospitality and halal food industries.



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