STUDENT HANDBOOK

POLITEKNIK METrO KUANTAN

KEMENTERIAN PENGAJIAN TINGGI

STUDENT HANDBOOK TOURISM AND HOSPITALITY DEPARTMENT

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

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CONTENT

PMKu

Polytechnic METrO Kuantan (PMKu) is a public educational institution under the Ministry of Higher Education. It proudly stood in its building which is strategically located in the commercial hub of Kuantan. PMKu is listed as the second Polytechnic METrO which is founded on April 1st, 2011, and is officially ranked as the 32nd of the polytechnics which are established in Malaysia. PMKu most important role is to ensure the educational opportunities are being expanded thoroughly to the local community. METrO which stands for "Maximizing Education & Training Opportunities" and PMKu aims to meet the socio-economic needs of the local and regional services as well as the technology-oriented regions.

In addition, it is the responsibility of PMKu to produce potential graduates who can compete in the career arena. In an effort to meet the direction of the National Transformation and generate Human Capital, PMKu is expected to provide improvement and empowerment towards transforming the quality of higher education to a certain level. Furthermore, PMKu is responsible to inspire students to become innovative and creative graduates to compete in the career arena.

PMKu initially offers 2 main programmes, Diploma in Halal Food Services and Diploma in Tourism Management. Both study programmes are full-time learning and Work-Based Learning (WBL). In 2014, PMKu offered part-time programmes which have been a great effort by offering the opportunities of continuous learning for those who are interested to pursue their studies while working. As a result, this part-time programme has also successfully enhanced their knowledge and broadened their experience towards the success of their future career advancement. PMKu welcomes everybody and is most delighted to help you in continuous learning to enable you to build up your career also to gain job satisfaction and strive for the best in your career advancement.

ROSLI BIN ZAINUDDIN, AMP
Director of Politeknik 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

VISION

To become an excellent TVET institution.

MISSION

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

CORPORATE LOGO

POLITEKNIK
MALAYSIA
METrO KUANTAN

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bin Wan Othman**

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(DH52)**

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**Dr. Mohd Fadly
bin Lamri
(DH48)**

Pembangunan
Pelajar
**Wan Mohd Sabri
bin Wan Mahmood
(DH48)**

Instruktional
& Pembelajaran
Digital
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binti Othman
(DH48)**

CISEC
**Ahmad Rasa'Arim
bin Razzali
(DH52)**

Ketua Jabatan
Sokongan Akademik DH48
Adilen @ Lucia binti Suil

Ketua Program DH44
Diploma Perkhidmatan
Makanan Amalan Halal
Sadariah binti Mohd Arif

Pegawai Hal
Ehwal Pelajar DH44
Noor Farizan binti Basroh

Ketua Program DH44
Diploma Pengurusan
Pelancongan
Nor Akashah binti Kassim

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Pendidikan Lanjutan DH44
Tan Kang Yee

Ketua Kursus DH44
Pengajian Am
Lee Pui Har

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Ko-kurikulum
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**Shahrul Sazli Shah
bin Abu Hurairah**

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Ng Siok Giek

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Fatihah binti Mohktar

Pegawai Peperiksaan DH41
Shahirah binti Muhammad Zin

Penolong Pustakawan S29
Shahrul Azman bin Muhammad

Penolong Jurutera JA29
**Nor Atiqah binti Mat Zin
@ Abdul Rahim**

ACADEMIC TEAM: JPH

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Norhaslin binti Abu Hassan

Setiausaha Jabatan
Effa Izzati binti Mahmun

Pegawai Perhubungan dan Latihan Industri
Ng Siok Giek

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(Kokurikulum)
Nik Mohd Haikal bin Mohamed Hassan

Ketua Program DH44
(Perkhidmatan Makanan Amalan Halal)
Sadariah binti Mohd Ariff

Ketua Program DH44
(Pengurusan Pelancongan)
Nor Akashah binti Kassim

Ketua Kursus DH44
(Pengajian Am)
Lee Pui Har

Pegawai Peperiksaan DH41
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Sharizainor Sharina binti Mohamed Sharif

Penyelaras Projek Pelajar
Surayahanim binti Ali

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Penyelaras Disiplin dan Sahsiah Pelajar
(DUP)
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Ketua Jabatan Sokongan Akademik
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Setiausaha Jabatan
Nik Faradila binti Nik Ismail
S22 (TBBK)

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KEWANGAN

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Sukan S41*
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bin Wan Othman

*Pegawai Latihan &
Pendidikan
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Sepanjang Hayat*
Tan Kang Yee

*Pegawai Hal Ehwal
Pelajar DH44*
Noor Farizan binti
Basroh

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Tadbir N29*
Shahrul Sazli Shah
bin Abu Hurairah

*Penolong Jurutera
JA29*
Nur Atiqah binti Mat
Zin @ Abdul Rahim

*Penolong Pegawai
Teknologi Maklumat
FA29*
Fatihah binti
Mokhtar

*Penolong
Pustakawan S29*
Shahrul Azman bin
Muhammad

*Penyelaras
LPL & PSH
DH41*
Zarina binti
Mokhtaruddin

*Pegawai
Kebajikan,
Biasiswa /
Pinjaman
DH44*
Wan Fatimah
binti Wan
Mohd
Nowalid

*Pembantu
Operasi
N11*
Ahmad
Safwan
bin Mohd
Rodzi

*Penolong
Pegawai
Teknologi
Maklumat
FA29 (KUP)*
Nuraisah
binti Zulkifli

*Pembantu
Perpustakaan
S22 (TBBK)*
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binti Nik
Ismail

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& PSH DH41*
Sharizainor
Sharina binti
Mohamed
Shariff

*Juruaudio
Visual N19*
Madya bin
Murat

*Penyelaras
LPL & PSH
DH32*
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binti Yunus

**Pembantu
Tadbir N22**
Lilawati binti
Rahmat

**Pembantu
Tadbir
Perkeranian &
Operasi N19**
Y.M Tengku
Intan
Sharmelia binti
Tengku
Mokhtar

**Pembantu
Tadbir
Perkeranian &
Operasi N19**
Nor Suzliana
binti Abdul
Rafar

**Pembantu
Tadbir
Perkeranian &
Operasi N19**
Samsida Azila
binti Ishak

**Penolong
Akauntan
W29 (KUP)**
Wan Rubiha
binti Wan
Omar

**Pembantu
Tadbir
Kewangan
W19**
Mohamed
Faizul bin
Sa'adon

**Pemandu
Kenderaan
H11
Mohd Rozi
bin Nawang**

**Pemandu
Kenderaan
H11**
Mohamad
Shahidan bin
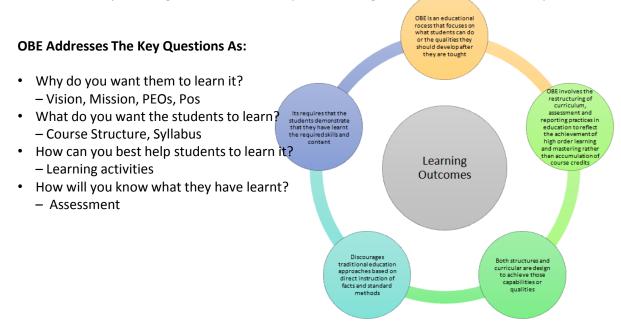Yaakob

OUTCOME
BASED EDUCATION

OUTCOME BASED EDUCATION (OBE)

What is OBE?

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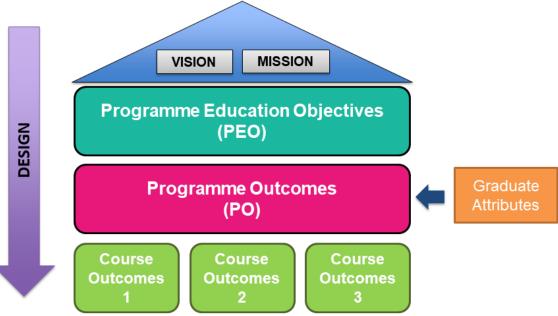
Why OBE?

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

OBE Addresses The Key Questions As:

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

OBE is an educational rocess that focuses on what students can do or the qualities they should develop after they are tought

OBE involves the restructuring of curriculum, assessment and reporting practices in education to reflect the achievement of high order learning and mastering rather than accumulation of course credits

Its requires that the students demonstrate that they have learnt the required skills and content

Learning Outcomes

Both structures and curricular are design to achieve those capabilities or qualities

Discourages traditional education approaches based on direct instruction of facts and standard methods

Key Constituents of Outcome-based Education (OBE)

VISION   MISSION

DESIGN

Programme Education Objectives (PEO)

Programme Outcomes (PO) ← Graduate Attributes

Course Outcomes 1   Course Outcomes 2   Course Outcomes 3

Differences between Traditional Education System & OBE
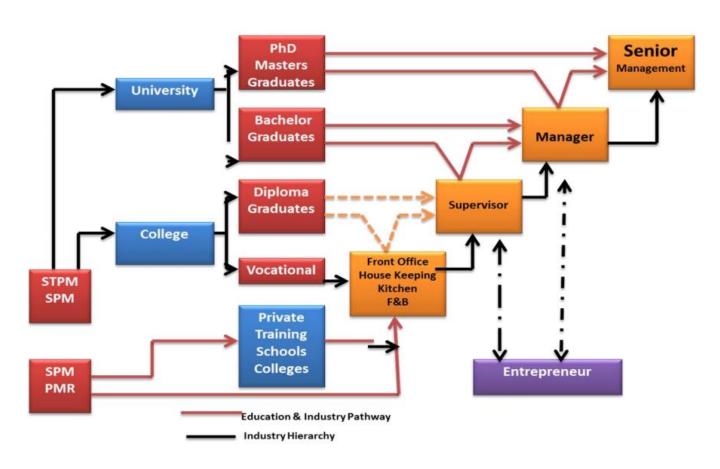
Traditional Educational System

- Traditionally based on inputs; content to teach and teaching methodologies
- Teaching involves sharing of knowledge on topics

- Assessments based on marks or grades attained by students
- Only learning is assessed at the end of each course
- Does not focus on Continuous Improvement

Outcome Based Education

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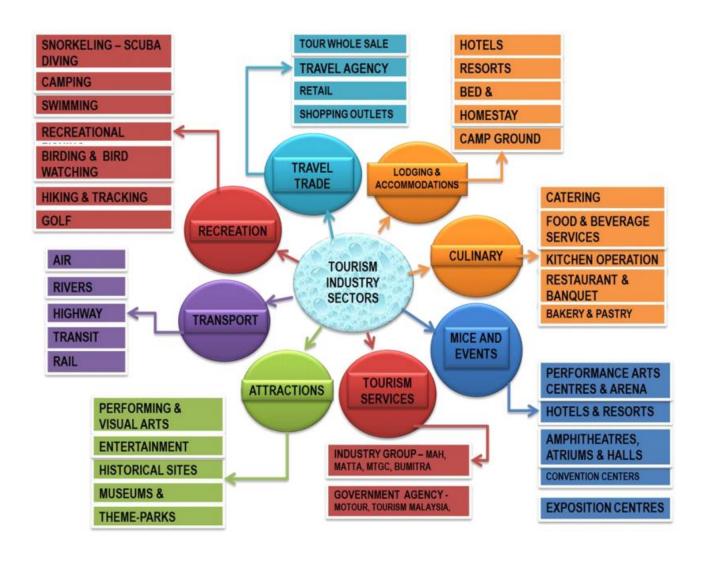
**TOURISM & HOSPITALITY
HIGHER EDUCATION PATHWAY
LEADING TO INDUSTRY**

TOURISM & HOSPITALITY
INDUSTRY SECTOR DISTRIBUTION

LIST OF MALAYSIAN PUBLIC UNIVERSITIES FOR KNOWLEDGE ADVANCEMENT

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

DEPARTMENT OF
TOURISM & HOSPITALITY

DEPARTMENT OF
TOURISM AND HOSPITALITY

INTRODUCTION

Tourism and hospitality industry is one of Malaysia's fastest growing segments of 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 polytechnic 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.

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.

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.

PROGRAMMES OFFERED

1.	Diploma in Foodservice Halal Practice (DHF)	Diploma	**3 years**
2.	Diploma in Tourism Management (DUP)	Diploma	**3 years**

Graduates: Sijil Pelajaran Malaysia (SPM)
- for Conventional and METrO Polytechnic

Full Time Study:
1. Citizens of Malaysia
2. Pass SPM or equivalent with a minimum meet the following requirements:
   - Pass in Mathematic
   - Pass in English
   - Pass in Sejarah (History) – SPM 2013 and above
   - Get THREE (3) credits as listed above:
a)Bahasa Melayu
b)Any TWO (2) others subject
Candidates must not be physically handicapped which might affect practical activities

or

Other graduates:
1. Citizens of Malaysia
2. Pass SPM
   - Pass in Bahasa Melayu
   - Pass in Pass in Sejarah (History) – SPM 2013 and above
   - Get at least ONE (1) credits in any subject
3. Pass in certificated level as listed below:
a)Sijil Politeknik Tahap 3, KKM
b)Siil Kolej Komuniti Tahap 3, KKM
c)Sijil Kemahiran Malaysia Tahap 3

Other graduates:
- SPM (for Politeknik Premier)
- SPM (for Pra Diploma)
- Sijil Politeknik
- Sijil Kolej Komuniti
- Sijil Institut Kemahiran
- Sijil Kemahiran Malaysia
- Diploma Politeknik
- Diploma Lanjutan Politeknik

To apply for admission as a student at the Polytechnic of Malaysia, please go to polytechnic's official portal: www.politeknik.edu.my or call us: +609 565 9000 / 9099.

DIPLOMA IN FOODSERVICE HALAL PRACTICE

INTRODUCTION

Diploma in Foodservice Halal Practice focuses towards the development of knowledge and the implementation of halal elements in foodservice operations and management. This educational programme is developed based on the foodservice industry body of knowledge and competency standards for polytechnic graduates. Halal Foodservice is a discipline of study which requires the graduates to be able to demonstrate knowledge, understanding and abilities in providing excellent food services as well as ensuring halal practices are incorporated in the whole process of foodservice and food production. The industry requires interdisciplinary academic knowledge and competencies such as foodservice fundamentals, hotel operations, catering services and other related foodservice competencies are delivered based on halal principles. Diploma in Foodservice Halal Practice is a three-year full-time programme comprising of six semesters coursework with one semester of industrial training. Students are prepared for their future role in the economy by building a solid foundation in hospitality industrial knowledge and essential skills related
to the diversity field of halal foodservice industry.

SYNOPSIS

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

PROGRAM LEARNING OUTCOMES

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

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

DIPLOMA IN FOODSERVICE HALAL PRACTICE

PROGRAMME AIMS

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

PROGRAMME EDUCATIONAL OBJECTIVES (PEO)

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

PEO 1:	Foodservice Executives who apply fundamental knowledge, understanding and operational principles through halal practice in providing solution for foodservice issues and challenges
PEO 2:	Foodservice Executives who apply a specific level of practical skills, procedures, digital applications and numerical data to perform related tasks in foodservice operations
PEO 3:	Foodservice Executives who alternately adopt the roles of a leader and a team member, and able to communicate effectively in assisting and providing creative solution for halal foodservice operations
PEO 4:	Foodservice Executives who enterprisingly acquired new knowledge and entrepreneurial skills for career advancement and complying with organizational and professional ethics in work and social environment

JOB PROSPECT

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

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

PROGRAMME STRUCTURE

CLASSIFICATION	COURSE CODE	COURSE NAME	CONTACT HOURS				CREDIT VALUE
			L	P	T	O	
SEMESTER 1							
Compulsory	MPU21032	Penghayatan Etika dan Peradaban	1	0	2	0	2
	DUE10012	Communicative English 1	1	0	2	0	2
	MPU24XX1	Sukan	0	2	0	0	1
	MPU24XX1	Unit Beruniform 1					
Common Core	DUW10012	Occupational, Safety and Health	2	0	0	0	2
	DTM10083	Fundamentals of Tourism and Hospitality	3	0	0	0	3
Discipline Core	DTF10093	Introduction to Halal Foodservice Industry	3	0	0	0	3
	DTF10102	Foodservice Sanitation	2	0	0	0	2
Elective		Elective					2
TOTAL			**18**				**17**
SEMESTER 2							
Compulsory	MPU23072	Pelancongan dan Hospitaliti Dalam Islam*	1	0	2	0	2
	MPU23042	Nilai Masyarakat Malaysia**					
	MPU24XX1	Kelab/Persatuan	0	2	0	0	1
	MPU24XX1	Unit Beruniform 2					
Common Core	DTM10203	Customer Service for Tourism and Hospitality	2	2	0	0	3
Discipline Core	DTC10093	Theory of Food	3	0	0	0	3
	DTF20113	Food Science	1	4	0	0	3
	DTF20124	Basic Eastern and Western Cookery	0	8	0	0	4
TOTAL			**25**				**16**
SEMESTER 3							
Compulsory	DUE30022	Communicative English 2	1	0	2	0	2
Common Core	DTM50153	Tourism and Hospitality Marketing	2	2	0	0	3
Discipline Core	DTF30052	Menu Planning and Design	1	2	0	0	2
	DTA20093	Food and Beverage Service	1	4	0	0	3
	DTF30143	Best Practices for Halal Food Production	2	2	0	0	3
	DTC20104	Baking and Pastry	0	8	0	0	4
TOTAL			**27**				**17**

PROGRAMME STRUCTURE

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

ELECTIVES							
1	DBC20012	Computer Application	1	2	0	0	2
2	DUF1XXX2	Foreign Language	1	0	2	0	2

FREE ELECTIVES							
1	DUD10012	Design Thinking	1	0	0	1	2

	Total Credit	%
i. (a) Compulsory	14	15%
(b) Compulsory (Bahasa Kebangsaan A)[b]	2[b]	0%
ii. Common Core	19	20%
iii. Discipline Core	51	54%
iv. Specialization	0	0%
Total Credit	**84**	
v. (a) Electives	2	2%
(b) Free Electives[a]	2[a]	0%
vi. Industrial Training	9	9%
Grand Total Credit	**95**	**100%**

	Total Hours	%
i. Lecture	35	37%
ii. Practical	56	59%
iii. Tutorial	4	4%
Total Contact Hours	**95**	**100%**

SYLLLABUS

DIPLOMA IN FOODSERVICE HALAL PRACTICE SYLLABUS SUMMARY

	SEMESTER 1		
COURSE CODE	**COURSE**	**SYLLABUS SUMMARY**	**CREDIT HOURS**
MPU21032	Penghayatan Etika dan Peradaban	**PENGHAYATAN ETIKA DAN PERADABAN** ini menjelaskan tentang konsep etika daripada perspektif peradaban yang berbeza. Ia bertujuan bagi mengenal pasti sistem, tahap perkembangan, kemajuan dan kebudayaan merentas bangsa dalam mengukuhkan kesepaduan sosial. Selain itu, perbincangan dan perbahasan berkaitan isu-isu kontemporari dalam aspek ekonomi, politik, sosial, budaya dan alam sekitar daripada perspektif etika dan peradaban dapat melahirkan pelajar yang bermoral dan profesional. Penerapan amalan pendidikan berimpak tinggi (HIEPs) yang bersesuaian digunakan dalam penyampaian kursus ini.	2
DUE10012	Communicative English 1	**COMMUNICATIVE ENGLISH 1** focuses on developing students' speaking skills to enable them to communicate effectively and confidently in group discussions and in a variety of social interactions. It is designed to provide students with appropriate reading skills to comprehend a variety of texts. The students are equipped with effective presentation skills as a preparation for academic and work purposes.	2
MPU24XX1	Unit Beruniform 1 /Sukan	**SUKAN** adalah aktiviti yang mengandungi latihan kemahiran berguna secara rekreasi dan peraturan-peraturan tertentu dalam mengejar kecemerlangan bagi penguasaan pengetahuan dan kemahiran khusus secara holistik bagi mengukuhkan pembentukan kemahiran insaniah pelajar yang positif.	1
DUW10012	Occupational, Safety & Health	**OCCUPATIONAL SAFETY AND HEALTH** course is designed to impart understanding of the self-regulatory concepts and provisions under the Occupational Safety & Health Act (OSHA). This course presents the responsibilities of workers in implementing and complying with the safety procedures at work. Understanding of notifications of accidents, dangerous occurrence, poisoning and diseases and liability for offences will be imparted upon students. This course will also provide an understanding of the key issues in OSH Management, Incident Prevention, Fire Safety, Hazard Identification Risk Control and Risk Assessment (HIRARC), Workplace Environment and Ergonomics and guide the students gradually into this multi-disciplinary science.	2

SYLLLABUS

DIPLOMA IN FOODSERVICE HALAL PRACTICE SYLLABUS SUMMARY

		SEMESTER 1	
COURSE CODE	**COURSE**	**SYLLABUS SUMMARY**	**CREDIT HOURS**
DTM10083	Fundamentals of Tourism and Hospitality	**FUNDAMENTALS OF TOURISM AND HOSPITALITY** exposes students to the foundation of tourism and hospitality sectors, including the significance of tourism to the host and global communities. Students are also introduced to the career, academic and entrepreneurial prospects which exist in the industry. The reality of workplace demands and employability skills in the tourism and hospitality profession are also shown. Students are exposed to the importance of sustainable tourism practice in tourism and hospitality. Students are given the opportunity to gain experience through talks on tourism and hospitality industry delivered by invited guest speakers	3
DTF10093	Introduction to Halal Foodservice Industry	**INTRODUCTION TO HALAL FOODSERVICE INDUSTRY** course is developed to give exposure the basic knowledge of halal based on Shariah law, the halal concept in foodservice industry, halal practices applied by the industry, Malaysia halal certification scheme implementation and the related agencies involved in the halal industry development in Malaysia. The course also discusses the increasing demand in domestic and global halal market. Students are exposed to halal awareness and implementation of halal food issues and challenges in foodservice industry.	3
DTF10102	Foodservice Sanitation	**FOODSERVICE SANITATION** provides information on hygiene, sanitation, quality, and safety practices in foodservice industry. In addition, this course also discusses on the causes and prevention methods of food contamination, and the importance of Hazardous Analysis Critical Control Point (HACCP), Good Manufacturing Practice (GMP) and Good Hygiene Practice (GHP) in foodservice industry.	2
DBC20012	Computer Application	**COMPUTER APPLICATION** exposes students to different packages of applications software such as word processor, spreadsheet, presentation, project management, internet security and digital etiquette. This course mainly emphasize on the practical aspects of using applications software and awareness in digital world activity. Students will develop teamwork and leadership skills to present ideas and organize project. Students are able to use the information and technology skill attained in future.	2

SYLLLABUS

DIPLOMA IN FOODSERVICE HALAL PRACTICE SYLLABUS SUMMARY

COURSE CODE	COURSE	SYLLABUS SUMMARY	CREDIT HOURS
		SEMESTER 2	
MPU23072	Pelancongan dan Hospitaliti Dalam Islam*	**PELANCONGAN DAN HOSPITALITI DALAM ISLAM** memberi pengetahuan tentang konsep Islam sebagai al-Din dan seterusnya membincangkan konsep pelancongan dan hospitaliti mengikut perspektif Islam. Ia merangkumi penyediaan rumah penginapan, makanan, layanan terhadap tetamu dan hubungan alam sekitar dalam bidang pelancongan. Seterusnya membincangkan konsep asas kaedah fiqh,nilai-nilai kebersihan dan estetika Islam dalam bidang tersebut.	2
MPU23042	Nilai Masyarakat Malaysia**	**NILAI MASYARAKAT MALAYSIA** membincangkan aspek sejarah pembentukan masyarakat, nilai-nilai agama, adat resam dan budaya masyarakat di Malaysia. Selain itu, pelajar dapat mempelajari tanggungjawab sebagai individu dan nilai perpaduandalam kehidupan di samping cabaran- cabaran dalam membentuk masyarakat Malaysia	2
MPU24XX1	Kelab/Persatuan	**KELAB** memfokuskan kepada penguasaan pengetahuan dan kemahiran khusus secara holistik bagi mengukuhkan pembentukan kemahiran insaniah pelajar yang positif	1
DTF20113	Food Science	**FOOD SCIENCE** covers knowledge and the importance of food science concepts in foodservice. Students are exposed to the knowledge of nature, properties and changes in food during storage and processing. Topics discussed will help to develop understanding in food allergen, preservation and food packaging. Students also have the opportunities to carry out sensory evaluation of products using survey panels or potential consumers.	3
DTF20124	Basic Eastern and Western Cookery	**BASIC EASTERN AND WESTERN COOKERY** is an introduction to eastern and western cookery preparation in the foodservice establishment. In this course, students will be exposed to the basic cooking techniques and skills in preparing, cooking and presenting a variety of commodity on eastern and western cuisine such as appetizers, soups, sauces, meat, poultry, fish, shellfish and also starches.	4

SYLLLABUS

		SEMESTER 2		
COURSE CODE	COURSE	SYLLABUS SUMMARY		CREDIT HOURS
DTC10093	Theory of Food	**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 cooking is explained starting from the basic equipment and utensils to cooking techniques, role of the ingredients used, garnishing and food presentation, food commodities, salad and salad dressing, stock, sauces and soup.		3
DTM10203	Customer Service for Tourism and Hospitality	**CUSTOMER SERVICE FOR TOURISM AND HOSPITALITY** exposes students to skills required for establishing a specific career path offered through personal and professional development. Student should be given knowledge and basic understanding on how customer service being established practiced and organized in the hospitality and tourism industry. Students also should be able to demonstrate positive and hospitable attitude that has been practiced in hospitality and tourism industry and how the public sector is responding to them.		3
* For Muslim Students **** For Non Muslim Students**				

SYLLLABUS

DIPLOMA IN FOODSERVICE HALAL PRACTICE SYLLABUS SUMMARY

		SEMESTER 3		
COURSE CODE	COURSE	SYLLABUS SUMMARY		CREDIT HOURS
DUE30022	Communicative English 2	**COMMUNICATIVE ENGLISH 2** emphasizes the skills required at the workplace to describe products or services as well as processes or procedures. This course will also enable students to make and reply to enquiries and complaints.		2
DTM50153	Tourism and Hospitality Marketing	**TOURISM AND HOSPITALITY MARKETING** provides knowledge on theories, concepts and strategies applied in marketing tourism and hospitality product and services. The current practices and methods of professional selling provide opportunities to practice and develop communication skills, organizational skills, and other skills necessary to succeed in any career particularly in the profession of selling. The course focuses on the use of eight marketing mix (8Ps) strategies, consumer behaviour, marketing research, market segmentation and positioning and marketing plan in tourism and hospitality industry.		3
DTF30052	Menu Planning and Design	**MENU PLANNING AND DESIGN** course covers fundamentals of menu planning that are essential in building a successful foodservice concept. The content focuses on the evolution of the menu which includes topics such as menu trends in the industry, performing market research and creating a market survey, nutrition and dietary guideline and menu planning. This course also includes financial aspects of menu planning such as performing a yield test, creating and writing standard recipes and recipe costing. Besides that, writing, designing and merchandising the eco-friendly menu are also taught in this course.		2
DTA20093	Food and Beverage Service	**FOOD AND BEVERAGE SERVICE** introduces students to the knowledge and skills in food and beverage department (F&B) as required in the hotel industry. Students will discuss on the new upcoming trend in the industry. It enumerates the food and beverage service techniques and operating procedures in food and beverage task such as mise en place, guest handling procedures, sequence of courses, style of service and beverages. Students will be encouraged to understand and apply the right procedure of serving food and beverage to reflect the current practice in the industry		3

SYLLLABUS

DIPLOMA IN FOODSERVICE HALAL PRACTICE SYLLABUS SUMMARY

		SEMESTER 3		
COURSE CODE	**COURSE**	**SYLLABUS SUMMARY**		**CREDIT HOURS**
DTF30143	Best Practices for Halal Food Production	**BEST PRACTICES FOR HALAL FOOD PRODUCTION** brings student to experience the best halal approach in managing foodservice operation guided by various requirements from several agencies in Malaysia especially Department of Islamic Development Malaysia (JAKIM) without neglecting the Islamic Shariah law implementation. The topic will covers fundamental of halal food, important areas for halal compliance, legitimate ingredients, halal slaughtering practice, requirement standards to be apply and challenges encountered by halal food producer. Student will also be equipped with hands on skills through creating awareness programme, practicing *sertu* and organising event consist of slaughtering, processing, cooking and serving of halal food. Field trip will also enhance student knowledge towards the course.		3
DTC20104	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 goods such as bread, pastry, cookies, and cake.		4

SYLLLABUS

DIPLOMA IN FOODSERVICE HALAL PRACTICE SYLLABUS SUMMARY

		SEMESTER 4	
COURSE CODE	**COURSE**	**SYLLABUS SUMMARY**	**CREDIT HOURS**
MPU22012	Entrepreneurship	**ENTREPRENEURSHIP** focuses on the fundamentals and concept of entrepreneurship in order to inculcate the value and interest in students to choose entrepreneurship as a career. This course can help students to initiate creative and innovative entrepreneurial ideas. It also emphasizes a preparation of a business plan framework through business model canvas.	2
DTM40123	Principles of Accounting for Tourism and Hospitality	**PRINCIPLES OF ACCOUNTING FOR TOURISM AND HOSPITALITY** provides basic accounting concepts and principles as well as green accounting in various business transactions. This course gives emphasis on fundamental accounting system and accounts recording procedures generally used within the tourism and hospitality industry.	3
DTF40072	Muslim Friendly Hospitality Practice	**MUSLIM FRIENDLY HOSPITALITY PRACTICE** course emphasize on specific services and product which must be taken into consideration and provided by tourism and hospitality businesses. This course covers the application of Muslim friendly hospitality services in various service sectors of tourism and hospitality businesses such as accommodation, foodservice, travel services, recreation, transportation, entertainment and public places. This course will also study, analyze and identify creative solution on issues and/or challenges, related to the implementation of Muslim friendly hospitality services.	2
DTF40133	Food And Beverage Cost Control	**FOOD AND BEVERAGE COST CONTROL** contains various elements of costs associated with food and beverage industry. Students are taught to calculate the cost of food and beverage. They are also introduced to the concept of menu pricing, break-even and budgeting. This course also emphasizes on production control system associated with cost control techniques.	3

SYLLLABUS

SEMESTER 4			
COURSE CODE	COURSE	SYLLABUS SUMMARY	CREDIT HOURS
DTF40164	Commercial Foodservice Operations	**COMMERCIAL FOODSERVICE OPERATIONS** cover the knowledge and skills of running various types of foodservice establishment. Students are exposed to menu planning and food production based on services and establishments. Topics discussed will help to develop skills and understanding in the operations of commercial foodservice with appropriate dine-in environment. Students have the opportunities to organize outdoor catering, run operations of the whole restaurant, and handle food court operation, buffet and fast food restaurant.	4
DTF40153	Nutrition for Foodservice	**NUTRITION FOR FOODSERVICE** introduces students to the importance of nutrition in menu planning either in commercial or non-commercial institutional. This course also exposes students to the science of nutritional studies and substances usually found in food and body and discusses on the factors influencing human dietary practices, disease problems related to food and nutrition.	3

SYLLLABUS

DIPLOMA IN FOODSERVICE HALAL PRACTICE SYLLABUS SUMMARY

	SEMESTER 5		
COURSE CODE	**COURSE**	**SYLLABUS SUMMARY**	**CREDIT HOURS**
DUE50032	Communicative English 3	**COMMUNICATIVE ENGLISH 3** aims to develop the necessary skills in students to analyze and interpret graphs and charts from data collected as well as to apply the job hunting mechanics effectively in their related fields. Students will learn to gather data and present them through the use of graphs and charts. Students will also learn basics of job hunting mechanics which include using various job search strategies, making enquiries, and preparing relevant resumes and cover letters. The students will develop communication skills to introduce themselves, highlight their strengths and abilities, present ideas, express opinions and respond appropriately during job interviews.	2
DUG30023	Green Technology Compliance	**GREEN TECHNOLOGY COMPLIANCE** course is designed to introduce students with fundamentals of green technology, green practices, and green compliances towards the ultimate target of sustainable living. Students will be exposed to different feasible technologies in achieving goals that show developments in rapidly growing fields such as sustainability, innovation, viability and natural sources reduction. Students will also learn other areas where green technology is implemented such as energy, transport, building, water and waste management.	3
DTF50184	Halal Assurance System	**HALAL ASSURANCE SYSTEM** enables students to learn more in depth on Malaysia halal certification, starting from the requirements of halal certification, Malaysian Standards pertaining to halal matters, the development of halal file, the quality control through Halal Assurance System (HAS), and the auditing process implementation as a part of quality control.	4

SYLLLABUS

DIPLOMA IN FOODSERVICE HALAL PRACTICE SYLLABUS SUMMARY

		SEMESTER 5		
COURSE CODE	**COURSE**	**SYLLABUS SUMMARY**		**CREDIT HOURS**
DTF50173	Food Law and Regulations	**FOOD LAWS AND REGULATIONS** covers basic concepts and applications of legal and trend issues in foodservice industry. Students are introduced to Malaysian legal system, laws, acts and policies relating to foodservice industry. In addition, this course also covers Halal Food Legal Control and related Fatwa. A case study in foodservice industry is evaluated to identify facts, legal issues and related laws applied.		3
DTF50063	Design and Layout for Foodservice Facilities	**DESIGN AND LAYOUT FOR FOODSERVICE FACILITIES** introduces all aspects in planning and designing a proper foodservice establishment. Students will be able to plan, apply basic design, execute space analysis and conduct pre-selection of equipment base on the environmental friendly in foodservice industry.		3
DTA40124	Hospitality Project	**HOSPITALITY PROJECT** is catered for the final semester students of diploma programme. It can be implemented individually or in groups. Project coordinator chosen among the lecturers will set the format of the project at the beginning of these semester. The project consists of case studies, scientific research, activities or production-related. Students may be required to make presentations or reports. Each student will be supervised by a lecturer who acts as their project supervisor.		4

SYLLLABUS

SEMESTER 6			
COURSE CODE	**COURSE**	**SYLLABUS SUMMARY**	**CREDIT HOURS**
DUT60019	Industrial Training	**INDUSTRIAL TRAINING** exposes students to related workplace competencies demanded by industries. This course provides exposure to students in terms of technology literacy, effective communication, practice social skills and teamwork, policies, procedures and regulations, professional ethics and reporting. It also equips students with real work experience, thus helping students to perform as novice workers.	9

DIPLOMA IN TOURISM MANAGEMENT

INTRODUCTION

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

SYNOPSIS

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

PROGRAM LEARNING OUTCOMES

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

PLO 1 : Apply knowledge of tourism management in operating and managing of tourism activities

PLO 2 : Analyse issues and challenges in assisting and providing appropriate solution for tourism management

PLO 3 : Perform skills in the tourism industry

PLO 4 : Demonstrate effective communication and interaction skills, either individually or as member of a team with supervisors, peers and subordinates

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

PLO 6 : Demonstrate leadership, autonomy and responsibility by taking alternate role either as a leader or member of a diverse team

PLO 7 : Demonstrate entrepreneurial and good managerial skills in society

PLO 8 : Integrate professionalism, positive attitudes and values in engaging with society and stakeholders

DIPLOMA IN
TOURISM MANAGEMENT

PROGRAMME AIM

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

PROGRAMME EDUCATIONAL OBJECTIVES (PEO)

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

PEO 1: Tourism Executives who apply basic knowledge, understanding and tourism operational principles in providing solutions for tourism issues and challenges.

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

PEO 3: Tourism Executives who alternately adopt either the role of a leader or a team member and communicate effectively in assisting and providing comprehensive and sustainable solution in tourism workplaces.

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

JOB PROSPECT

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

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

PROGRAMME STRUCTURE FOR DIPLOMA IN TOURISM MANAGEMENT

CLASSIFICATION	COURSE CODE	COURSE NAME	CONTACT HOURS				CREDIT VALUES
			L	P	T	O	
SEMESTER 1							
Compulsory	MPU21032	Penghayatan Etika dan Peradaban	1	0	2	0	2
	DUE10012	Communicative English 1	1	0	2	0	2
	MPU24XX1	Sukan	0	2	0	0	1
	MPU24XX1	Unit Beruniform 1					
Common Core	DUW10012	Occupational Safety And Health	2	0	0	0	2
	DTM10083	Fundamentals of Tourism and Hospitality	3	0	0	0	3
	DTM10203	Customer Service for Tourism and Hospitality	2	2	0	0	3
Discipline Core	DTM10093	Tourism in Malaysia	3	0	0	0	3
	DTM10103	Tourism Geography	2	2	0	0	3
TOTAL			24				19
SEMESTER 2							
Compulsory	MPU23072	Pelancongan dan Hospitaliti Dalam Islam*	1	0	2	0	2
	MPU23042	Nilai Masyarakat Malaysia**					
	MPU22012	Entreprenuership	1	0	2	0	2
	MPU24XX1	Kelab/Persatuan	0	2	0	0	1
	MPU24XX1	Unit Beruniform 2					
Common Core	DTM50153	Tourism and Hospitality Marketing	2	2	0	0	3
Discipline Core	DTM20213	Travel and Tour Management	3	0	0	0	3
	DTM20223	Tourism Transportation	3	0	0	0	4
	DTO20044	Terrestrial Recreational Tourism	1	6	0	0	4
TOTAL			25				18
SEMESTER 3							
Compulsory	DUE30022	Communicative English 2	1	0	2	0	2
Common Core	DTF40072	Muslim Friendly Hospitality Practice	1	2	0	0	2
Discipline Core	DTM30233	Travel and Tour Operation	1	4	0	0	3
	DTM30243	Tourist Behaviour	3	0	0	0	3
	DTM30114	Tourist Guiding Techniques	1	6	0	0	3
	DTO30064	Marine Recreational Tourism	1	6	0	0	4
TOTAL			28				18

PROGRAMME STRUCTURE FOR DIPLOMA IN TOURISM MANAGEMENT

CLASSIFICATION	COURSE CODE	COURSE NAME	L	P	T	O	CREDIT VALUES
SEMESTER 4							
Common Core	DTM40123	Principles of Accounting for Tourism and Hospitality	2	0	2	0	3
Common Core	DUG30023	Green Technology Compliance	2	0	2	0	3
Discipline Core	DTM40253	e-Tourism	1	4	0	0	3
Discipline Core	DTM40144	Tourism Expedition	1	6	0	0	4
Discipline Core	DTM40134	Event Operation and Management	1	6	0	0	4
TOTAL			27				17
SEMESTER 5							
Compulsary	DUE50032	Communicative English 3	1	0	2	0	2
Discipline Core	DTM50183	Sustainable Tourism	2	2	0	0	3
Discipline Core	DTM50163	Visitor Interpretation Services	1	4	0	0	3
Discipline Core	DTM50174	Tourism Project	1	6	0	0	4
Elective		Elective					2
			19				14
SEMESTER 5							
Industrial Training	DUT60019	Industrial Training	0	0	0	0	9
TOTAL			0				9
TOTAL CREDIT VALUE							95

		ELECTIVES COURSES	L	P	T	O	
1	DTM50262	Introduction to Front Liner	2	0	0	0	2
2	DTM50192	Community Based Tourism	1	2	0	0	2
3	DBC20012	Computer Application	1	2	0	0	2
FREE ELECTIVES							
1	DUD10012	Design Thinking	1	0	0	1	2

	Total Credit	%
i. (a) Compulsory	14	15%
(b) Compulsory (Bahasa Kebangsaan A) [b]	2[b]	0%
ii. Common Core	19	20%
iii. Discipline Core	51	54%
iv. Specialization	0	0%
Total Credit	84	
v. (a) Electives	2	2%
(b) Free Electives[a]	2[a]	0%
vi. Industrial Training	9	9%
Grand Total Credit	95	100%

	Total Hours	%
i. Lecture	36	37%
ii. Practical	60	61%
iii. Tutorial	2	2%
Total Contact Hours	98	100%

SYLLLABUS

		SEMESTER 1	
COURSE CODE	COURSE	SYLLABUS SUMMARY	CREDIT HOURS
MPU21032	Penghayatan Etika dan Peradapan	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.	2
DUE10012	Communicative English 1	COMMUNICATIVE ENGLISH 1 focuses on developing students' speaking skills to enable them to communicate effectively and confidently in group discussions and in a variety of social interactions. It is designed to provide students with appropriate reading skills to comprehend a variety of texts. The students are equipped with effective presentation skills as a preparation for academic and work purposes.	2
MPU24XX1	Sukan	SUKAN adalah aktiviti yang mengandungi latihan kemahiran berguna secara rekreasi dan peraturan-peraturan tertentu dalam mengejar kecemerlangan bagi penguasaan pengetahuan dan kemahiran khusus secara holistik bagi mengukuhkan pembentukan kemahiran insaniah pelajar yang positif	2
DUW10012	Occupational, Safety & Health	OCCUPATIONAL SAFETY AND HEALTH course is designed to impart understanding of the self-regulatory concepts and provisions under the Occupational Safety & Health Act (OSHA). This course presents the responsibilities of workers in implementing and complying with the safety procedures at work. Understanding of notifications of accidents, dangerous occurrence, poisoning and diseases and liability for offences will be imparted upon students. This course will also provide an understanding of the key issues in OSH Management, Incident Prevention, Fire Safety, Hazard Identification Risk Control and Risk Assessment (HIRARC), Workplace Environment and Ergonomics and guide the students gradually into this multi-disciplinary science.	2

SYLLLABUS

DIPLOMA IN TOURISM MANAGEMENT SYLLABUS SUMMARY

SEMESTER 1			
COURSE CODE	COURSE	SYLLABUS SUMMARY	CREDIT HOURS
DTM10203	Customer Service for Tourism and Hospitality	CUSTOMER SERVICE FOR TOURISM AND HOSPITALITY exposes students to skills required for establishing a specific career path offered through personal and professional development. Student should be given knowledge and basic understanding on how customer service being established practiced and organized in the hospitality and tourism industry. Students also should be able to demonstrate positive and hospitable attitude that has been practiced in hospitality and tourism industry and how the public sector is responding to them.	3
DTM10083	Fundamentals of Tourism and Hospitality	FUNDAMENTALS OF TOURISM AND HOSPITALITY exposes students to the profile, complexity and interrelation of tourism and hospitality sectors, including the significance of tourism to the host and global communities. Students are also introduced to the career, academic and entrepreneurial prospects which exist in the industry. The reality of workplace demands and employability skills in the tourism and hospitality profession are also shown. Students are given the opportunity to gain experience through talks on tourism and hospitality industry delivered by invited guest speakers.	3
DTM10093	Tourism Malaysia	TOURISM MALAYSIA course exposes students to the tourism scenario in Malaysia. It also covers the history of Malaysian tourism while instilling a sense of appreciation and pride towards Malaysia. Students' depth of knowledge and understanding of Malaysia will leave a significant and positive impact to the tourism industry in Malaysia. Students are also exposed to the various tourism products and attractions available as well as not forgetting the demands and existing supply in Malaysia. Students are given the opportunity to gain experience through field trips and talks on tourism and hospitality industry delivered by invited guest speakers.	3
DTM10103	Tourism Geography	TOURISM GEOGRAPHY exposes the students to the basic geographical components of tourism. Students are also exposed to the resources, physical features, attractions, transportation, climatic variations, study of maps, time difference, international date line and the importance of geography in tourism. This course also aims to introduce the students to the tourist generating countries to Malaysia.	3

SYLLLABUS

DIPLOMA IN TOURISM MANAGEMENT SYLLABUS SUMMARY

COURSE CODE	COURSE	SYLLABUS SUMMARY	CREDIT HOURS
SEMESTER 2			
MPU23072	Pelancongan dan Hospitaliti Dalam Islam*	PELANCONGAN DAN HOSPITALITI DALAM ISLAM memberi pengetahuan tentang konsep Islam sebagai al-Din dan seterusnya membincangkan konsep pelancongan dan hospitaliti mengikut perspektif Islam. Ia merangkumi penyediaan rumah penginapan, makanan, layanan terhadap tetamu dan hubungan alam sekitar dalam bidang pelancongan. Seterusnya membincangkan konsep asas kaedah fiqh, nilai-nilai kebersihan dan estetika Islam dalam bidang tersebut	2
MPU23042	Nilai Masyarakat Malaysia**	NILAI MASYARAKAT MALAYSIA membincangkan aspek sejarah pembentukan masyarakat Malaysia, nilai-nilai agama serta adat resam dan budaya masyarakat majmuk. Selain itu, pelajar diberi kefahaman mengenai tanggungjawab individu dalam kehidupan dan cabaran-cabaran dalam membangunkan masyarakat Malaysia.	2
MPU22012	Entreprenuership	ENTREPRENEURSHIP focuses on the fundamentals and concept of entrepreneurship in order to inculcate the value and interest in students to choose entrepreneurship as a career. This course can help students to initiate creative and innovative entrepreneurial ideas. It also emphasizes a preparation of a business plan framework through business model canvas	2
MPU24XX1	Kelab / Persatuan	KELAB memfokuskan kepada penguasaan pengetahuan dan kemahiran khsussecara holistik bagi mengukuhkan pembentukan kemahiran insaniah pelajar yang positif	2
DTM50153	Tourism and Hospitality Marketing	TOURISM AND HOSPITALITY MARKETING provides knowledge on theories, concepts and strategies applied in marketing tourism and hospitality product and services. The current practices and methods of professional selling provide opportunities to practice and develop communication skills, organizational skills, and other skills necessary to succeed in any career particularly in the profession of selling. The course focuses on the use of eight marketing mix (8Ps) strategies, consumer behavior, marketing research, market segmentation and positioning and marketing plan in tourism and hospitality industry.	3

SYLLLABUS

DIPLOMA IN TOURISM MANAGEMENT SYLLABUS SUMMARY

COURSE CODE	COURSE	SYLLABUS SUMMARY	CREDIT HOURS
		SEMESTER 2	
DTM20213	Travel and Tour Management	TRAVEL AND TOUR MANAGEMENT is a course that exposes students to the purpose and role of travel and tour agencies. Topics will cover aspects of history, function, establishment and related laws in Malaysia as well as businesses that are directly involved with the operation of a travel agency. The course will also discuss the role of Global Distribution System (GDS) used by travel agencies to make reservations on various airline reservation systems and also entrepreneurial opportunities and sustainable elements in travel and tour businesses.	3
DTM20223	Tourism Transportation	TOURISM TRANSPORTATION provide students with the basic understanding regarding the modes of transportation, systems, types of transportation service operation, organization and planning in relation to tourism operations. The course emphasis on the importance of the various types of transportation and its role as one of vital component in tourism industry. Students will explore the various aspect of the development and management of tourist transportation. Current issues and future challenges facing in the transportation business will also be explored.	3
DUB20044	**Terrestrial Recreational Tourism**	TERRESTRIAL RECREATIONAL TOURISM exposes students to terrestrial-based recreation activities within the tourism industry. Students will develop competencies in the overall operation and management of terrestrial-based recreational activities. All terrestrial-based recreational activities are conducted based on international safety and risk management plan standards. For assessment purpose, students are required to plan and implement the terrestrial-based recreation activities. To ensure successful implementation of this course, the teaching and learning process must apply flexible and innovative scheduling strategies.	4
		* For Muslim Students ** For Non Muslim Students	

SYLLLABUS

	SEMESTER 3		
COURSE CODE	COURSE	SYLLABUS SUMMARY	CREDIT HOURS
DUE3012	Communicative English 2	COMMUNICATIVE ENGLISH 2 emphasizes the skills required at the workplace to describe products or services as well as processes or procedures. It also focuses on the skills to give and respond to instructions. This course will also enable students to make and reply to enquiries and complaints.	2
DTF40072	Muslim Friendly Hospitality Practice	MUSLIM FRIENDLY HOSPITALITY PRACTICE course emphasize on specific services and product which must be taken into consideration and provided by tourism and hospitality businesses. This course covers the application of Muslim friendly hospitality services in various service sectors of tourism and hospitality businesses such as accommodation, foodservice, travel services, recreation, transportation, entertainment and public places. This course will also study, analyze and identify creative solution on issues and/or challenges, related to the implementation of Muslim friendly hospitality services	2
DTM30233	Travel and Tour Operation	TRAVEL AND TOUR OPERATION exposes students to the process of designing and implementing a tour package. Among the skills learned is the planning proses including design of itineraries, tour packaging and programming, documentation and tour costing. At the end of the course, students are required to plan and organized a tour package efficiently based on systematic process they learned in class.	3
DTM30022	Tourist Behaviour	TOURIST BEHAVIOUR introduces the important areas of tourist behavior, purchase behavior model, typologies, tourist behavior and segmentation. Students will also be exposed to the markets and demands as well as the emergence of new markets, issues and changes in tourism demand.	3
DTM30114	Tourist Guiding Techniques	TOURIST GUIDING TECHNIQUES expose students to the major aspects of professional tour guiding such as public speaking, communication skills, interpretation and tour commentary. Students will gain hands-on experience in preparing tour commentary, execute tour itinerary, guiding and managing a tour, delivering tour commentary on-site, conducting a group tour operation to completion and prepare tour report.	4

SYLLLABUS

		SEMESTER 4	
COURSE CODE	COURSE	SYLLABUS SUMMARY	CREDIT HOURS
DTO30064	Marine Recreational Tourism	MARINE RECREATIONAL TOURISM exposes students to marine-based recreational activities for the tourism industry. Students will develop competencies in overall operations and management of marine-based recreational activities. All recreational activities will be conducted based on international safety and risk management plan standards. In order to ensure successful implementation of this course, the teaching and learning process must apply flexible and innovative scheduling strategies.	4
DTM40123	Principles of Accounting for Tourism and Hospitality	PRINCIPLES OF ACCOUNTING FOR TOURISM AND HOSPITALITY provides basic accounting concepts and principles as well as green accounting in various business transactions. This course gives emphasis on fundamental accounting system and accounts recording procedures generally used within the tourism and hospitality industry.	3
DUG300323	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.	3
DTM40253	e-Tourism	E-TOURISM provides an insight into the tourism industry and the transformation taking place in information and communication technologies. It contains the application of the ICT, websites essential and design, e-Tourism activities, and online food and travel writing in the various sectors of the tourism and hospitality industry especially in e-tourism. The main purpose is to balance technical skills with artistic skills among the students in order to build creative, interactive and well-designed websites.	3

SYLLABUS

	SEMESTER 4		
COURSE CODE	COURSE	SYLLABUS SUMMARY	CREDIT HOURS
DTM40144	Tourism Expedition	TOURISM EXPEDITION equips students with real life experience on planning, organizing and managing domestic and international tourism expedition. Students are required to plan activities for fundraising and sponsorship for tourism expedition. This course emphasizes on tourism expedition proposal preparation, conducting a trip to the tourist attraction area, conducting tourism survey, preparing report and presentation whereby students are required to conduct tourism expedition programme at the selected destination area	4
DTM40134	Event Operation and Management	EVENT OPERATION AND MANAGEMENT covers the knowledge and understanding of planning and management skills of an event. Effective planning and preparation are crucial to the success of an event therefore students are required to prepare the necessary skills by learning event budgets, set event objectives, plan and manage a successful event. This course lead students to look at the operational and marketing plan as well as managing, implementing and evaluating the event.	4
	SEMESTER 5		
DUE50032	Communicative English 3	COMMUNICATIVE ENGLISH 3 aims to develop the necessary skills in students to analyse and interpret graphs and charts from data collected as well as to apply the job hunting mechanics effectively in their related fields. Students will learn to gather data and present them through the use of graphs and charts. Students will also learn basics of job hunting mechanics which include using various job search strategies, making enquiries, and preparing relevant resumes and cover letters. The students will develop communication skills to introduce themselves, highlight their strengths and abilities, present ideas, express opinions and respond appropriately during job interviews.	2
DTM50183	Sustainable Tourism	SUSTAINABLE TOURISM exposes students to the techniques in managing tourism resources and ways to reduce the negative impact of tourism development. Students are exposed to the topics on sustainable development progress such as conservation and preservation, carrying capacity, environmental impact assessment and visitor management techniques that are used to minimise the negative impact caused by tourism activities. Students are also required to organize activities to enhance their understanding of sustainable tourism knowledge in tourism industry.	3

SYLLLABUS

		SEMESTER 5	
COURSE CODE	COURSE	SYLLABUS SUMMARY	CREDIT HOURS
DTM50163	Visitor Interpretation	VISITOR INTERPRETATION SERVICES covers the basic concepts and application of interpretation services in tourist and visitor attraction. It includes the principles, competencies, methodologies, and planning elements in interpretation services for visitors and tourists. Students are required to plan and accomplish interpretation assignments and project.	3
DTM50174	Tourism Project	TOURISM PROJECT exposes the students to knowledge, concept and skills which have been obtained throughout the programme. The types of projects consist of literature study, research, problem solving or prototype design related to tourism field. Students are required to produce a project proposal, final report and presentations.	4
DTM50262	Introduction to Front Liner	INTRODUCTION TO FRONT LINER exposes student to the roles and responsibilities of front office in ensuring the success of tourism and hospitality business. Student will build up knowledge and competencies of front liner operation including basic skill of staff, reservation process, check-in and check-out procedure. This course also emphasizes the importance to understanding about innkeepers act.	2
DTM5019	Community Based Tourism	COMMUNITY BASED TOURISM (CBT) is designed to expose students to a concept of planning and programming process of a community based tourism destinations or attractions. Based on established CBT development manual, this syllabus allows students to put into practice leadership role in the initial start-up process and operation of a CBT destination. Topics included are understanding of community based tourism concepts and principles, destination selection process, community readiness and resources assessment, community capacity building process, leadership and administrative set-up, quality programming design, marketing and networking.	2
DBC20127	Computer Application	COMPUTER APPLICATION exposes students to different packages of applications software such as word processor, spreadsheet, presentation, project management, internet security and digital etiquette. This course mainly emphasize on the practical aspects of using applications software and awareness in digital world activity. Students will develop teamwork and leadership skills to present ideas and organize project. Students are able to use the information and technology skill attained in future.	2

SYLLLABUS

COURSE CODE	COURSE	SYLLABUS SUMMARY	CREDIT HOURS
		SEMESTER 6	
DUT40110	Industrial Training	INDUSTRIAL TRAINING prepares students with employability skills and current industrial technologies in actual working environment. This course allows students to experience the work culture of the workplace as well as provides a platform for students to put into practice the skills and knowledge learnt. The desired attributes include organizational orientation and professional ethics, effective communication, leadership and teamwork, continuous learning and information management, as well as self-management and entrepreneurial mind at the workplace.	9

DEPARTMENT LAB & FACILITIES

TOURISM MANAGEMENT UNIT

	CAPACITY
COMPUTER GDS LAB	33 PAX
TOURISM TECHNOLOGY ENABLE COLLABORATIVE CLASSROOM	40 PAX
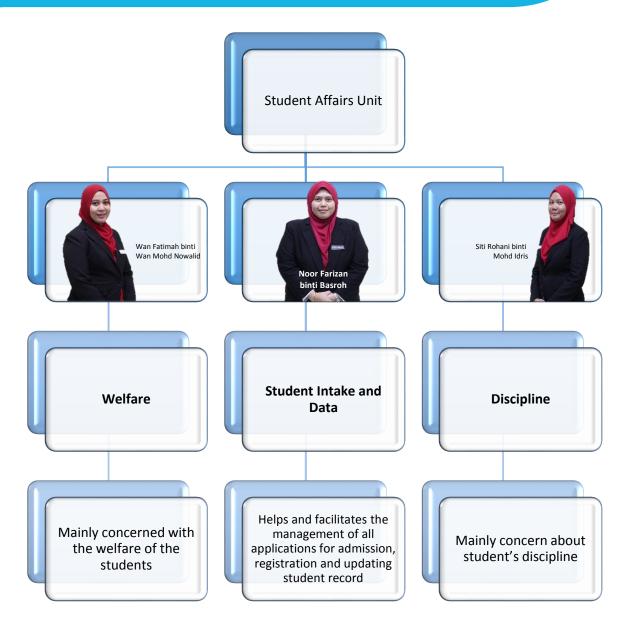
FOODSERVICE HALAL PRACTICE MANAGEMENT UNIT

	CAPACITY
TRAINING KITCHEN (BAKERY & PASTRY)	25 PAX
TRAINING KITCHEN (BASIC COOKING)	25 PAX
MOCK RESTAURANT	25 PAX

FACILITIES

	CAPACITY
LIBRARY	1 UNIT
CLASSROOM	9 UNIT
COMPUTER LAB	4 UNIT
LECTURER OFFICE	1 UNIT
ADMINISTATION OFFICE	1 UNIT
MEETING ROOM	1 UNIT
WAR ROOM	1 UNIT
MPP ROOM	1 UNIT
SURAU	2 UNIT
ROOFTOP (ASSEMBLE AREA)	1 UNIT
CAUNSELING ROOM	1 UNIT

SUPPORTING UNIT

STUDENT AFFAIRS UNIT (HEP)

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                          Student Affairs Unit
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Wan Fatimah binti Wan Mohd Nowalid	Noor Farizan binti Basroh	Siti Rohani binti Mohd Idris
Welfare	**Student Intake and Data**	**Discipline**
Mainly concerned with the welfare of the students	Helps and facilitates the management of all applications for admission, registration and updating student record	Mainly concern about student's discipline

The **Student Affairs Unit (HEP) in PMKu** comprises into three divisions namely the Student Intake & Data, Welfare and Discipline Division. This unit assists PMKu in the processing of student intakes as well as registrations, keeping and updating student records and monitoring their welfare and discipline.

The Student Intake & Data Division helps and facilitates the management of all applications for admission, registration and updating of student records whereas the Welfare & Discipline Division is mainly concerned with the welfare of the students such as assisting student's application for financial aid and monitoring their discipline.

The department is managed by the Head of Student Affairs Units and assisted by the Welfare & Discipline Division Officer.

STUDENT AFFAIRS UNIT (HEP)

Aim

HEP strives to optimize the intakes with high quality students and to implement a 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;

01 Assisting the Polytechnic Management Sector (SP Poli) in handling the intake of new students (both SPM leavers and Polytechnic graduates) efficiently.

02 Disseminating information regarding learning and educational opportunities at Polytechnics in the Ministry of Higher Education nationwide.

03 Recording the statistics of student intake and development.

04 Managing student's welfare pertaining to procuring of financial aid.

05 Providing information pertaining to student's welfare and performance.

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.

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)

Services Provided by HEP

HEP provides services to all students especially those who need assistance. When seeking assistance at the service counter of HEP, students are advised to comply with the dress code as prescribed in the polytechnic dress code rules and regulations. 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;

    i.   Inter Polytechnic Transfer
    ii.   Change of Courses
    iii.   Change of Types of Courses
    iv.   Deferment of Study
    v.   Discontinue Study
    vi.   Student Card
    vii.   Student Personal file
    viii. Certification of Documents

Application Procedures for the Services provided by HEP

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.

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 polytechnic 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.

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 MyCard
- A copy of the School Leaving Certificate
- Form BHEP 1 to BHEP 5 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

PMKu'S DRESS CODE RULES AND REGULATIONS

Matric card should be displayed all the time when you are in polytechnic compound.

Generally, students must **always** wear neat, clean and polite attire. Muslim students are recommended to wear attire that covers *aurah*.

All types of improper attires are prohibited.
It's compulsory for all students to wear **collared t-shirt** and navy blue or black track bottom and a suitable pair of shoes **during co-curricular activities.**

Male Students' Appearance

Attire for class/ workshop/ laboratory

i.   Long-sleeve or short-sleeve shirt.

ii.   Collared t-shirt that does not illustrate any words or images that define wild, negative, explicit contents or symbolize any politic parties. **Non-collared t-shirts are not allowed.**

iii.   Shirt should always be tucked into the pants.

iv.   Shirt should always be buttoned completely.

v.   *Baju Melayu* is allowed if it is completely wear with black *sampin,* shoes and *songkok.*

vi.   Wear slacks.

vii.   Wear shoes and socks.

viii.   Slippers, sandals, etc. are **prohibited**.

ix.   Any kind of accessories are **strictly prohibited**.

Hair

i.   Hair should always be short and tidy. The back hair should not exceed the collar of the shirt, and side hair should not exceed the ears while front hair should not exceed the forehead.

ii.   Hairstyles such afro, punk, rattail or coloured (dye) are **strictly prohibited.**

HAIR SHOULD ALWAYS BE TIDY

DOES NOT EXCEED SHIRT'S COLLAR	DOES NOT COVER EARS	DOES NOT COVER FOREHEAD

Female Students' Appearance

Attire for class/ workshop/ laboratory

i.   Improper attires like tight, transparent, short, split and attires that expose any part of the body are **not** allowed.

ii.   Baju kurung are recommended.

iii.   Students are **not** allowed to wear skirt that shorter than knee level.

iv.   Wear untight or loose pants.

v.   Only long skirt are allowed

vi.   Proper sport attire.

vii.   T-shirt that does not illustrate any words or images that define wild, negative, explicit contents or symbolise any politic parties. Non-collared t-shirts are **not allowed.**

viii.   Slippers, sandals, pointed high heels are **not** allowed. Metal plated shoes that garble are also **not** allowed.

Hair

i.   Hair should always be tidy. Hairstyles such rattail or coloured are **not** allowed.

ii.   Muslim students are recommended to wear scarf

Accessory

i.   Wearing excessive jewellery is **not** recommended.

Attire for recreation

Students must wear attires that suitable with the types of activities and environments.

Appearance for Male Students/ Female Students

Male	Female
Long or short sleeves shirt	**Collared t-shirt**
Corporate shirt	**Long sleeves t-shirt**
Collare t-shirt and short sleeves	**Corporate shirt**

Other Matters

i.   All students are advised to bring suitable sport attire which obeyed to clothing rules

ii.   Matric card should be displayed all the time when you are in polytechnic compound.

DISCIPLINARY ACTION

A student who is found guilty of a disciplinary offence shall be liable to any one or any appropriate combination of two or more of the following punishment:

1) Reprimand;
2) A fine not exceeding five hundred ringgit;
3) Suspension from using any or all of the facilities of the Institution for a specified period;
4) Suspension from following course of study at the Institution for a specified period;
5) Barred from sitting for a part of all of the examinations at the Institutions;
6) Exclusion from any part of Institution for a specified period;
7) Expulsion from the Institution, by the disciplinary authority.

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.
iii. 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

EXAMINATION UNIT

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)

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

EXAMINATION UNIT

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:

    i.   Pass all prescribed courses for the program;

    ii.   Earned CGPA equal to or more than 2.00;

    iii.   Fully obtain the amount of credit set for a program; and

    iv.   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:

    i.   obtained CGPA less than 1.60; or

    ii.   obtained GPA less than1.00 except for students specified in 21.2.2.i, 21.2.2.ii and 21.2.2.iii (*Arahan-arahan Peperiksaan Dan Kaedah Penilaian (Diploma)*); or

    iii.   failed a course THREE (3) times including special final examination or special assessment or short semester; or

    iv.   obtain the result of Conditional Position (KS) THREE (3) times in a row excluding short semesters; or

    v.   failed Industry Training TWO (2) times; or

    vi.   failed the same course during Work Based Learning WBL TWO (2) times; or

    vii.   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

MARKS	SCORE	GRADE	STATUS
90-100	4.00	A+	VERY EXCELLENT
80-89	4.00	A	EXCELLENT
75-79	3.67	A-	HONOURS
70-74	3.33	B+	HONOURS
65-69	3.00	B	HONOURS
60-64	2.67	B-	PASS
55-59	2.33	C+	PASS
50-54	2.00	C	PASS
47-49	1.67	C-	PASS
44-46	1.33	D+	PASS
40-43	1.00	D	PASS
30-39	0.67	E	FAIL
20-29	0.33	E-	FAIL
0-19	0.00	F	FAIL

*Reference :
Arahan-arahan
Peperiksaan Dan
Kaedah Penilaian
(Diploma) Edisi 6,
June 2019*

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-arahan Peperiksaan dan Kaedah Penilaian"* and *"Garis Panduan Latihan Industri Politeknik"*.
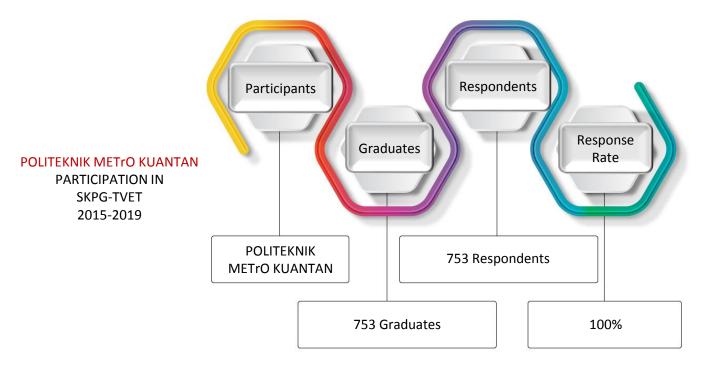
The placement of training venue will be made known to the students before the commencement of training. Students will be attached to an organization based on their respective fields of study. They will be guided by supervisors appointed by the organization. Students are constantly advised to maintain 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

Tracer Study is the mechanism to study the performance of graduates in the job market upon completion of their studies. The main objectives of the study includes obtaining basic information on the employed status of graduates upon completion of study, the employability of the university's graduates in the job market, types of employment, monthly income and employer's details.

In addition, this survey is also used to gather information on graduates' perspectives on their academic programs, facilities and the impact of the teaching and learning process in the university. This study will also help the university improve the quality of the services offered and enhance the national education system in general. Therefore, it is necessary that we get your support, views and valuable feedback.

For your information, Tracer Study for graduates of Politeknik METrO Kuantan can be accessed online at **http://graduan.mohe.gov.my/v/**

POLITEKNIK METrO KUANTAN
PARTICIPATION IN
SKPG-TVET
2015-2019

Participants

Graduates

Respondents

Response Rate

POLITEKNIK METrO KUANTAN

753 Respondents

753 Graduates

100%

ALUMNI

PMKu Alumni Association was registered as an organization under Section 7 of the Organizational Act, 1966 on 2013 by the Registrar of Organizational Act.

VISION

To develop and strengthen ties between alumni and the Department of Tourism & Hospitality and to engage and stay connected with alumni thus each individual feels welcome and valued as a member of the association.

MISSION

- Maintaining welfare of PMKu Alumni.
- Fostering unity, integration and goodwill of Alumni PMKu.
- Assisting and supporting all efforts to enhance the image, in line with the vision and mission of PMKu.
- Assisting members in the development of professionalism, intellectual, spiritual and socio - economic.
- Providing a platform for alumni to contribute to the development and progress of PMKu.
- Establishing partnerships with public sector and the industry which suits with the goals of the association.
- Providing information about the infrastructure activities and affairs of the Association members.
- Organizing activities towards the establishment of physical, emotional, spiritual and of Intellectual balanced among the members.

MEMBERSHIP

Membership of this Organization is open to all graduates of Ibrahim Sultan Polytechnic, Johor, Malaysian citizens, aged 18 years and above regardless of gender, race or religion. Membership fee that needs to be paid is RM50.00 once in a lifetime.

SPORTS & CO-CURRICULUM

Sports and Co-curricular Unit are responsible for all matters related to sports and co-curriculum in the Polytechnic METrO Kuantan. This includes planning, organizing, implementing, coordinating, supervising and monitoring the overall activities of sports and co-curriculum as well as managing the equipment. This unit also ensures that all facilities are provided to all our customers.

This unit also ensures that all sport activities and co-curriculum are progressing according to schedule and complied with the Polytechnic Calendar and also actively involved with outside activities related to sports and co-curriculum.

This unit also manages the development and promotion of sports for students and staff. It is also engaging experts from within and outside the Polytechnic in promoting sports training programs and co-curriculum activities.

The unit is divided into three smaller units:
1. Credited Sports Unit (MPU24011)
2. Credited Club Unit (MPU 24021)

This new co-curriculum has begun credited compulsory for all polytechnic started the session in December 2014. The main goal of co-curricular activities is to realize the National Education Philosophy. Among the goals of the implementation of co-curricular courses in polytechnics are :

i. Improve the mastery of specific knowledge and skills in the areas of sports, clubs/ associations or uniformed units among students.

ii. Strengthen soft skills through participation in co-curricular activities planned.

iii. Helping students to become an active, creative, critical thinking, innovative and have good leadership personality.

iv. Strengthen teamwork and competitive in the face of global challenges.

v. Help the institutions to produce skilled and harmonious in the spiritual aspects of intellectual, emotional and physical.

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