



**Our Vision:** To provide quality education to foster continual growth and development for the community.

**Our Mission:** We are committed to impart quality skills to our students and to work in partnership with our accredited partners to meet the students' aspirations and goals beyond post-secondary education and to finally, provide an avenue towards a rewarding career path.

**Culture:** "Serve with pride, lead the change"

**Core Values:** Be committed to our student's performance, Life-long learning, Integrity & Ethics, Care for the Environment and Community

### Course Details

The objective of the Diploma in Hospitality and Hotel Management to develop student knowledge in the field of hospitality and hotel management with practical skills and requisite knowledge and understanding in the junior to mid-level management of operation in the hospitality and hotel management context.

### Objectives and Expected Outcomes

On successful completion of the program, the students will acquire:

- Intermediate skills in hospitality and hotel operations and management skills
- Basic understanding of business environment and supervision skills
- Basic Financial competency linked to hospitality and hotel industry

### Course Duration / Mode of Delivery

**Full-Time Program:** 6 months of Institutional Studies

- Theory lectures
- Workshops & Field Trips
- Class Tests &/or Assignments
- Monday to Friday (3 hours per session)

**Part-Time Program:** 8 months of Institutional Studies

- Theory lectures
- Workshops & Field Trips
- Class Tests &/or Assignments
- 2 Sessions per week (3 hours per session)

### Entry Requirements

- Minimum Age: 16 years' old
- Academic Level: Completed secondary school, or any 5 Subjects pass with Grade 5 and above at GCE 'N' Level, or any 3 subjects pass with C6 and above at GCE 'O' Level, or equivalent Certificate
- Language Proficiency: A pass in English with grade 5 and above at GCE N Level, or Pass in English with grade C6 and above at GCE O Level, or IELTS 4.5 or equivalent
- Work Experience (If Applicable): Matured candidate who is above 18 years old with at least lower secondary school education and at least 2 years of working experiences

### Course Fee

FOREIGN: S\$9,496.25

LOCAL : S\$8,658.44

(\* Total Course Fee inclusive of GST)

### Documents Required

- ✓ Completed application forms
- ✓ Birth certificate (with parent's names indicated)
- ✓ Highest educational qualification certificate
- ✓ Financial Statement
- ✓ Photocopy of passport
- ✓ 4 recent passport-sized photographs

### Assessment

i) Each Module will be assessed via the coursework the following formats:

- Class Participation;
  - Test &/or Assignments;
  - Written Examinations or Assignment-Based
- ii) The examinations will be set and marked by ICASTEC.

### Examination

The examinations could be written papers or assignment-based assessment. The written paper shall comprise multiple-choice and open-ended questions.

### Examination Schedule

Six times in a year: Feb, Apr, Jun, Aug, Oct & Dec

### Eligibility for Graduation

Students are expected to attain a minimum of 40% in order to pass each module.

Students who have successfully passed all required modules and achieve minimum average score of 50% will be eligible for graduation.

Should students fail in any module, one can re-register for followings with costs:

- Re-examination with revision
- Re-take entire module (with exam and revision)

### Certification

Students who have completed and passed all the required modules will be awarded

- **DIPLOMA IN HOSPITALITY AND HOTEL MANAGEMENT**

### Progression Path

Students are able to progress to

- ICASTEC Advanced Diploma in Hospitality and Hotel Management (ADHHM)
- BTEC Level 5 Higher National Diploma in Hospitality Management

### **Business and Management in Hospitality Industry**

This Module covers the nature, principles and concepts of business and management in the context of hospitality and F&B industry. Learners shall learn the roles of Government and stake-holders of business, and their relationship with the larger community and society. Learners shall also learn the concept of competitive advantage, and the key success factors, and inherent challenge of business, including the organizational structure and roles, management regulations and practices.

### **Food and Beverage Operation and Development**

In this module, learners will be taught on technique to of the operational and supervisory aspects of running a food and beverage operation for a range of hospitality and leisure organizations and clients. Learners will appreciate the factors involved in meeting customer needs and also be able to produce an outline plan for specific food and beverage operations.

### **Customer care and Experience**

In this module, learner shall learn the importance of quality system and culture for customer service. The learners are also taught on the skills to engage the customers and establish customer needs and provide the appropriate service and how to deal with customer complaints.

### **Room Division Operations**

In this unit, the learners shall learn the room division operations in context of hospitality and hotel operation comprising front office and housekeeping departments. The scope includes organization and supervisory roles for the entire process of room operations from reservation, front office services, housekeeping operation to billing for a holistic customer experience.

### **Gastronomy / Pastry Studies**

The unit addresses essential academic and organoleptic skills, together with an appreciation of how such skills can be applied to contemporary gastronomy. Initially learners develop an overview of gastronomy, which leads to an investigation of gastronomic trends. The content is flexible, enabling learners to respond to trends as they develop and to anticipate where they may lead in the future.

Learners will use their skills and knowledge to prepare and evaluate the acceptability and quality of products prepared. This unit will also develop learners' knowledge and skills in the creative preparation of patisserie goods. Learners will also be able to apply creative flair in the preparation of patisserie dishes.

### **Finance in the Hospitality Industry**

In this module, learners are taught on the key principles of accounting and control for business operations. Students will learn to interpret basic financial statements and use of IT systems for better financial management.

#### **Address:**

**Admin Office and School of Management**  
**ICAS Training and Education College (ICASTEC) Pte Ltd**  
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**School Of Hospitality**  
**ICAS Training and Education College (ICASTEC) Pte Ltd**

ICAS Training & Education College  
Co. Reg No.: 200512999K  
CPE Reg Period: 14 September 2013 to 13 September 2017



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