

DIPLOMA IN HOSPITALITY MANAGEMENT

Qualification code: DPHM19 - NQF Level 6 (360 credits)

SAQA ID: 100958, CHE NUMBER: H16/14309/HEQSF

Campus where offered:

Pretoria Campus

REMARKS

a. *Admission requirement(s) and selection criteria:*

• **FOR APPLICANTS WHO OBTAINED A SENIOR CERTIFICATE BEFORE 2008:**

Admission requirement(s):

A Senior Certificate or an equivalent qualification, with English at Higher Grade (E symbol) or Standard Grade (C symbol), a pass in Accounting and Mathematics at Standard Grade (D symbol), another science subject at Higher Grade (E symbol) or Standard Grade (C symbol), and two other commercial subjects at Higher Grade (E symbol) or Standard Grade (C symbol).

Recommended subject(s):

Food and Beverage Management, Home Economics, Hospitality Management and Hotel and Catering.

Selection criteria:

Selection for admission is based on a TUT potential assessment and a personal interview with the departmental selection panel.

• **FOR APPLICANTS WHO OBTAINED A NATIONAL SENIOR CERTIFICATE IN OR AFTER 2008:**

Admission requirement(s):

A National Senior Certificate with a bachelor's degree or a diploma endorsement, or an equivalent qualification, with an achievement level of at least 3 for English (home language or first additional language) and 3 for Mathematics or Mathematical Literacy.

Recommended subject(s):

None.

Selection criteria:

To be considered for this qualification, applicants must have an Admission Point Score (APS) of at least 23.

Assessment procedures:

Applicants with a final APS of 23 and more will be admitted to the programme.

• **FOR APPLICANTS WITH A NATIONAL CERTIFICATE (VOCATIONAL):**

Admission requirement(s):

A National Certificate (Vocational) with a bachelor's degree or a diploma endorsement, with at least 50% for English (home language or first additional language) and 50% for Mathematics or Mathematical Literacy, 50% for Life Orientation (excluded for APS calculation), 60% for any other three compulsory vocational subjects and 50% for the fourth subject.

The certificate must be in any of the following fields: accounting, computer science, economics, finance, hospitality, information technology, management, marketing, office administration or tourism.

Selection criteria:

To be considered for this qualification, applicants must have an Admission Point Score (APS) of at least 27.



- b. *Minimum duration:*
Three years.
- c. *Presentation:*
Day classes.
- d. *Intake for the qualification:*
January only.
- e. *Exclusion and readmission:*
See Chapter 2 of Students' Rules and Regulations.
- f. *Recognition of Prior Learning (RPL), equivalence and status:*
See Chapter 30 of Students' Rules and Regulations.
- g. *Textbooks:*
Students are required to purchase textbooks.
- h. *Other requirements:*
The following must be submitted before the diploma will be issued:
- First-Aid Certificate.
 - Opera Short Course Certificate.
 - Preliminary Wine Course Certificate.
 - Wine Service Certificate.
 - Wines of the World Certificate.
- i. *Modules and practicals:*
Students will be required to attend certain activities and practicals in the evenings and on Saturdays and Sundays. Owing to the unique character and requirements of the hospitality industry, it is compulsory for students to work for a required number of weeks, according to the official timetable, at any of the practical training facilities of the Department, regardless of weekends, University holidays or public holidays. Students have to arrange their own transport to and from training facilities that are not situated at the Pretoria and Soshanguve campuses.
- j. *Promotion:*
Students who do not pass all the modules set for a particular year of registration will be obliged to register strictly in accordance with the departmental class timetable, and with the approval of the Head of the Department, in the following academic year.
- k. *WIL in Hospitality Management II and III:*
Students are not allowed to register for WIL in Hospitality Management II if all the subjects of the first year have not been completed. Students are not allowed to register for WIL in Hospitality Management III if all the subjects of the second year have not been completed. See Chapter 5 of Students' Rules and Regulations for further information.
- l. *Module credits:*
Module credits are shown in brackets after each module.

CURRICULUM

FIRST YEAR

CODE	MODULE	NQF-L	CREDIT	PREREQUISITE MODULE(S)
CAP105X	Communication for Academic Purposes	(5)	(10)	
CPL105X	Computer Literacy	(5)	(10)	
CSN105D	Culinary Studies and Nutrition I	(5)	(30)	
HFM105D	Hospitality Financial Management I	(5)	(21)	



INL125D	Information Literacy (block module)	(5)	(2)
LFS125X	Life Skills (block module)	(5)	(2)

FIRST SEMESTER

FBS115D	Food and Beverage Studies I	(5)	(15)
HHS115D	Hospitality Health and Safety I	(5)	(7)

SECOND SEMESTER

ACM115D	Accommodation Management I	(5)	(8)
HMN115D	Hospitality Management I	(5)	(15)

TOTAL CREDITS FOR THE FIRST YEAR: **120**

SECOND YEAR

Modules are offered in semesters as determined by the Department.

CODE	MODULE	NQF-L	CREDIT	PREREQUISITE MODULE(S)
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FIRST OR SECOND SEMESTER

CSN216D	Culinary Studies and Nutrition II	(6)	(19)	Culinary Studies and Nutrition I
FBS216D	Food and Beverage Studies II	(6)	(37)	Food and Beverage Studies I
HSM215D	Hospitality Communication II	(5)	(4)	
HMN216D	Hospitality Management II	(6)	(8)	Hospitality Management I
HFM216D	Hospitality Financial Management II	(6)	(7)	Hospitality Financial Management I
HXP215D	WIL in Hospitality Management II (on completion of all first-year modules)	(5)	(30)	
SRE215D	Service Excellence I	(5)	(7)	

plus one of the following modules:

ACM216D	Accommodation Management II	(6)	(8)	Accommodation Management I
FBO216D	Food and Beverage Operations II	(6)	(8)	Food and Beverage Studies I

TOTAL CREDITS FOR THE SECOND YEAR: **120**

THIRD YEAR

Modules are offered in semesters as determined by the Department.

CODE	MODULE	NQF-L	CREDIT	PREREQUISITE MODULE(S)
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FIRST SEMESTER

HIS316D	Hospitality Management Information Systems	(6)	(7)	
HFM316D	Hospitality Financial Management III	(6)	(8)	Hospitality Financial Management II
HSL316D	Hospitality Industry Law	(6)	(7)	
HSM316D	Hospitality Management III	(6)	(15)	Hospitality Management II

plus one of the following modules:

CSN316D	Culinary Studies and Nutrition III	(6)	(15)	Culinary Studies and Nutrition II
HSB316D	Hospitality Banqueting Management	(6)	(15)	



plus one of the following modules:

ACM316D	Accommodation Management III	(6)	(8)	Accommodation Management II
FBO316D	Food and Beverage Operations III	(6)	(8)	Food and Beverage Operations II

TOTAL CREDITS FOR THE SEMESTER: 60

SECOND SEMESTER

HXP316D	WIL in Hospitality Management III (on completion of all first- and second-year modules)	(6)	(60)	
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TOTAL CREDITS FOR THE SEMESTER: 60

TOTAL CREDITS FOR THE THIRD YEAR: 120

TOTAL CREDITS FOR THE QUALIFICATION: 360

MODULE INFORMATION (OVERVIEW OF SYLLABUS)

The syllabus content is subject to change to accommodate industry changes. Please note that a more detailed syllabus is available at the Department or in the study guide that is applicable to a particular module. On 12 September 2018, the syllabus content was defined as follows:

A

ACCOMMODATION MANAGEMENT I (ACM115D) 1 X 3-HOUR PAPER
(Module custodian: Department of Hospitality Management)

Knowledge, understanding and skills related to the concepts of housekeeping operations in the Hospitality industry. (Total tuition time: ± 80 hours)

ACCOMMODATION MANAGEMENT II (ACM216D) 1 X 3-HOUR PAPER
(Module custodian: Department of Hospitality Management)

Knowledge and application skills related to the concepts of front office- accommodation management in the Hospitality industry. (Total tuition time: ± 80 hours)

ACCOMMODATION MANAGEMENT III (ACM316D) 1 X 3-HOUR PAPER
(Module custodian: Department of Hospitality Management)

Concepts of accommodation management in planning and evaluation of the Hospitality industry including re-sorts, cruises, events and attractions. (Total tuition time: ± 80 hours)

C

COMMUNICATION FOR ACADEMIC PURPOSES (CAP105X) 1 X 3-HOUR PAPER
(Module custodian: Department of Applied Languages)

A workable knowledge of English is an essential skill for any graduate who is required to conduct themselves successfully in a professional working environment. This module will equip students with the competencies required to compose a selection of written texts related to communicating both internally and externally within a professional environment. In addition, the module includes strategies that are essential for the effective communication in various situations, including small groups to avoid unproductive conflict, a multicultural context, etc. (Total tuition time: not available)

COMPUTER LITERACY (CPL105X) CONTINUOUS ASSESSMENT
(Module custodian: End User Computing Unit)

Students have to acquire foundational knowledge in computing fundamentals, essential digital skills in key applications based on MS Office Suite and network basics (i.e. MS Outlook and Internet). Students will do online exams that are mapped with SAQA. (Total tuition time: not available)



CULINARY STUDIES AND NUTRITION I (CSN105D) <i>(Module custodian: Department of Hospitality Management)</i>	1 X 3-HOUR PAPER
Introduce the core nutrients to students that is recommended to maintain good health, to ensure the application of healthy food choices in food preparation and dietary planning. (Total tuition time: ± 300 hours)	
CULINARY STUDIES AND NUTRITION II (CSN216D) <i>(Module custodian: Department of Hospitality Management)</i>	1 X 3-HOUR PAPER
Introduce preparation and maintenance of a healthy diet in different situations and environments. (Total tuition time: ± 150 hours)	
CULINARY STUDIES AND NUTRITION III (CSN316D) <i>(Module custodian: Department of Hospitality Management)</i>	1 X 3-HOUR PAPER
Performing operational culinary services in the hospitality industry, by displaying understanding of food technology and food systems; different national and international food trends; and different menu specifications suit the diverse hospitality industry culinary needs. (Total tuition time: ± 150 hours)	

F

FOOD AND BEVERAGE OPERATIONS II (FBO216D) <i>(Module custodian: Department of Hospitality Management)</i>	1 X 3-HOUR PAPER
Types of food services and systems, administrative functions of the food service unit. (Total tuition time: ± 120 hours)	
FOOD AND BEVERAGE OPERATIONS III (FBO316D) <i>(Module custodian: Department of Hospitality Management)</i>	1 X 3-HOUR PAPER
Principles of production procedures, interpretation of outsourcing contracts, and layout planning of the food service unit. (Total tuition time: ± 120 hours)	
FOOD AND BEVERAGE STUDIES I (FBS115D) <i>(Module custodian: Department of Hospitality Management)</i>	1 X 3-HOUR PAPER
Knowledge, understanding and skills related to the concepts of food and beverage services in the Hospitality industry. (Total tuition time: ± 120 hours)	
FOOD AND BEVERAGE STUDIES II (FBS216D) <i>(Module custodian: Department of Hospitality Management)</i>	1 X 3-HOUR PAPER
Application and presentation of skills related to the concepts of food and beverage services in the Hospitality industry. (Total tuition time: ± 120 hours)	

H

HOSPITALITY BANQUETING MANAGEMENT (HSB316D) <i>(Module custodian: Department of Hospitality Management)</i>	1 X 3-HOUR PAPER
Source and apply general information on the structure and operations of the event industry necessary to coordinate event. (Total tuition time: ± 150 hours)	
HOSPITALITY COMMUNICATION II (HSM215D) <i>(Module custodian: Department of Applied Languages)</i>	1 X 3-HOUR PAPER
Identifying various communication skills and techniques (oral, written, visual) to promote communication in the hospitality industry. (Total tuition time: ± 60 hours)	
HOSPITALITY FINANCIAL MANAGEMENT I (HFM105D) <i>(Module custodian: Department of Hospitality Management)</i>	1 X 3-HOUR PAPER
Basic managerial accounting principles, applied to the hospitality industry. (Total tuition time: ± 130 hours)	
HOSPITALITY FINANCIAL MANAGEMENT II (HFM216D) <i>(Module custodian: Department of Hospitality Management)</i>	1 X 3-HOUR PAPER
Application of hospitality financial decision-making tools and hospitality cost management. (Total tuition time: ± 130 hours)	



HOSPITALITY FINANCIAL MANAGEMENT III (HFM316D) 1 X 3-HOUR PAPER

(Module custodian: Department of Hospitality Management)

Financial management principles that contribute to effective planning and control by means of operational budgets. An introduction to ratio analysis of financial statements of a hospitality enterprise in order to make sound financial management decisions. (Total tuition time: ± 130 hours)

HOSPITALITY HEALTH AND SAFETY I (HHS115D) 1 X 3-HOUR PAPER

(Module custodian: Department of Hospitality Management)

Occupational safety measures and local and national legislation. (Total tuition time: ± 70 hours)

HOSPITALITY INDUSTRY LAW (HSL316D) 1 X 3-HOUR PAPER

(Module custodian: Department of Law)

Interpret basic legal knowledge associated with the tourism and hospitality environment. (Total tuition time: ± 70 hours)

HOSPITALITY MANAGEMENT I (HMN115D) 1 X 3-HOUR PAPER

(Module custodian: Department of Hospitality Management)

A range of business skills that are applicable to the hospitality industry, and which contribute to effective decision-making and the execution of operations. (Total tuition time: ± 100 hours)

HOSPITALITY MANAGEMENT II (HMN216D) 1 X 3-HOUR PAPER

(Module custodian: Department of Hospitality Management)

The concepts of recruitment, selection, induction, training and development, remuneration and the termination of employment. (Total tuition time: ± 130 hours)

HOSPITALITY MANAGEMENT III (HSM316D) 1 X 3-HOUR PAPER

(Module custodian: Department of Hospitality Management)

Exposed in as many functional areas in the hotel, food and beverage, banqueting housekeeping and front office unit as possible and also provide the learner with the opportunity to interact with various staff members at different levels in the workplace. (Total tuition time: ± 150 hours)

HOSPITALITY MANAGEMENT INFORMATION SYSTEMS (HIS316D) CONTINUOUS ASSESSMENT

(Module custodian: Department of Hospitality Management)

Use hospitality information systems mechanisms to deliver processed data to management and to facilitate the decision-making process in any hospitality unit. (Total tuition time: ± 70 hours)

I

INFORMATION LITERACY (INL125D) CONTINUOUS ASSESSMENT

(Module custodian: Directorate of Library and Information Services)

Introduction of information literacy. Development of a search strategy and application of a search string to search engines and academic databases. Evaluation of information sources. Ethical and legal use of information. (Total tuition time: not available)

L

LIFE SKILLS (LFS125X) CONTINUOUS ASSESSMENT

(Module custodian: Directorate of Student Development and Support)

Academic, personal and socioemotional skills development for students in higher education. Personal and social dimensions address: effective planning and self-management (goal setting and time management); Adjusting to university life (student life, diversity and change); Intra- and interpersonal skills development (conflict management, self-esteem, relationship management); Effective living (healthy living, HIV education, substance abuse); Academic dimension addresses: academic skills for university (e.g. critical thinking, creativity, managing assignments and assessments). (Total tuition time: not available)



S**SERVICE EXCELLENCE I (SRE215D)****1 X 3-HOUR PAPER****(Module custodian: Department of Hospitality Management)**

The service expectations of the various markets that are served by the hospitality industry. Integrating interpersonal skills and service ethics. (Total tuition time: ± 70 hours)

W**WIL IN HOSPITALITY MANAGEMENT II (HXP215D)****WORK-INTEGRATED LEARNING****(Module custodian: Department of Hospitality Management)**

Provide learners with work-integrated knowledge and equip them with skills application of related hospitality practices. (Total tuition time: ± 300 hours)

WIL IN HOSPITALITY MANAGEMENT III (HXP316D)**WORK-INTEGRATED LEARNING****(Module custodian: Department of Hospitality Management)**

Provide the learner with the opportunity to work in as many functional areas, e.g. Front office; Booking systems; Accommodation purchasing, receiving, storage, issuing areas, menu planning, large-scale equipment, kitchen layout (including a safe and clean environment) and culinary skills (cooking methods and the use of small equipment). (Total tuition time: ± 600 hours)

