



# E-HANDBOOK

JABATAN PELANCONGAN & HOSPITALITI  
POLITEKNIK SULTAN IDRIS SHAH



*FROM PSIS DIRECTOR,*

*Assalamu'alaikum W.B.T & Salam Sejahtera,  
Dear students,*

*It gives me great pleasure to welcome you to Politeknik Sultan Idris Shah (PSIS). We are honored to be a part of your journey in pursuit of higher education.*

*Here, we offer a holistic educational experience through various innovative teaching approaches. Guided by certified educators, you will receive an education that will prepare you to write, to think critically, to analyze, and to express yourself effectively. By the time you graduate, it is our hope that you would have become a confident, resourceful problem-solver and presenter who can be an asset to any organization.*

*These next few years here will prove to be a crucial time in your lives. As you study, make new friends and have new experiences so you will learn new ways of thinking and be challenged to expand outside of your comfort zone. Though they will not always be easy, these are the years that will help you to develop who you are and the type of people you will become.*

*I also encourage you to aggressively pursue your education by taking full advantage of all that PSIS has to offer. Look outside of your chosen curriculum and participate in student organization, and the wide array of extracurricular activities offered. It will broaden your network and nurture your creativity, interests and interpersonal skills. Life in campus is both enriching and exciting. We are confident you will make connections here that will last throughout your life, and will always remain connected to PSIS and committed to support its distinctive vision and mission.*

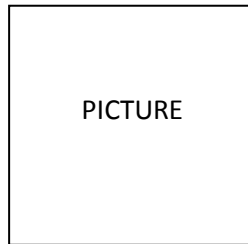
*In this handbook, you will find PSIS policies and procedures regarding everything from course components and grading to services that you may require. Here for your reference I encourage you to read it thoroughly so you will be well-prepared for your time here. If you have any questions that are not addressed in this book, PSIS staffs are always on hand to assist you. Please do not hesitate to request our assistance. Thank you.*

Sincerely,

**(ISHANUDDIN BIN HUSSIN)**  
Director  
Politeknik Sultan Idris Shah,  
Selangor



## STUDENT PROFILE



**NAME** : .....

**I.C NO.** : .....

**MATRIX NO.** : .....

**ADDRESS** : .....

.....

**PROGRAMME** :      **DUP** /      **DHF**

**SEMESTER** :      **1**    **2**    **3**    **4**    **5**    **6**

**H/P NO.** : .....

**HOME** : .....

**ACADEMIC ADVISOR** : .....

**H/P NO.** : .....

## Contents

1.0	INTRODUCTION .....	4
2.0	VISION & MISSION .....	6
3.0	PSIS MANAGEMENT ORGANIZATION CHART.....	9
4.0	ACADEMIC FLOW CHART .....	10
5.0	OUTCOME BASED EDUCATION (OBE) .....	12
6.0	TOURISM & HOSPITALITY DEPARTMENT.....	16
7.0	MEMBERS OF DEPARTMENT.....	17
8.0	HIGHER ACADEMIC PATHWAY.....	30
9.0	LIST OF MALAYSIAN PUBLIC UNIVERSITIES FOR KNOWLEDGE ADVANCEMENT .....	35
10.0	DEPARTMENT LAB & FACILITIES .....	36
11.0	DIPLOMA IN TOURISM MANAGEMENT.....	37
12.0	DIPLOMA IN FOODSERVICE HALAL PRACTICE.....	43

## **1.0 INTRODUCTION**

Politeknik Sultan Idris Shah is the seventeenth polytechnic which is under the management of the Ministry of Higher Education, Malaysia. The campus was built in year 2003 with the large amount of RM 228 million. The building stands majestically on the 99,479-acre of land in Sungai Lang, Sungai Air Tawar, Selangor which is still in its infancy in establishing the area.

On 31<sup>st</sup> May 2003, the campus was completely built and it commenced its operation on 18<sup>th</sup> June 2003. PSIS which is formerly addressed as Politeknik Sabak Bernam (PSB) was officially opened by His Royal Highness the Sultan of Selangor on 1<sup>st</sup> December 2005. Therefore, at present it is addressed as Politeknik Sultan Idris Shah.

The polytechnic plays a vital role in order to achieve the vision and mission of the Ministry of Higher Education. All the educators' aim is to ensure that the polytechnic becomes the centre of excellence for education in the field of engineering, commerce and hospitality. The objective is also to produce quality semi professional graduates who are instilled with good values to think creatively and analytically as well as become innovative in the working field in the future. The polytechnic is in the effort to produce graduates that meet the requirements of the job market and needed by the country.

PSIS's environment is very conducive and secure whereby it has complete facilities such as the Administrative Unit, Library, Lecture Halls, Canteens, Student's Affairs Unit, Engineering Labs, Classrooms, General Studies Department, Hospitality and Tourism Department, Store, Garage, Islamic Centre, Sports Hall, Multipurpose Hall, Director's Accommodation, Quarters of the Staff, Students Hostel and Nursery. The facilities are suitable and convenient enough for those who are looking forward to gain knowledge, skills and experiences in the specific field.

In a nutshell, it is undeniable that PSIS will be known and could glitter the galaxy of stars as one of the recognized polytechnics with the full commitment and co-operation of the community and facilities to become the centre of excellence in near future.

**TOGETHERNESS IS THE KEY TO VICTORY**

## 2.0 VISION & MISSION

  
**KEMENTERIAN  
PENDIDIKAN  
MALAYSIA**

  
**POLITEKNIK**  
MALAYSIA  
SULTAN IDRIS SHAH

# VISI

**MENJADI PENERAJU INSTITUSI  
TVET YANG UNGGUL.**

**PSIS  
GREENATURE**





**KEMENTERIAN  
PENDIDIKAN  
MALAYSIA**

# MISI

**MENYEDIAKAN AKSES YANG MELUAS  
KEPADA PROGRAM TVET BERKUALITI  
DAN DIKTIRAF.**

**MEMPERKASA KOMUNITI MELALUI  
PEMBELAJARAN SEPANJANG HAYAT.**

**MELAHIRKAN GRADUAN HOLISTIK,  
BERCIRI KEUSAHAWANAN DAN SEIMBANG.**

**MEMANFAATKAN SEPENUHNYA PERKONGSIAN  
PINTAR DENGAN PIHAK BERKEPENTINGAN.**





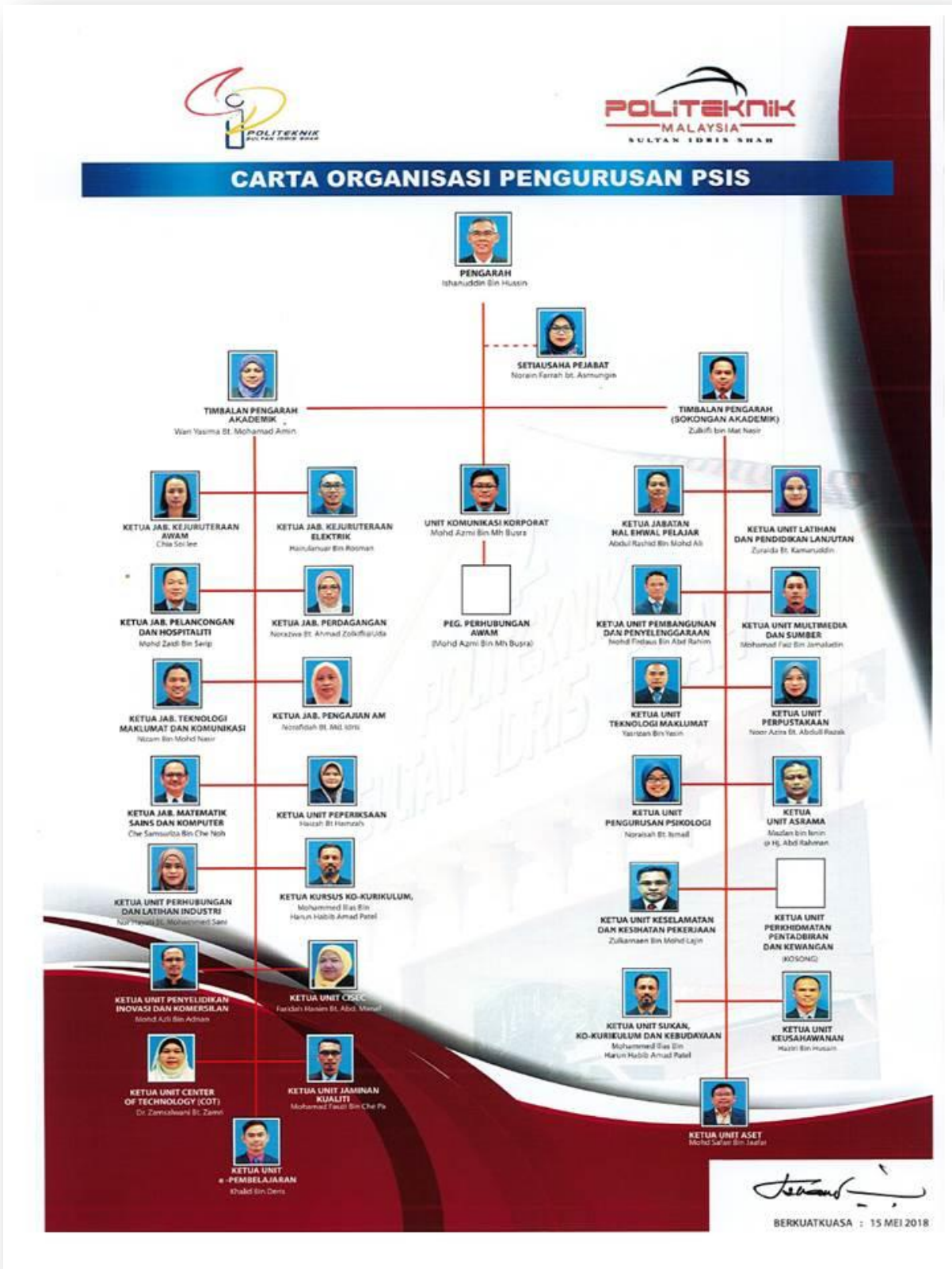
## PIAGAM PELANGGAN

*“Kami beriltizam ke arah kecemerlangan melalui penerapan budaya kualiti dalam pengajaran, perkhidmatan dan penyelidikan untuk memenuhi ekspektasi pelanggan kami dengan...”*

- 1 - Menyediakan dan mengusahakan peningkatan secara berterusan dalam aspek yang berkaitan dengan pengajaran, penyelidikan dan persekitaran sejajar dengan piawaian yang ditetapkan dan amalan terbaik yang diterima guna.*
- 2 - Memberi perkhidmatan yang efisien dan berkualiti dengan meningkatkan kualiti pengurusan, pentadbiran serta perkhidmatan.*
- 3 - Berusaha untuk memperkasakan bakat kepimpinan bagi melahirkan modal insan yang holistik dan peka kepada isu-isu kemasyarakatan dan perubahan global.*
- 4 - Mengukuhkan jaringan kerjasama dalam pelbagai rangkaian strategik tempatan & global.*



### 3.0 PSIS MANAGEMENT ORGANIZATION CHART



## 4.0 ACADEMIC FLOW CHART

### 4.1 NORMAL / LONG SEMESTER

#### Week 1 (W1):

Minggu SuaiKenal (MSK)

- Industrial Training Student's
- Registration
- Senior Student's Registration
- Junior Student's Registration

#### Week 2 (W2):

-Teaching and Learning activities begin (16 weeks of lecture each semester)

#### Week 6 (W6)

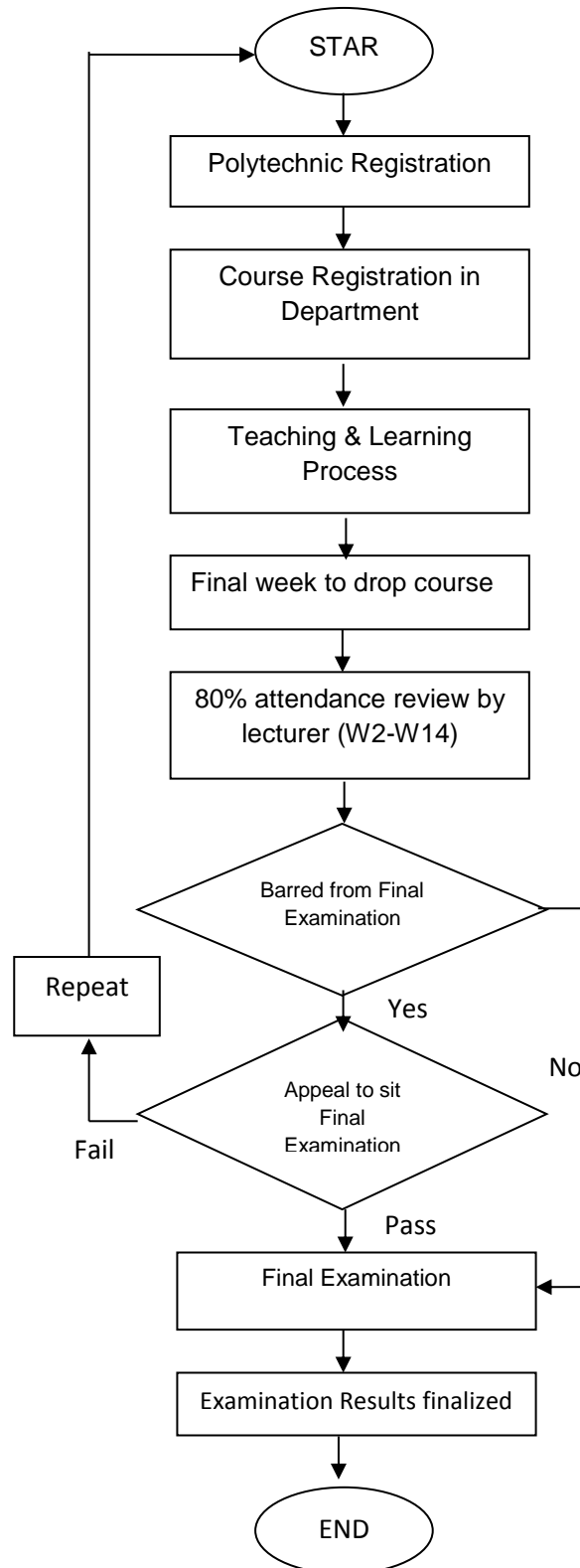
2 Weeks before Final Examination begins

1 Week before Final Examination begins

1 Week before Final Examination begins

#### Week 17 and Week 18 (W17-W18)

2 Weeks after Final Examination ends



#### Notes

- Industrial Training Unit (UPLI)
- Department of Student Affairs (HEP)
- Confirmation from the Academic
- Attendance is taken according to lecture hour
- Confirmation from the Academic Advisor and Course Lecturer
- Course Lecturer submit the names of students with attendance lower than 80% to the Head of Department to be barred from the final examination
- Examination Officer issues a letter to detain students from final examination
- Student submits Letter of Appeal to the Head of Department with relevant supporting evidence
- Refer to Final Schedule issued by respective department
- Check results from the website

## 4.2 SHORT SEMESTER

### Week 1 (W1):

- Minggu SuaiKenal (MSK)
- Industrial Training Student's
  - Registration
  - Senior Student's Registration
  - Junior Student's Registration

### Week 2 (W2):

Teaching and Learning activities begin (16 weeks of lecture each semester)

### Week 6 (W6)

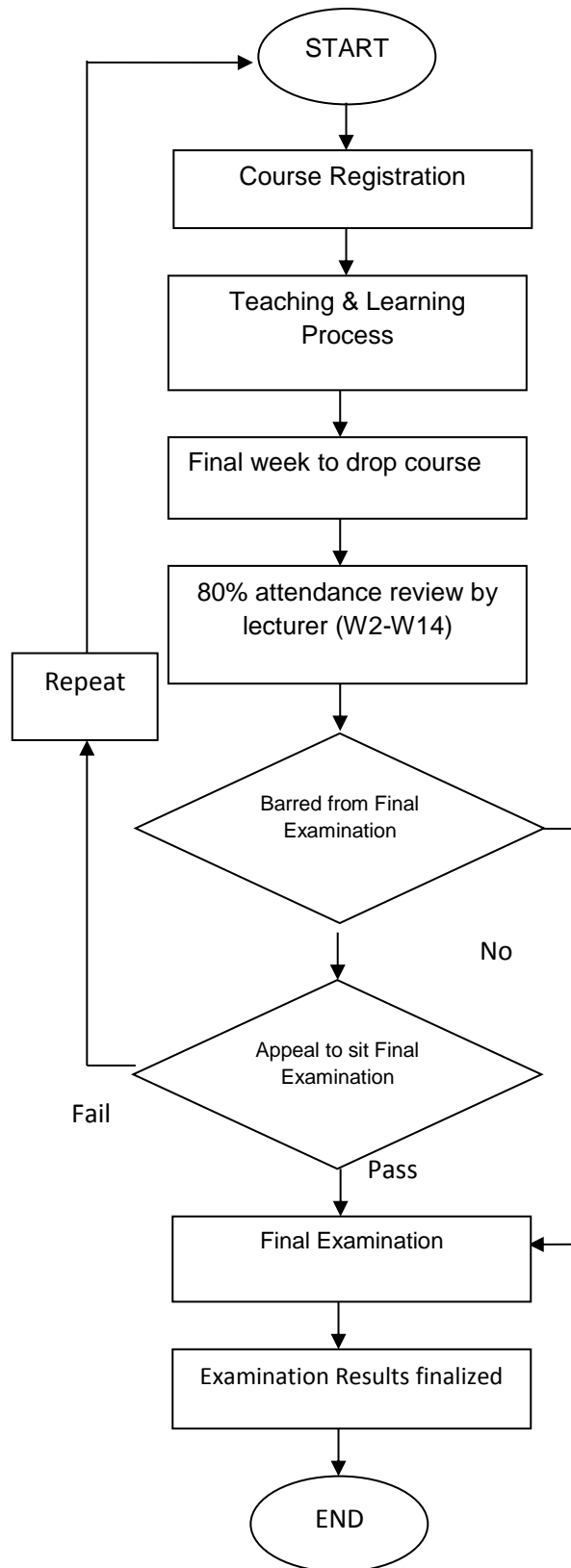
2 Weeks before Final Examination begins

1 Week before Final Examination begins

1 Week before Final Examination begins

### Week 17 and Week 18 (W17-W18)

2 Weeks after Final Examination ends



### Notes

- Confirmation from the Academic
- Attendance is taken according to lecture hour
- Confirmation from the Academic Advisor and Course Lecturer
- Course Lecturer submit the names of students with attendance lower than 80% to the Head of Department to be barred from the final examination
- Examination Officer issues a letter to detain students from final examination
- Student submits Letter of Appeal to the Head of Department with relevant supporting evidence
- Refer to Final Schedule issued by respective department
- Check results from the website

## 5.0 OUTCOME BASED EDUCATION (OBE)

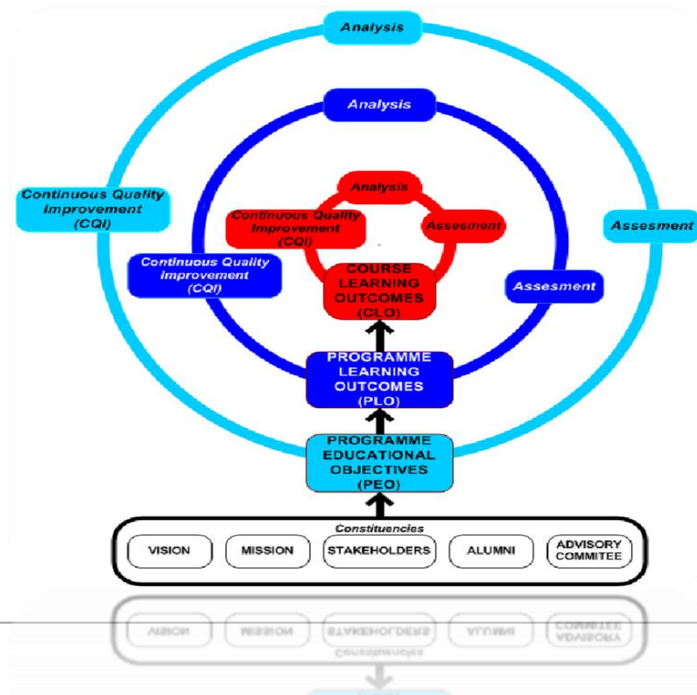
### 5.1 What is OBE?

“Outcome-Based Education (OBE) means clearly focusing and organizing everything in an educational system around what is essential for all students to be able to do successfully at the end of their learning experiences. This means starting with a clear picture of what is important for students to be able to do, then organizing the curriculum, instruction, and assessment to make sure this learning ultimately happens” (Spady, 1994).

Hence, OBE is a process that involves the restructuring of curriculum, assessment and reporting practices in education (electrical eng education) to reflect the achievement of high order learning and mastery rather than accumulation of course credit.

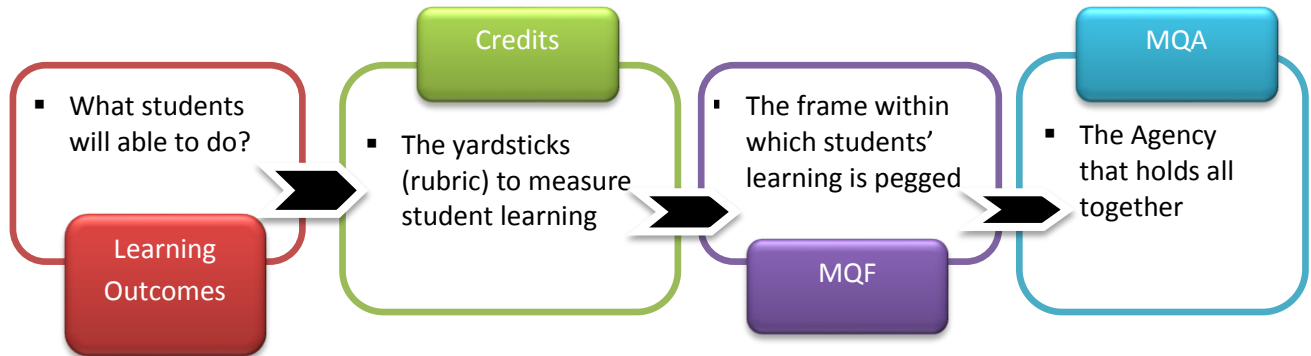
### 5.2 Why OBE?

- 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)
- Accredited Engineering Graduates are recognized by other signatory countries.
  - Possible employment as engineers in those countries without further examinations

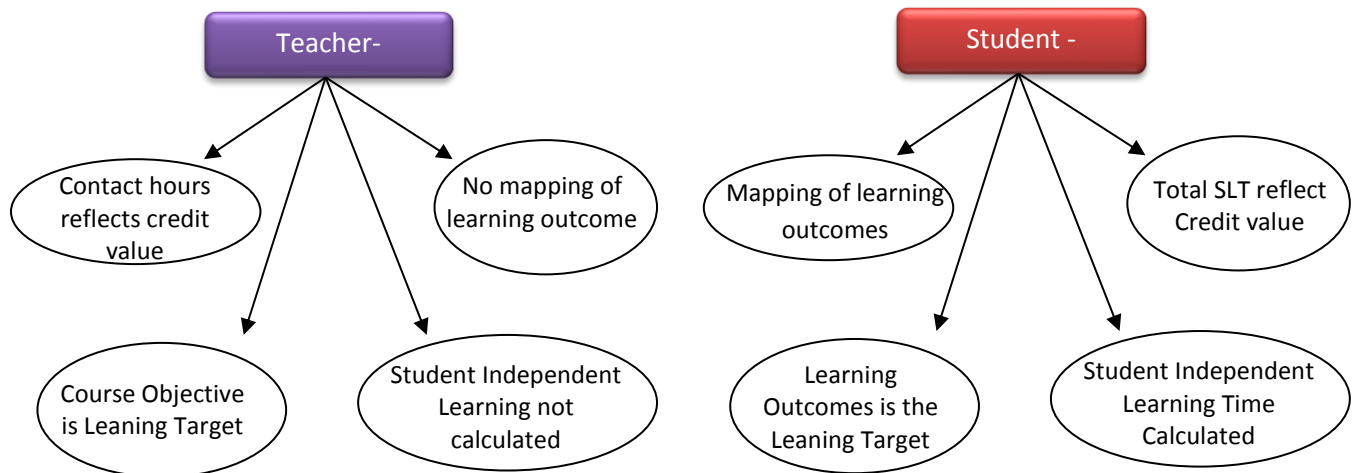




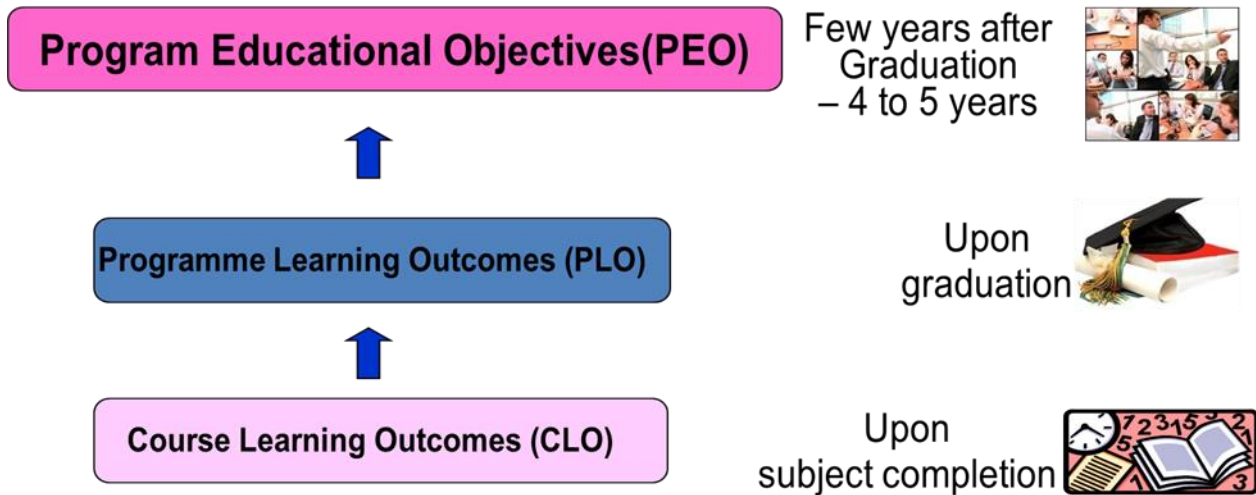
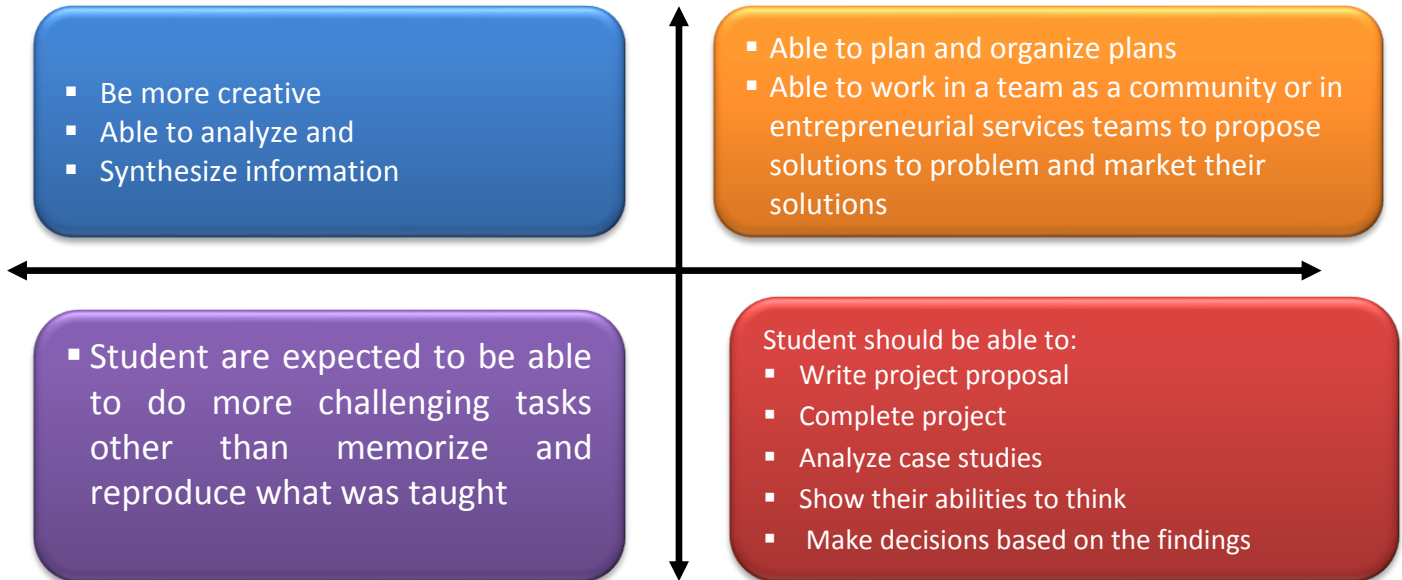
### 5.3 ACCREDITATION PROCESS



### 5.4 HOW DOES OBE EFFECT TEACHING-LEARNING PROCESS

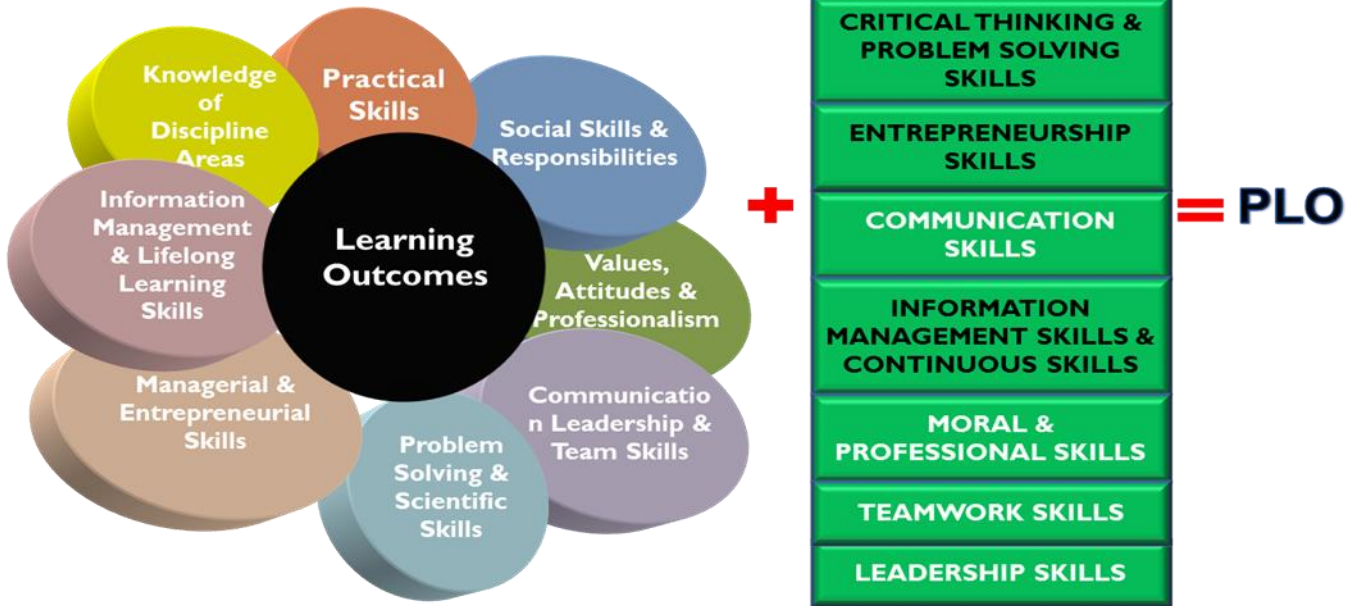


## 5.5 EXPECTATION ON STUDENTS



DOMAIN OF LEARNING OUTCOMES (MQF)

GENERIC STUDENT ATTRIBUTES (MOHE)



## 6.0 TOURISM & HOSPITALITY DEPARTMENT

### 6.1 Introduction

Tourism & Hospitality Department has begun its first academic session in PSIS in July 2003. In its early development, it has only 6 academic staffs. Encik Khairuddin Bin Khalil is the first Head of Tourism & Hospitality Department. A total of four programmes were offered up to 2011. The programmes are Diploma in Tourism Management (DUP), Diploma in Hotel & Catering Management (DHK), Certificate in Tourism Management and Certificate in Hotel & Catering Management (SUP). The first batch of 29 students was registered in Certificate in Hotel & Catering Management programme (SHK).

Currently, JPH Department just offering DUP, DHK and one new program which is Diploma in Foodservice Halal Practice or DHF. DHF is started offering since Jun 2016 intake to replace DHK program that will be ended by Dis 2017 intake.

#### LIST HEAD OF DEPARTMENT

- En. Khairuddin Bin Khalil	2003 – 2006
- Pn. Hajjah Megawati Binti Mohd Yassin	2006 – 2008
- En. Hairuddin Bin Harun	2008 – 2009
- En. Abdul Kamil Bin Abdul Aziz	2009 – 2014
- Pn Sharifah Intan Binti Syed	2014 - 2015
- Pn Mazlina Binti Jamaluddin	2015 - 2016
- En Zaidi Bin Sarip	2017 - 2018



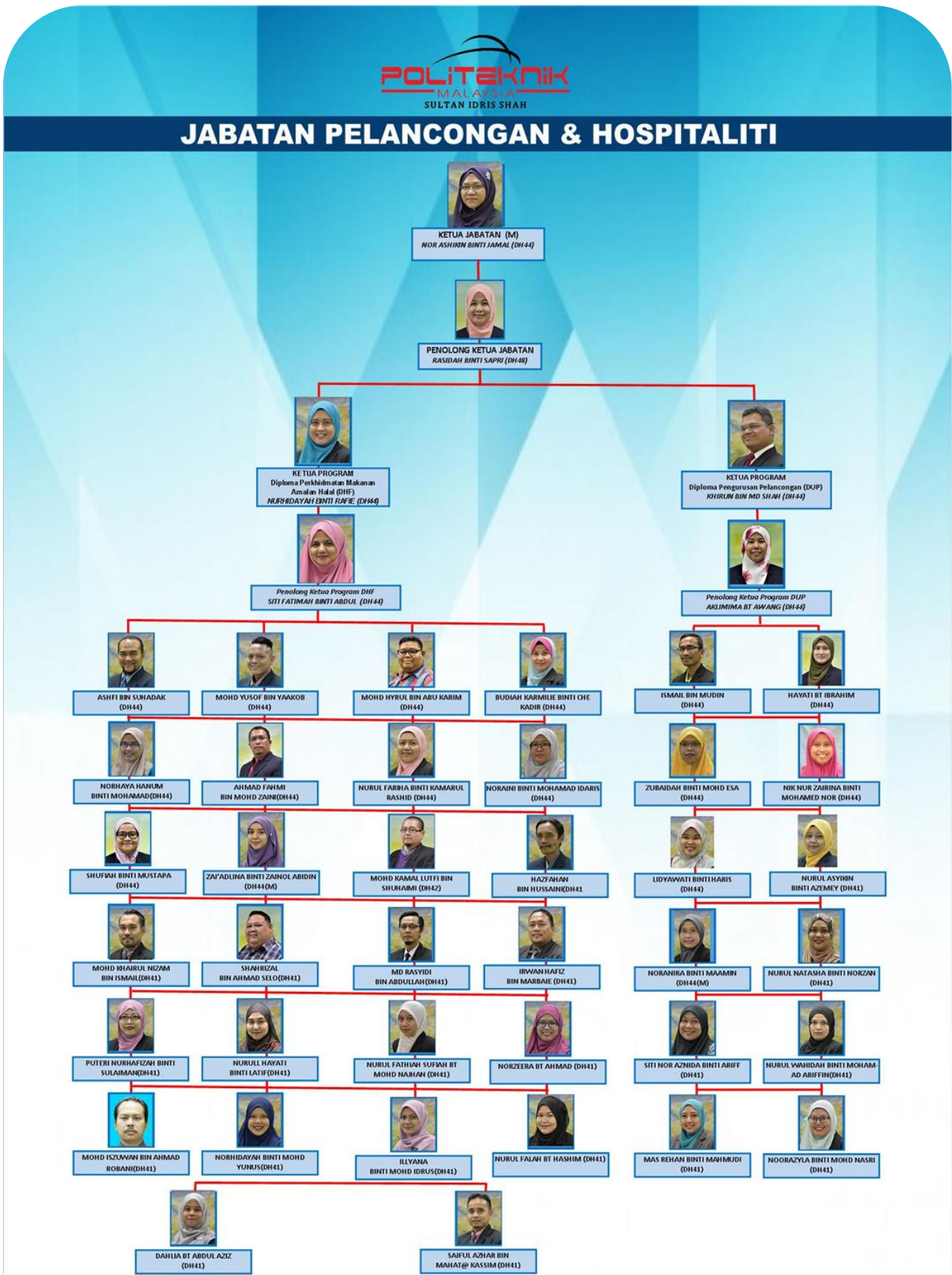


Figure 6.1.1 : JPH Organization Chart

## 7.0 MEMBERS OF DEPARTMENT

### 7.1 MANAGEMENT

#### **NOR ASHIKIN BT JAMAL** HEAD OF DEPARTMENT

Diploma in Hotel Management (UiTM)  
Diploma in Education (UTHM)  
B.Sc. (Hons) in Hotel Management (UiTM)  
Master in Hospitality Management (UiTM)  
norashikin@psis.edu.my



#### **RASIDAH BINTI SAPRI** Deputy Head of Departement

Diploma Akauntansi (Politeknik Malaysia)  
Diploma Pendidikan (MPPP)  
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#### **NURHIDAYAH BT. RAFIE** HEAD OF PROGRAM DIPLOMA IN FOODSERVICE (HALAL PRACTICE)

Diploma in Chef Training (UiTM)  
Diploma in Education (UTHM)  
B.Sc. (Hons) in Foodservice Management (UiTM)  
nurhidayahrafy@psis.edu.my



#### **KHIRUN BIN MD SHAH** HEAD PROGRAM DIPLOMA IN TOURISM MANAGEMENT

Diploma In Tourism Management (UiTM)  
Diploma In Education (Commerce) (IPP)  
B.Sc. (Hons) In Tourism Management (UiTM)  
M.Sc In Tourism Planning (UTM)  
khirun@psis.edu.my

## 7.2 DIPLOMA IN TOURISM MANAGEMENT UNIT

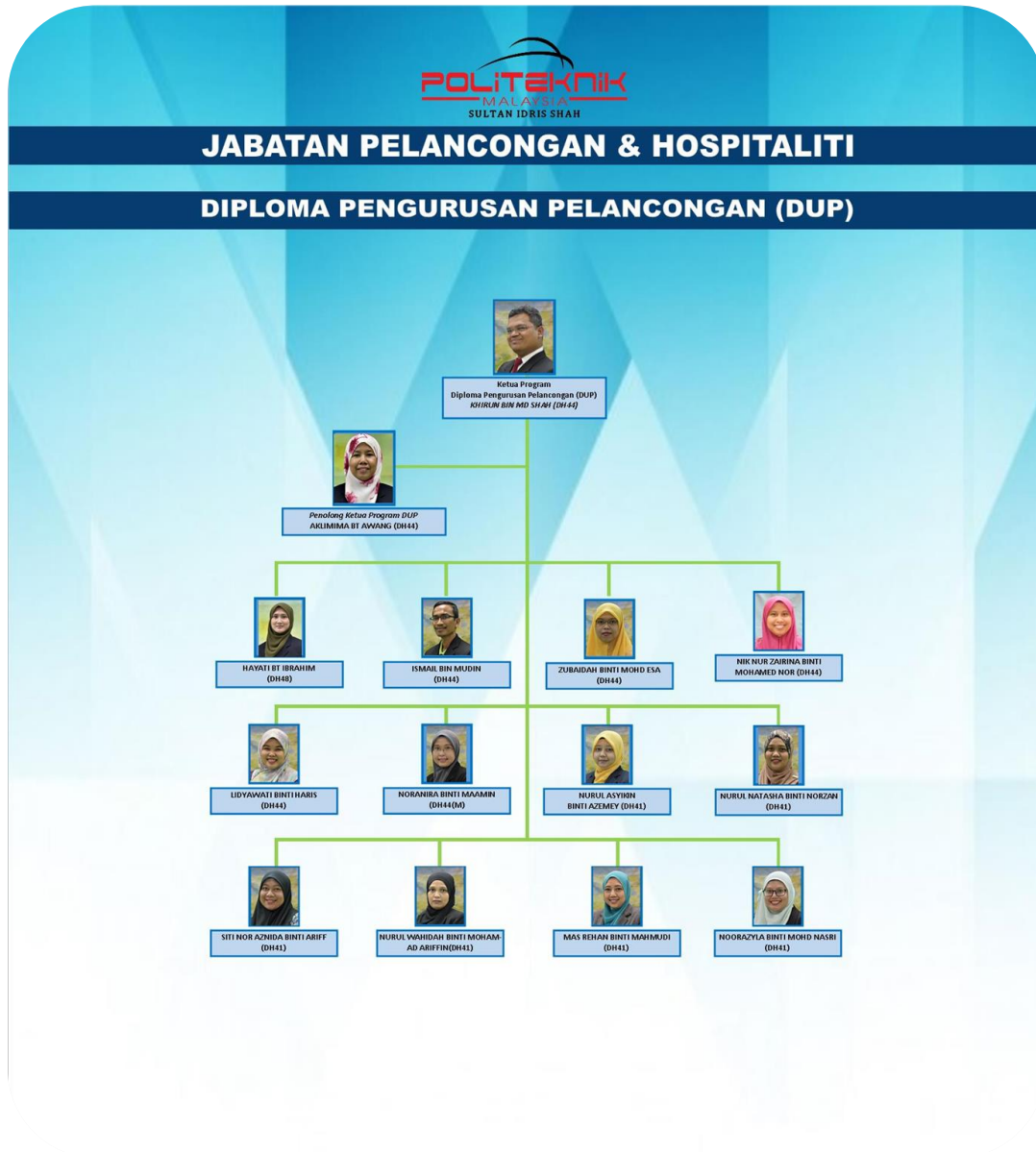


Figure 7.2.1 : DUP Unit Organization Chart





**AKLIMIMA BINTI AWANG**

Bachelor in (Hons) Tourism Management (UUM)  
Master in Education (Technical)(UTM)  
aklimima@psis.edu.my



**HAYATI BT IBRAHIM**

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B.Sc. (Hons) in TOURISM MANAGEMENT (UUM)  
hayati.ibrahim@psis.edu.my



**ISMAIL BIN MUDIN**

Diploma In Education (Business Management) (MPBP)  
Bach. (Hons) In Business Management (UUM)  
M.Sc In Tourism Planning(UTM)  
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**ZUBAIDAH BT. MOHD ESA**

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B.Sc. (Hons) Tourism Management (UiTM)



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### **LIDYAWATI BT. HARIS**

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MBA. (Hospitality and Tourism Management) (UUM)  
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### **NURUL ASYIKIN BT AZEMEY**

Diploma In Tourism Management (UiTM)  
B. Sc. (Hons) In Tourism Management (UiTM)  
Master in Education (Education Management)(UPSI)  
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### **NIK NUR ZAIRINA BINTI MOHAMED NOR**

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M.Sc Specialism In Built Environment (UiTM)  
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### **NURUL WAHIDAH BINTI MOHAMAD ARIFFIN**

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**NORANIRA BT MAAMIN**

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**SITI NOR AZNIDA BINTI ARIFF**

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**NURUL NATASHA BINTI NORZAN**

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**NOORAZYLA BINTI MOHD NASRI**

Degree in Hospitality and Tourism (MSU)  
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**MAS REHAN BINTI MAHMUDI**

Diploma in Banking Studies (UiTM)  
Degree in Tourism Management (UiTM)  
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### 7.3 DIPLOMA IN FOODSERVICE HALAL PRACTICE UNIT

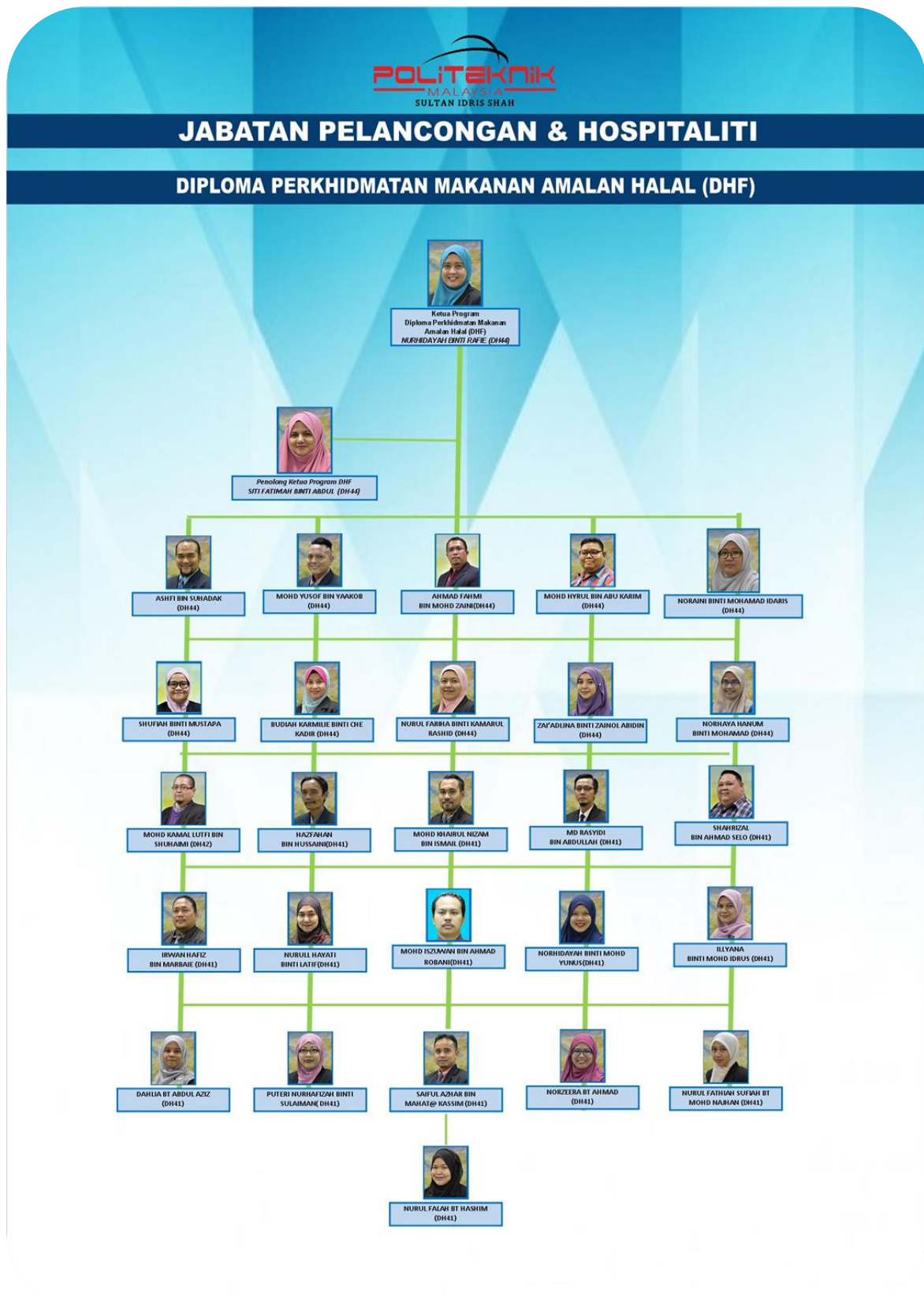


Figure 7.2.1 : DHF Unit Organization Chart



**SITI FATIMAH BT. ABDUL AZIZ**

Diploma in Foodservice Management (UiTM).  
Diploma in Education (Homes Science) (UPM)  
B.Sc. (Hons) in Foodservice Management (UiTM)  
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**ASHFI BIN SUHADAK**

Diploma in Foodservice Management (UiTM)  
Diploma in Education (MPBP)  
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**MOHD YUSOF BIN YAAKOB**

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**AHMAD FAHMI BIN MOHD ZAINI**

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**MOHD KHAIRUL NIZAM BIN ISMAIL**

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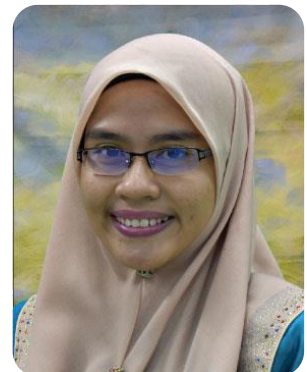


**SHAHRIZAL BIN AHMAD SELO**

Diploma in Chef Training (UiTM)  
B.Sc. (Hons) in Foodservice Management (UiTM)  
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**NORHAYA HANUM BT. MOHAMAD**

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M.Sc (Tourism Planning) UTM  
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**NORHIDAYAH BT MOHD YUNUS**

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Master in Gastronomy (UiTM)  
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**PUTERI NURHAFIZAH BT SULAIMAN**

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**NURULL HAYATI BINTI LATIF**

B.Sc. (Hons) in Foodservice Management (UiTM)  
Masters in Corporate Communication (UPM)  
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**MOHD ISZUWAN BIN AHMAD ROBANI**

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MBA (Tourism Management) (Uum )  
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**MOHD KAMAL LUTFI BIN SHUHAIMI**

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**NORZEERA BINTI AHMAD**

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## **NURUL FATHIAH SUFIAH BINTI MOHD NAJHAN**

Ijazah Sarjana Muda Pendidikan Kemahiran Hidup Tumpuan  
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## **NURUL FALAH BINTI HASHIM**

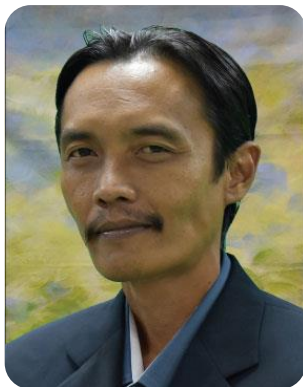
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## **NORAINI BT. MOHAMAD IDARIS**

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M.Sc In Tourism Planning (UTM)  
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**ILLYANA BT. MOHD IDRUS**

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Master in Hospitality Management (UiTM)  
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**BUDIAH KARMILIE BT. CHE KADIR**

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**ZAI' ADLINA BT ZAINOL ABIDIN**

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### **NURUL FARIHA BT KAMARUL RASHID**

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### **MOHD HYRUL B. ABU KARIM**

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MBA (Tourism & Hospitality) (UUM)  
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### **MD RASYIDI BIN ABDULLAH**

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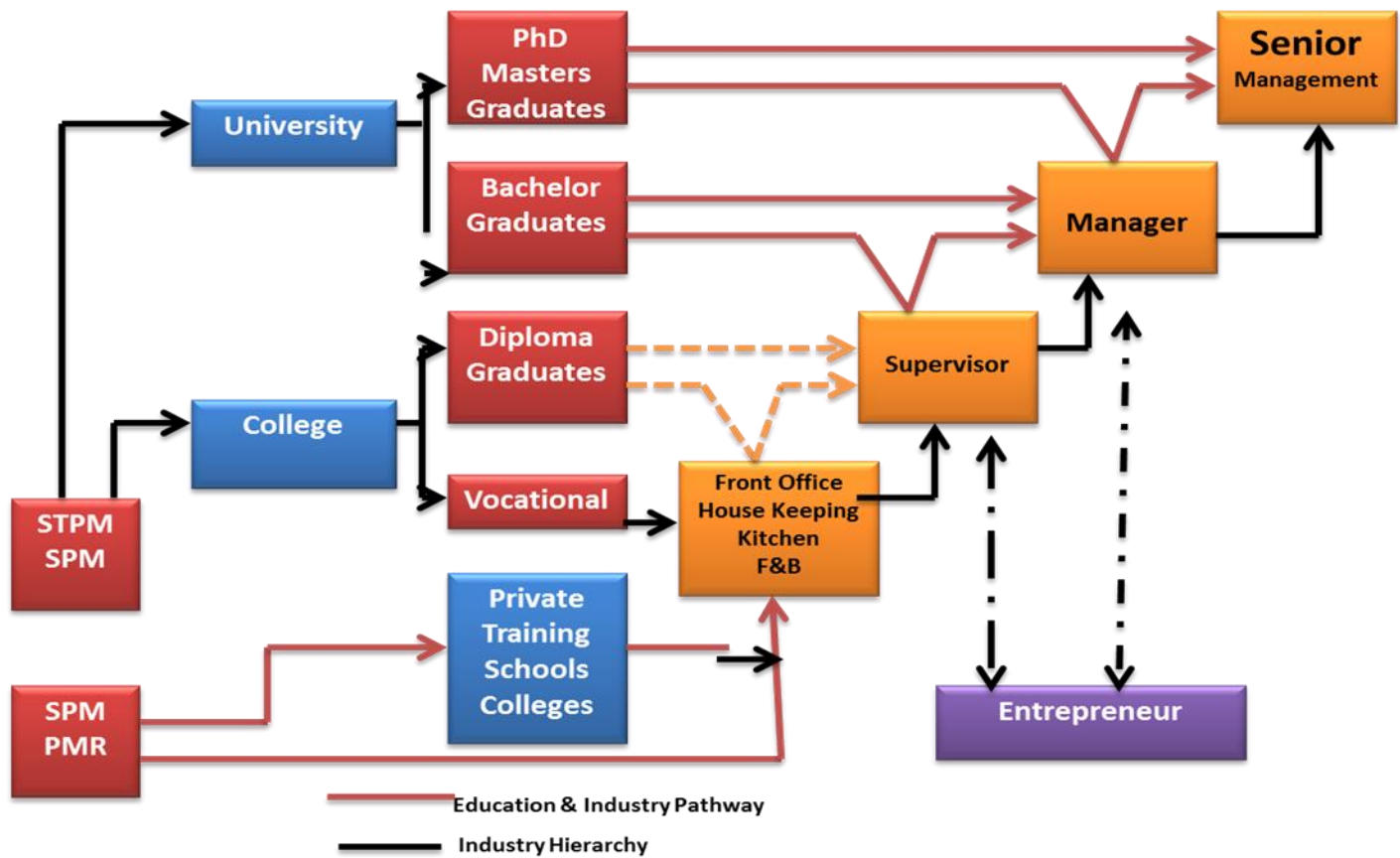


### **SHUFIAH BINTI MUSTAPA**

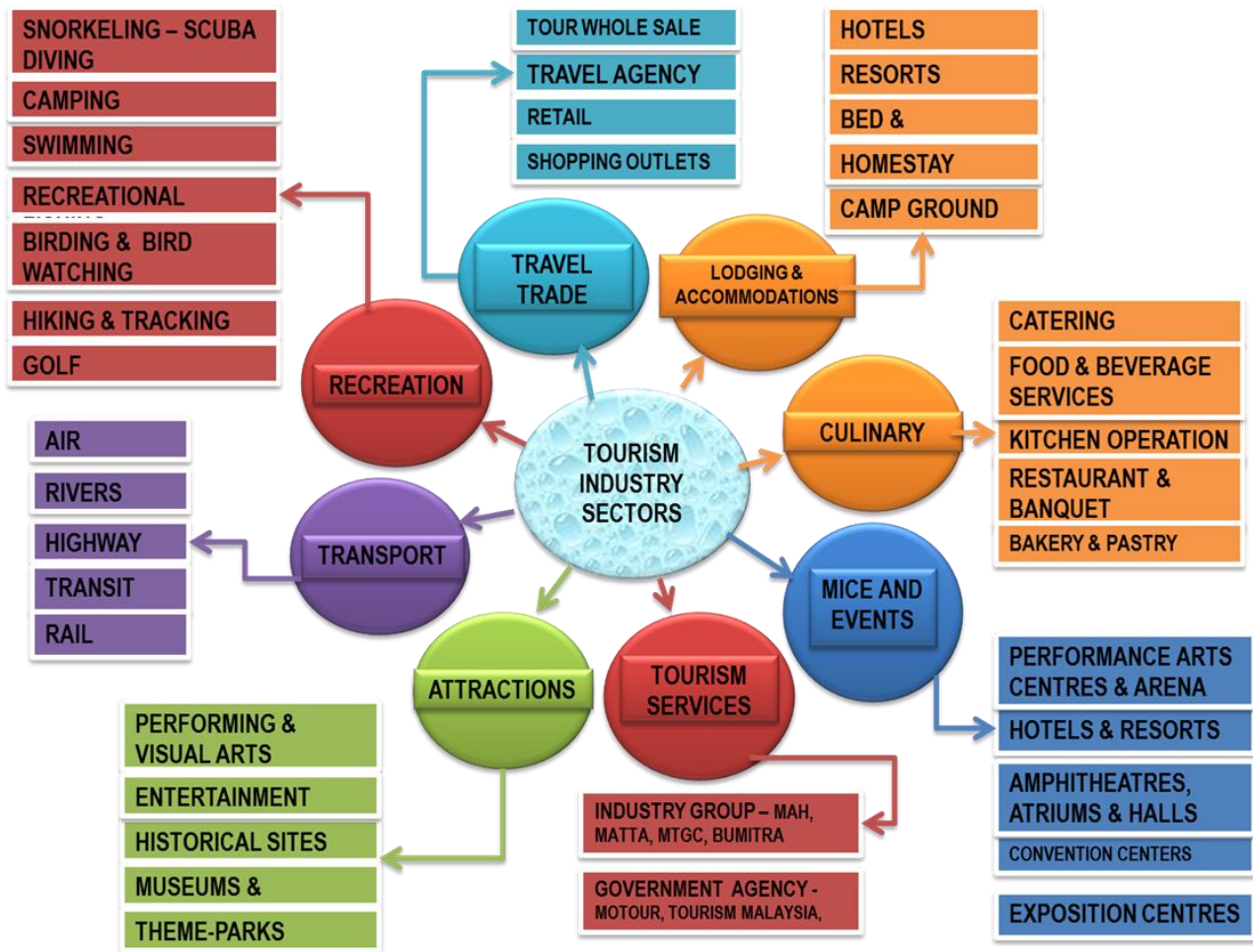
Diploma in Culinary Arts (UiTM)  
Bachelor of science (Hons) in Culinary Arts management  
shufiah.psis@psis.edu.my

## 8.0 HIGHER ACADEMIC PATHWAY

### 8.1 TOURISM & HOSPITALITY HIGH EDUCATION PATHWAY LEADING TO INDUSTRY



## 8.2 TOURISM & HOSPITALITY INDUSTRY SECTOR DISTRIBUTION



### 8.3 MALAYSIA EDUCATION BLUEPRINT 2015-2025 (HIGHER EDUCATION)

**10**  
**LONJAKAN**  
**PPPM (PT)**  
**2015-2025**



## 9.0 LIST OF MALAYSIAN PUBLIC UNIVERSITIES FOR KNOWLEDGE ADVANCEMENT

UNIVERSITY	LEVEL	COURSES OFFERED
UNIVERSITI TEKNOLOGI MARA	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	DEGREE	B. Sc. (Hons.) Tourism Management
		B. Sc. (Hons.) Hospitality Management
	MASTER	MBA (Tourism and Hospitality Management)
	MASTER	Master of Science in Tourism Management
PhD	Doctor of Philosophy	
UNIVERSITI MALAYSIA SABAH	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 PUTRA MALAYSIA	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 MALAYSIA KELANTAN	MASTER	Master in Entrepreneurship (Hospitality)
		Master in Entrepreneurship (Tourism)
	PhD	PhD in Entrepreneurship (Hospitality)
		PhD in Entrepreneurship (Tourism)
UNIVERSITI TEKNOLOGI MALAYSIA	MASTER	M.SC. Tourism Planning
UNIVERSITI MALAYSIA TERENGGANU	DEGREE	B. Sc. (Hons.) in Food (Food Service Management & Nutrition)
	DEGREE	B. Sc.(Hons) in Tourism Management



## 10.0 DEPARTMENT LAB & FACILITIES

### TOURISM MANAGEMENT UNIT

NO	LABS	CAPACITY
1	Recreation Centre	40 Paxs
2	CRS Lab	40 Paxs
3	Interpretation Room	40 Paxs
4	Tourism Simulation Room	40 Paxs
5	Swimming Pool	40 Paxs

### HOTEL & CATERING MANAGEMENT UNIT

NO	LABS	CAPACITY
1	Hotel	52 Room
2	Banquet Hall	100 – 250 Paxs
3	Kitchen A	40 Paxs
4	Kitchen B	40 Paxs
5	Cemara Café	40 Paxs
6	Training Restaurant	40 Paxs
7	Housekeeping Centre	40 Paxs

### FACILITIES

NO	LABS	CAPACITY
1	Boat	1 Unit
2	Kayak	40 Units
3	Changing Room	2 Units
4	Food's Storage	1 Unit
5	Offices	4 Units
6	Meeting Room	2 Units



## **11.0 DIPLOMA IN TOURISM MANAGEMENT**

### **11.1 INTRODUCTION**

In order to keep abreast with rapid technological advancements and evolving requirements in industries today, Department of Polytechnic Education (DPE) has worked collaboratively with the nation's key industry players in developing the curriculum of Diploma in Tourism Management programme. This collaboration aims to equip students with up-to-date knowledge and relevant skills to meet the global challenges and requirements of the industry. This initiative, namely blended learning, is a form of pedagogy that blends classroom instruction with structured industrial training that incorporates simulated real life working situations to prepare students for a competitive edge in today's workplace.

This is true especially in the Tourism area where there is a rapidly growing demand for highly skilled and technically savvy workforce. The activities of many Tourism industries require an increasingly sophisticated Tourism workforce. One of the most important factors that contribute to the growth of

productivity is qualified manpower in this area, in order for the industry to develop and remain competitive in the world market. To address these issues, the Curriculum Development and Evaluation Section (CDES) cooperate with the industries, Private Higher Learning Institutions and other Public Higher Learning Institutions to develop the curriculum of this programme. This collaboration aims to equip students with state-of-the-art knowledge, relevant abilities and attitude to meet the ever-changing requirements of the industry as well as to provide knowledge and competencies for those who wish to embark on an entrepreneurial venture, so as to give the opportunities for the students to sit for professional diploma examinations by the end of the sixth semester. This will give the students an added value and ensure that the knowledge and skills acquired through this programme are relevant to the needs of the tourism industries.

## **11.2 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, Park and Recreation Management, Facilities Management, Event Management, Recreation Tourism, Front Office Operation and Visitor Interpretation Services. Other fundamental competencies of tourism industry such as tourism and hospitality fundamentals, professional development, communication, health and safety, entrepreneurial development, safety and risk management, theme park management, park and risk management are also embedded in this programme. This diploma programme of over six semesters covers a spectrum of applied competencies and abilities associated with the industry at the skilled, semi-skilled and unskilled levels of employment. In addition, this programme also incorporates hands-on and experiential learning, as well as six months of structured industrial training experience that will prepare the students to acquire workplace competencies and related academic education, as well as enable them to enter and function effectively in the job market immediately upon graduation. Most importantly, it is imperative that the graduates acquire the ability to apply their knowledge and competencies in innovative, creative and novel ways, as well as the ability to address a wide range of challenges, problems and issues at the workplace.

## 11.3 JOB PROSPECT

In addressing the issue of qualified workforce in the industry, the Curriculum Development and Evaluation Section (CDES), DPE has collaborated with the nation's key industry players and various Public and Private Higher Learning Institutions to develop the Competency Standards of the Diploma in Tourism programme. This collaboration aims to equip students with state-of-the-art knowledge, applicable abilities and attitude to meet the ever-changing requirements of the industry as well as to provide knowledge and competencies for those who wish to embark on an entrepreneurial venture. Hence, the outcomes that have been selected for the programme should adequately prepare the diploma graduates to function effectively when they venture into the relevant career path upon graduation. This programme provides the knowledge and skills for job designations such as:

- Tourism Officer
- Park Coordinator
- Nature Interpreter
- Theme Park Supervisor
- Travel and Tour Supervisor
- Recreation Facility Supervisor
- Tourism Sales and Marketing Personnel
- Travel Package Development Consultant
- Event Management Supervisor/Coordinator
- Entrepreneur in Tourism, Travel and Tours Businesses
- Tourism Programme Supervisor / Instructor / Facilitator

## 11.4 PROGRAMME AIMS

Diploma in Tourism Management graduates in Polytechnic Ministry of Education will have knowledge, technical skills and attitude to adapt themselves with new technological advancement and challenges in tourism fields.

## **11.5 PROGRAMME EDUCATIONAL OBJECTIVES (PEO)**

The Diploma in Tourism Management programme shall produce semiprofessionals who are:

1. Able to display critical knowledge-based understanding, coherent with highly developed technical skills projected in a polished attitude in tourism and hospitality industry.
2. Able to communicate effectively and utilize excellent leadership, teamwork and social skills to fulfill industrial needs.
3. Able to apply critical thinking and problem solving skills professionally in dealing with various tourism and hospitality challenges.
4. Able to apply management, entrepreneurship skills and adhere the need of continuous learning for successful career advancement.

## **11.6 PROGRAM LEARNING OUTCOMES**

Upon completion of the programs, graduates will be able to:

1. Demonstrate knowledge to meet current needs and adapt to challenges and changes in tourism and hospitality industry.
2. Perform practical skills professionally in accordance with the ethical, moral and legal practice in tourism and hospitality industry.
3. Practice effective communication skills, leadership and teamwork in delivering high quality of service in tourism and hospitality industry.
4. Solve operational problems within the tourism and hospitality industry by applying critical thinking and problem solving skills.
5. Demonstrate responsibility and mastery of social skills to meet the common goals in tourism and hospitality industry.
6. Nurture intellectual and professional growth through lifelong learning activities and effective use information from multiple sources.
7. Inculcate entrepreneurial and management skill in the related discipline contribute towards tourism and hospitality industry.



## 11.7 PROGRAMME STRUCTURE FOR DIPLOMA IN TOURISM MANAGEMENT

NAME :

CLASS :

ID. NO. :

INTAKE:

SEMESTER	CODE	SUBJECT	Contact	Credit
<b>SEM 1</b>	DUB1012	Pengajian Malaysia	3	2
	DUE1012	Communicative English 1	3	2
	DRB1000	Asas Unit Beruniform	2	0
	DUW1012	Occupational, Safety & Health	2	2
	DTH1013	Professionalism and Customer Service	4	3
	DTM1013	Fundamentals of Tourism and Hospitality	3	3
	DTM1023	Tourism Malaysia	3	3
	DTM2013	Tourism Geography	3	3
Total credit hour			<b>21</b>	<b>17</b>
	DUA2032	Pelancongan dan Hospitaliti Dalam Islam*	3	2
<b>SEM 2</b>	DUB2012	Nilai Masyarakat Malaysia**	3	2
	DRS2001	Sukan	2	1
	DRB2001	Unit Beruniform 1	2	1
	DPB2012	Entrepreneurship	3	2
	DTM2033	Global Distribution System	6	3
	DTH3022	Front Office Practice	3	2
	DTM3023	Recreational Tourism 1 (Terrestrial)	5	3
	DTM3033	Tourist Guiding Techniques	5	3
			<b>27</b>	<b>16</b>
	DUE3012	Communicative English 2	3	2
<b>SEM 3</b>	DRK3002	Kelab/Persatuan	4	2
	DRB3002	Unit Beruniform 2	4	2
	DTM5043	Tourism and Hospitality Marketing	3	3
	DTM3012	Travel Agency Operation	2	2
	DTM3042	Tourism and Hospitality Law	2	2
	DTM5023	Recreational Tourism 2 (Marine)	5	3
	DTM5033	Event Operation and Management	5	3
				<b>17</b>

SEMESTER	CODE	SUBJECT	Contact	Credit
<b>SEM 4</b>	DUT40110	Industrial Training	0	10
	Total credit hour			10
<b>SEM 5</b>	DUE5012	Communicative English 3	3	2
	DTM5013	Principles of Accounting for Tourism and Hospitality	4	3
	DTR6012	Cultural Diversity	2	2
	DTM3053	Tourism Expedition	5	3
	DTM5053	Principles of Management	3	3
	DTM6014	Visitor Interpretation Services	7	4
	Total credit hour		<b>24</b>	<b>17</b>
<b>SEM 6</b>	DUA6022	Komunikasi dan Penyiaran Islam	3	2
	DTM6052	Consumer Behaviour	2	2
	DTH6022	Human Resource Management	2	2
	DTM6024	Tourism Project	7	4
	DTM6033	Sustainable Tourism	3	3
	DTM6043	Community Based Tourism	5	3
	Total credit hour		<b>22</b>	<b>16</b>



## **12.0 DIPLOMA IN FOODSERVICE HALAL PRACTICE**

### **12.1 INTRODUCTION**

Diploma in Foodservice (Halal Practice) focuses towards the development of knowledge and the implementation of halal practice in foodservice operations and management as well as providing excellent services to guests. This educational programme is developed based on the halal 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. Industry interdisciplinary academic knowledge and competencies such as foodservice fundamentals, hotel operations, catering services and other related foodservice competencies are delivered based on halal practices.

The Diploma in Foodservice (Halal Practice) is a three-year full-time programme comprising of six semesters coursework with one full semester of industrial training. Students are prepared for their future role in the economy by building a solid foundation in hospitality industrial knowledge and the essential skills related to the diverse field of halal foodservice industry.

## 12.2 SYNOPSIS

Diploma in Foodservice (Halal Practice) is designed to introduce students to halal practices in foodservice industry. The programme prepares the graduates to a broad understanding of halal foodservice industry and the required competencies such as professionalism and customer service, fundamental of halal food and food industry, halal standard, foodservice sanitation, nutrition, theory of food, basic eastern and western cookery, food and beverage service management, menu planning, bakery and pastry, food law and legal aspect, commercial foodservice operations, event operation and management, food and beverage cost control, project and human resource management. Muslim friendly hospitality practice and layout design for foodservice facilities are also included in this programme.

## 12.3 JOB PROSPECT

Diploma in Foodservice (Halal Practice) provides students with integrated knowledge and skills supervisory 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 as:

- Food & Beverage (F&B) Supervisor
- Food Retail Supervisor
- Restaurant Supervisor
- Halal Executive (Comply to Muslim)
- Entrepreneur in Foodservice Industry
- Assistant Catering Officer (Penolong Pegawai Penyediaan Makanan C27)
- Halal Enforcement Officer
- Executive in Foodservice Industry
- Foodservice Personnel
- Food and Beverage Quality Controller
- Food and Beverage Quality Assurance Personnel

## **12.4 PROGRAMME AIMS**

Diploma in Foodservice (Halal Practice) graduates in Polytechnics, Ministry of Education Malaysia will acquire knowledge, competencies, professional attitude and abilities required in halal food product and food trade in Malaysia.

## **12.5 PROGRAMME EDUCATIONAL OBJECTIVES (PEO)**

The Diploma in Foodservice (Halal Practice) programme shall produce semiprofessionals who are:

1. Able to display critical knowledge-based understanding, coherent with highly developed technical skills projected in a polished attitude in tourism and hospitality industry.
2. Able to communicate effectively and utilise excellent leadership, teamwork and social skills to fulfill industrial needs.
3. Able to apply critical thinking and problem solving skills professionally in dealing with various tourism and hospitality challenges.
4. Able to apply management, entrepreneurship skills and adhere to the need of continuous learning for successful career advancement.



## **12.6 PROGRAM LEARNING OUTCOMES**

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

1. Demonstrate knowledge to meet current needs and adapt to challenges and changes in foodservice industry.
2. Perform practical skills professionally in accordance with the ethical, moral and legal practice in foodservice industry.
3. Practice effective communication skills, leadership and teamwork in delivering high quality services in foodservice industry.
4. Solve operational problems within foodservice industry by applying critical thinking and problem solving skills.
5. Demonstrate responsibility and mastery of social skills to meet the common goals in foodservice industry.
6. Nurture intellectual and professional growth through lifelong learning activities and effective use of information from multiple sources.
7. Inculcate entrepreneurial and management skills in the related discipline that contributes towards foodservice industry.

## 12.7 DIPLOMA IN FOODSERVICE HALAL PRACTICE COURSE CHECKLIST

NAME :

CLASS :

ID. NO. :

INTAKE

SEMESTER	CODE	SUBJECT	Contact	Credit
SEM 1	DUE1012	Communicative English	3	2
	DRB1000	Unit Beruniform	2	0
	DUB1012	Pengajian Malaysia	3	2
	DTH1013	Professionalism And Customer Service	4	3
	DTM1013	Fundamentals Of Tourism And Hospitality	3	3
	DUW1012	Occupational Safety And Health	2	2
	DTH1022	Foodservice Sanitation	2	2
	DTF1013	Fundamental Of Halal Food And Halal Food Industry	3	3
Total credit hour				17
SEM 2	DRS2001	Sukan**	2	1
	DRB2001	Unit Beruniform**	2	1
	DUA2032	Pelancongan Dan Hospitality Dalam Islam	3	2
	DPB2012	Entrepreneurship	3	2
	DTH1044	Basic Eastern And Western Cookery	8	4
	DTH1032	Theory Of Food	2	2
	DTH2023	Food And Beverage Services	5	3
	DTF2013	Nutrition	3	3
Total credit hour				17
SEM 3	DUE3012	Communicative English 2	3	2
	DRK3002	Kelab / Persatuan	4	2
	DRB3002	Unit Beruniform 2	4	2
	DTM5043	Tourism And Hospitality Marketing	3	3
	DTF3013	Halal Food Production	4	3
	DTF3023	Halal Standard	3	3
	DTH2034	Baking And Pastry	8	4
Total credit hour				17

SEMESTER	CODE	SUBJECT	Contact	Credit
SEM 4	DUE5012	Communicative English 3	3	2
	DTM5013	Principles Of Accounting For Tourism And Hospitality	4	3
	DTF5012	Menu Planning And Design	2	2
	DTF5023	Design And Layout For Foodservice Facilities	4	3
	DTH3044	Commercial Foodservice Operation	8	4
	DTM5033	Event Operation And Management	5	3
	Total credit hour			
SEMESTER	CODE	SUBJECT	Contact	Credit
SEM 5	DUA6022	Komunikasi dan Penyiaran	3	2
	DTR6012	Cultural Diversity	2	2
	DTF6012	Muslim Friendly Hospitality Practices	2	2
	DTF6023	Food Law and Legal Aspect	3	3
	DTH6013	Food And beverage cost control	4	3
	DTH6034	Project	7	4
	Total credit hour			
SEM 6	INDUSTRIAL TRAINING (WBL)			10
<b>TOTAL CREDIT HOUR</b>				<b>94</b>

**NOTE**