



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

PROGRAMME OF STUDY HANDBOOK

BA (Hons) International Hotel Management

BA (Hons) International Hotel Management (with placement year)

Certificate of Higher Education International Hotel Management

Levels 4 – 6

Academic Discipline: Hospitality and Tourism

Institute of Management and Health

2021-2022

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INTRODUCTION

This handbook provides you with information about your Programme of Study for the academic year 2021/22. Module descriptors are presented in the accompanying Module Directory document.

Because of the ongoing Covid-19 situation, the University has made a number of changes for the 2021/22 academic year, e.g. in relation to how you can access facilities on our campuses, and how your programme will be delivered.

Access to the University's physical facilities will be led by Government and Public Health advice. Essential updates can be found here (<https://uwtsd.ac.uk/coronavirus/>) and on the [Student Hwb](#). Please also make sure that you read the Student Bulletin for essential updates as a change in status may affect how your programme is delivered.

As a result of these circumstances, most programmes will be delivered through in-person and blended online delivery. This approach will work to ensure that if you are shielding or self-isolating you will still be able to access your studies. If you have any specific needs arising from the current circumstances, we ask that you make Student Services and your programme team aware so that we can work to support you.

The University has made every effort to make the information as full and as accurate as possible, but you should note that minor changes in the organisation of modules between the planning stage and the actual teaching are inevitable. We shall try to keep any such changes to a minimum, and you will receive advance warning in the event of any alteration.

FEEDBACK

Feedback on your programme of study and modules is welcome and important and will help us to improve and enhance your learning experience. You can give feedback in a number of ways: through the academic representatives for your programme of study, through module evaluation questionnaires, through informal meetings with your academic support tutor, teaching staff, or Programme Manager, through focus groups to gain feedback from students on particular issues, or through the Students' Union. If there are issues, then it is important that you share these with us so that we can address them. We would also be grateful if you would let us know about any changes that you think might be helpful if introduced into future handbooks. Your opinion is valued.

PROGRAMMES OF STUDY AND PROGRAMME MANAGERS

This handbook covers the following Programmes of Study. The name and contact details of the Programme Managers are also listed below.

Programme of Study	Programme Manager	Tel. No.	E-mail
BA (Hons) International Hotel Management	John Howells	+44(0)1792 481000 Ext.4548	j.howells@uwtsd.ac.uk
BA (Hons) International Hotel Management (with placement year)	Sam Birdsell	+44(0)1792 482067 Ext. 2067	samantha.birdsell@uwtsd.ac.uk
Certificate of Higher Education International Hotel Management	Jayne Griffith-Parry (Academic Modules Programme Manager)	+44(0)1792 481000	j.griffith-parry@uwtsd.ac.uk
	Ryan Peters (Cert HE Programme Manager)	+44(0)1792 481000	ryan.peters@uwtsd.ac.uk

SUPPORT DURING YOUR STUDIES

A member of staff will be identified at the beginning of the academic year to act as a point of first contact for support issues. Further support can also be accessed through the [Student Services](#) department.

EXTERNAL EXAMINERS

All taught Programmes of Study which lead to an award of the University have at least one External Examiner. The principal purposes of the University's external examiner system are to ensure that:

- the standard of each award is maintained at the appropriate level;
- the standards of student performance are comparable with standards on similar programmes or subjects in other UK institutions with which they are familiar;
- the processes for assessment and the determination of awards are sound and fairly conducted.

Students may request a copy of the previous year's External Examiner's Report for their programme of study by contacting the Programme Manager.

The current External Examiners for the Programmes of Study are:

Programme of Study	External Examiner for 2021/22 (forename/surname)	External Examiner for 2020/21 (if different to current)
BA (Hons) International Hotel Management	Mrs Carol Southall	Mrs Carol Southall
BA (Hons) International Hotel Management (with placement year)		
Certificate of Higher Education International Hotel Management		

Please note that students are not permitted to make direct contact with the External Examiners without permission and to do so may be considered a disciplinary offence.

ACADEMIC YEAR 2021/22

The academic year 2021/22 will be divided up as follows:

Induction	13/09/21 – 17/09/21
Term 1	20/09/21 – 10/12/21
Induction	05/01/22 – 07/01/22
Term 2	10/01/22 – 01/04/22
Induction	20/04/22 – 22/04/22
Term 3	25/04/22 – 08/07/22

Please note that dates are subject to change depending upon developments relating to the Coronavirus/Covid-19 pandemic.

INFORMATION ABOUT YOU AND YOUR PROGRAMME OF STUDY

Information about you and your programme of study is held by the University on a central Student Record System managed by the University Registry. It is essential that the University Registry has an accurate record of your personal details at all times. It is equally important to ensure that you are enrolled on the correct Programme of Study and on the correct modules and that you read and agree to the Enrolment Agreement.

My Student Record / MyTSD

You can view your personal details on [MyTSD](#) and make requests to amend data when your circumstances change. It is important to keep your personal details up to date. You can use MyTSD to:

- enrol for the new academic year
- generate a 'Confirmation of enrolment' letter
- generate a council tax exemption letter and/or bank letter
- view enrolment and module registration details
- amend your address
- check your financial information (e.g. fees due)
- submit a programme change request
- apply for 'Extenuating Circumstances'
- check your module results and examining board decision
- request to withdraw from your studies

Failure to keep your personal details up to date can result in a range of problems including:

- delays in obtaining your student loan;
- failure to contact you in an emergency;
- not being able to borrow materials from the Library and Learning Resources; and
- not being able to use the Information Technology services;
- potential non-compliance with visa regulations.

Please take time to check your enrolment details on MyTSD.

DISCLOSURE AND BARRING SERVICE (DBS) – ENHANCED

If your programme involves you coming into contact with children or vulnerable adults, you will be required to undertake a DBS check (Enhanced). Further details will be provided by the University Registry or Programme Manager.

As part of each programme's procedures relating to DBS, continuing students will normally be required to inform their Programme Manager immediately of any change to their criminal convictions' status.

You will also be asked to complete a formal self-declaration during the enrolment period at the beginning of the academic year, which confirms your criminal conviction status.

MODULAR TERMINOLOGY

Level (of Study):

A level is assigned to each module to define the standard of its academic demand in line with the National Qualifications Framework which incorporates both Further Education and Higher Education.

The level is not necessarily synonymous with a year, though very often Level 4 will be the first year of a Programme of Study, Level 5 will be the second year, and Level 6 will be the third year. The basic characteristics of the relevant levels of study are outlined by the Welsh Assembly government and available on their website:

<https://gov.wales/sites/default/files/publications/2018-02/level-descriptors.pdf>

ASSESSMENT

At the start of each module, tutors will provide on Moodle full details of the means by which you will be assessed in that module. This will include a full assessment brief and guidelines on the criteria that will be used for marking your work as well as clear information about when the assessments are due and the turn-around feedback time for the assessments. It will also detail how you will be able to discuss the feedback on your work and your performance and what to do if you have any questions.

All assessed written coursework needs to be submitted in electronic copy via Turnitin; alternative instructions will be provided by the Programme Manager for any forms of coursework that cannot be submitted via Turnitin.

The University offers programmes in both English and Welsh. The normal expectation is that you will be assessed in the same language in which the programme or modules are delivered. If you have been taught in English and wish to be assessed in Welsh, or vice versa, you should consult your Programme Manager about the options available to you.

You will receive confirmation of your assessment marks at the end of each year. Any marks released prior to formal approval by the Progression / Award Examining Board are provisional.

Extenuating Circumstances

If you believe that there are extenuating circumstances which may have adversely affected your ability to complete coursework or examinations, you should follow the University's procedures for Extenuating Circumstances for Taught Provision, which can be found on the University's website and forms part of the *Mitigating Circumstances Policy*:

<http://www.uwtsd.ac.uk/academic-office/procedures-for-academic-appeals-complaints-and-other-student-cases/>

Additional needs in terms of assessment

If you have any additional needs in terms of assessment, it is your responsibility to liaise with Student Services regarding those needs at the start of the academic year, so that a Statement of Compensatory Measures can be drafted in line with the University's procedures for assessment of students with additional needs.

<http://www.uwtsd.ac.uk/services-for-disabled-students/>

Academic Appeals

Information about how to appeal is provided in the 'Academic Appeal Procedure' which forms part of the *Academic Appeal Policy* associated with Chapter 12 of the Academic Quality Handbook, and in supporting documentation published on the Academic Office section on the University's website:

<http://www.uwtsd.ac.uk/academic-office/procedures-for-academic-appeals-complaints-and-other-student-cases/>

Additional advice is available from the Students' Union. It is very important that you note carefully the grounds on which appeals may be made and submit your appeal on the appropriate form because incomplete or ineligible appeals cannot be processed.

Assessment Regulations

The rules and regulations that govern the assessment of your Programme of Study are available in Chapters 6 and 7 of the University's Academic Quality Handbook, a copy of which is available on the Academic Office section of the website:

<http://www.uwtsd.ac.uk/academic-office/academic-quality-handbook/>

Responsibilities of students in relation to the assessment process

You are responsible for ensuring that:

- i) You are correctly enrolled on your programme of study (including re-enrolment for each academic year after initial enrolment).
- ii) You read and understand the information provided about how you will be assessed, how your final award will be determined, and the action to take in the event that you experience difficulties relating to assessment.
- iii) You attempt every assessment component of a module.
- iv) You attend examinations and other assessment events, including re-examination and re-assessment events, as required; and that you are available to attend oral examinations if required to do so within the published dates of terms or semesters, or other date notified to you in advance.
- v) You submit work for assessment as required and in accordance with the required format and deadline.
- vi) You inform your Programme Manager or Student Services of any disability or long-term impairment which might require special provisions for assessment.
- vii) You familiarise yourself with the University's definition of academic misconduct and undertake assessments in a manner that does not attempt to gain unfair advantage.
- viii) You follow the prescribed procedures in the event that you experience extenuating circumstances or wish to appeal against the decision of an Examining Board.
- ix) You keep a copy of work presented for assessment wherever feasible.
- x) You make your work available for sampling for external examining purposes.

VIRTUAL LEARNING ENVIRONMENT (VLE)

Moodle is the University's Virtual Learning Environment (VLE). The VLE is used to support learning and teaching. It can be accessed by **enrolled** students from anywhere in the world using the internet and a web browser.

Some of Moodle's features allow students to:

- Access course materials
- Facilitate communication between students and tutors - this may also take place via Microsoft Teams
- Support group tasks
- Take online assessments with automatic marking and feedback facilities

Moodle can be used for administration tasks such as:

- Displaying announcements e.g. lecture venue changed
- Submission of assignments electronically
- Administration of online surveys, such as module questionnaires

How to Access:

You can access Moodle in 3 different ways:

1. From Hwb - Access your Hwb dashboard either by logging into a campus PC and opening Internet Explorer, or accessing <https://hwb.uwtsd.ac.uk> from any browser on an internet-connected device. Click on the Moodle tile.
2. From the University Website - navigate to <http://uwtsd.ac.uk> and select Quick Links (top left side of screen) and then Moodle.
3. URL Input - Open any browser on an internet-connected device and navigate to <http://moodle.uwtsd.ac.uk>

If you are already signed into the Hwb or Office 365 you should be automatically signed into Moodle when you connect, if not log in using your Network username and password which are the same as used to access a campus PC.

If you are missing courses/modules in the **My Courses** block please contact your **lecturers** to ask if they use Moodle. Please note it can take 24hrs for enrolment data to feed into Moodle. If you have problems finding resources (timetables, lecture notes, assignment briefs etc.) please contact the **lecturer** that delivers the course/module.

For any technical issues or error messages contact the **IT Service Desk** via:

Web: <https://webhelp.uwtsd.ac.uk>

Tel: 0300 500 5055

Or email: ITServiceDesk@uwtsd.ac.uk

In any correspondence please include your name and username (your student number) together with details of your issue.

Further information on using online and digital resources can be found at <https://digitallearning.uwtsd.ac.uk/>

ASSESSMENT FEEDBACK VIA TURNITIN

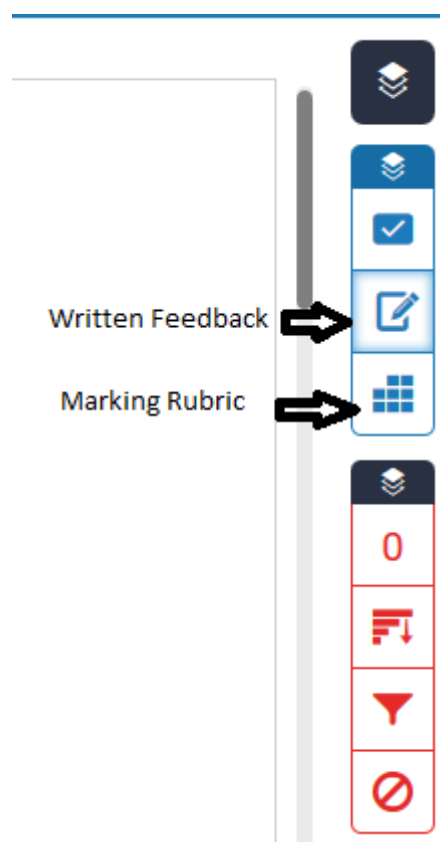
For feedback provided through Turnitin, there are two areas to get your feedback: written feedback, and the marking rubric.

Written feedback will comment on the overall work.

The marking rubric will focus on how the piece of work meets the criteria listed in the relevant rubric.

The marking rubric does not give a mathematically calculated result based on the sum of individual components, but is used holistically to help determine the mark.

Written Feedback and the Marking Rubric can be found by clicking the buttons as shown when you view your submitted assignment in Turnitin.



PROGRAMMES OF STUDY

(1) BA (Hons) International Hotel Management

Programme Learning Outcomes

The following level 6 learning outcomes conform in full to the expectations of the QAA FHEQ (2014) and were developed with reference to the QAA subject benchmark for Events, Hospitality, Leisure, Sport and Tourism (2019). The learning outcomes are categorised as follows: knowledge and understanding skills, cognitive/intellectual skills (CS), practical skills (PS) and key skills (KS).

Knowledge and understanding (KU)

Graduates of the programme will be able to demonstrate a systematic understanding of key aspects of international hotel management, including acquisition of coherent and detailed knowledge, at least some of which is at, or informed by, the forefront of defined aspects of the discipline. This includes the following:

KU1	A systematic understanding and acquisition of coherent and detailed knowledge of facts, concepts and principles related to hotel management.
KU2	A conceptual understanding of the external environment and its effects at local, national and international levels upon the hospitality and hotel sectors.
KU3	A systematic understanding of the structure, management and marketing of organisations within the hospitality industry.
KU4	An awareness of contemporary issues relevant to both internal and external contexts, such as business innovation, creativity, entrepreneurship, sustainability, globalisation and risk management.
KU5	Models, frameworks, theories and techniques to the advancement of guest service good practice.
KU6	Vocationally relevant concepts associated with operational and strategic management of financial, marketing, human and physical resources.

Each of the above PLOs is covered by at least 2 modules at the appropriate level (taking into account individual patterns of study)

Cognitive (thinking) skills (CS)

Graduates of the programme will be able to:

CS1	Source, evaluate and comment upon particular aspects of current research, or equivalent advanced scholarship, in international hotel management, with an appreciation of the uncertainty, ambiguity and limits of knowledge.
CS2	Demonstrate conceptual and critical thinking, analysis, synthesis and evaluation of assumptions, abstract concepts and data (that may be incomplete).
CS3	Devise and sustain arguments, and/or to solve problems, using ideas and techniques, some of which are at the forefront of the international hotel management discipline.

Each of the above PLOs is covered by at least 2 modules at the appropriate level (taking into account individual patterns of study)

Practical skills (PS)

Hotel management degrees are strongly related to practice and therefore provide a clear link between the development of relevant skills and employability of graduates. Graduates of the programme will be able to:

PS1	Deploy accurately established techniques of analysis and enquiry relating international hotel management practice to review, consolidate, extend and apply their knowledge and understanding, and to initiate and carry out projects.
PS2	Use quantitative skills to manipulate data, evaluate, estimate and model problems, functions and phenomena.
PS3	Communicate information, ideas, problems and solutions to both specialist and non-specialist audiences.
PS4	Perform effectively through the development and enhancement of core service competencies as required within specific hotel departments.
PS5	Recognise and address ethical dilemmas applying organisational values to situations and choices.

Each of the above PLOs is covered by at least 2 modules at the appropriate level (taking into account individual patterns of study)

Key skills (KS)

Graduates of the programme will be able to demonstrate the qualities and transferable skills necessary for employment requiring:

KS1	The exercise of initiative and personal responsibility.
KS2	Decision-making in complex and unpredictable contexts.
KS3	A continuing appetite for development and the learning ability needed to undertake appropriate further training of a professional or equivalent nature.
KS4	Work within team environments and be able to recognise and utilise individuals' contributions in group situations - and to negotiate and persuade or influence others.

Each of the above PLOs is covered by at least 2 modules at the appropriate level (taking into account individual patterns of study)

Levels 4, 5 and 6

All Level 4, Level 5 and Level 6 students must normally pursue 120 credits at each Level. The credit rating of each module is specified in the Module Summary Table.

Module Summary Table

Module Code	Module Title	Credits	BA International Hotel Management	BA International Hotel Management with placement year	Cert HE International Hotel Management
Module Status: CP = Component Pass CR = Core CM = Compulsory O = Optional					
Level 4					
BMIH4001	Business Skills for the International Hotel Industry	20	CM	CM	CM
BMIH4002	Food and Beverage Operations	20	CM	CM	CM
BMIH4003	Hospitality and Guest Services for the Hotel Industry	20	CM	CM	CM
BMIH4004	Hotel Administration and Front Office	20	CM	CM	CM
BMIH4005	Marketing Essentials	20	CM	CM	CM
BMIH4006	Operating Hotel Facilities	20	CM	CM	CM
Level 5					
BMIH5001	Entrepreneurship	20	CM	CM	n/a
BMIH5002	Financial Management for the Hotel Industry	20	CM	CM	n/a
BMIH5003	Foreign Languages and Cultural Awareness	20	CM	CM	n/a
BMIH5004	Management and Organisational Behaviour	20	CM	CM	n/a
BMIH5005	Personnel Resourcing and Development	20	CM	CM	n/a
BMIH5006	Sustainable Hospitality and Tourism Management	20	CM	CM	n/a
Level 6					
BMIH6001	Contemporary Themes in the Hotel and Hospitality Sector	20	CM	CM	n/a
BMIH6006	Hotel Placement Research Report	30	CM	CM	n/a
BMIH6007	International Meetings Management for the Hotel Industry	20	CM	CM	n/a
BMIH6002	Managing Food and Beverage Operations	10	CM	CM	n/a
BMIH6003	Managing Guest Service Operations	10	CM	CM	n/a
BMIH6004	Managing Hotel Administration	10	CM	CM	n/a
BMIH6005	Organisational Consultancy	20	CM	CM	n/a

PROGRAMME STRUCTURE - BA 2 Year Programme

Module Code	Module Title	Module type (component pass, core, compulsory, optional)	Credits	September starters	January starters	April starters
Year 1	Level 4	Term 1		Sept to Dec	Jan to Apr	Apr to July
BMIH4001	Business Skills for the International Hotel Industry	Compulsory	20	CM	CM	CM
BMIH4003	Hospitality and Guest Services for the Hotel Industry	Compulsory	20	CM	CM	CM
BMIH4005	Marketing Essentials	Compulsory	20	CM	CM	CM
Year 1	Level 4	Term 2		Jan to Apr	Apr to July	Sept to Dec
BMIH4002	Food and Beverage Operations	Compulsory	20	CM	CM	CM
BMIH4004	Hotel Administration and Front Office Operations	Compulsory	20	CM	CM	CM
BMIH4006	Operating Hotel Facilities	Compulsory	20	CM	CM	CM
Year 1	Level 5	Term 3		Apr to July	Sept to Dec	Jan to Apr
BMIH5002	Financial Management for the Hotel Industry	Compulsory	20	CM	CM	CM
BMIH5003	Foreign Languages and Cultural Awareness	Compulsory	20	CM	CM	CM
BMIH5005	Personnel Resourcing and Development	Compulsory	20	CM	CM	CM
Year 2	Level 5	Term 1		Sept to Dec	Jan to Apr	Apr to July
BMIH5001	Entrepreneurship	Compulsory	20	CM	CM	CM
BMIH5004	Management and Organisational Behaviour	Compulsory	20	CM	CM	CM
BMIH5006	Sustainable Hospitality and Tourism Management	Compulsory	20	CM	CM	CM
Year 2	Level 6	Terms 2 & 3		Jan to July	Apr to Dec	Sept to Apr
BMIH0000	Placement Year	Compulsory	0	CM	CM	CM
Year 3	Level 6	Term 1		Sept to Dec	Jan to Apr	Apr to July
BMIH000	Placement Year (continued)	Compulsory	0	CM	CM	CM
Year 3	Level 6	Term 2		Jan to Apr	Apr to July	Sept to Dec
BMIH6006	Hotel Placement Research Report	Compulsory	30	CM	CM	CM
BMIH6002	Managing Food and Beverage Operations	Compulsory	10	CM	CM	CM
BMIH6003	Managing Guest Service Operations	Compulsory	10	CM	CM	CM
BMIH6004	Managing Hotel Administration	Compulsory	10	CM	CM	CM
Year 3	Level 6	Term 3		Apr to July	Sept to Dec	Jan to Apr
BMIH6001	Contemporary Themes in the Hotel and Hospitality sector	Compulsory	20	CM	CM	CM
BMIH6007	International Meetings Management for the Hotel Industry	Compulsory	20	CM	CM	CM
BMIH6005	Organisational Consultancy	Compulsory	20	CM	CM	CM

PROGRAMME STRUCTURE - BA 3 Year Programme

Module Code	Module Title	Module type (component pass, core, compulsory, optional)	Credits	September starters	January starters	April starters
Year 1	Level 4	Term 1		Sept to Dec	Jan to Apr	Apr to July
BMIH4001	Business Skills for the International Hotel Industry	Compulsory	20	CM	CM	CM
BMIH4005	Marketing Essentials	Compulsory	20	CM	CM	CM
Year 1	Level 4	Term 2		Jan to Apr	Apr to July	Sept to Dec
BMIH4003	Hospitality and Guest Services for the Hotel Industry	Compulsory	20	CM	CM	CM
BMIH4002	Food and Beverage Operations	Compulsory	20	CM	CM	CM
Year 1	Level 4	Term 3		Apr to July	Sept to Dec	Jan to Apr
BMIH4004	Hotel Administration and Front Office Operations	Compulsory	20	CM	CM	CM
BMIH4006	Operating Hotel Facilities	Compulsory	20	CM	CM	CM
Year 1	Level 5	Term 1		Sept to Dec	Jan to Apr	Apr to July
BMIH5002	Financial Management for the Hotel Industry	Compulsory	20	CM	CM	CM
BMIH5003	Foreign Languages and Cultural Awareness	Compulsory	20	CM	CM	CM
Year 2	Level 5	Term 2		Jan to Apr	Apr to July	Sept to Dec
BMIH5001	Entrepreneurship	Compulsory	20	CM	CM	CM
BMIH5005	Personnel Resourcing and Development	Compulsory	20	CM	CM	CM
Year 2	Level 5	Term 3		Apr to July	Sept to Dec	Jan to Apr
BMIH5004	Management and Organisational Behaviour	Compulsory	20	CM	CM	CM
BMIH5006	Sustainable Hospitality and Tourism Management	Compulsory	20	CM	CM	CM
Year 3	Level 6	Term 1		Sept to Dec	Jan to Apr	Apr to July
BMIH6006	Hotel Placement Research Report	Compulsory	30	CM	CM	CM
BMIH6002	Managing Food and Beverage Operations	Compulsory	10	CM	CM	CM
Year 3	Level 6	Term 2		Jan to Apr	Apr to July	Sept to Dec
BMIH6003	Managing Guest Service Operations	Compulsory	10	CM	CM	CM
BMIH6004	Managing Hotel Administration	Compulsory	10	CM	CM	CM
BMIH6007	International Meetings Management for the Hotel Industry	Compulsory	20	CM	CM	CM
Year 3	Level 6	Term 3		Apr to July	Sept to Dec	Jan to Apr
BMIH6001	Contemporary Themes in the Hotel and Hospitality sector	Compulsory	20	CM	CM	CM
BMIH6005	Organisational Consultancy	Compulsory	20	CM	CM	CM

(2) BA (Hons) International Hotel Management with placement year

Programme Learning Outcomes

The programme has the same Programme Learning Outcomes as BA (Hons) International Hotel Management, with the addition of the following:

Knowledge and understanding (KU)

KU7	A systematic understanding of the structure and management of the hospitality placement(s) and an awareness of contemporary issues, such as sustainability and risk management, facing the placement provider.
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Each of the above PLOs is covered by at least 2 modules at the appropriate level (taking into account individual patterns of study)

Please refer to section (3) BA (Hons) International Hotel Management for a full list of the other relevant Programme Learning Outcomes.

Levels 4, 5 and 6

All Level 4, Level 5 and Level 6 students must normally pursue 120 credits at each Level. The credit rating of each module is specified in the Module Summary Table for BA (Hons) International Hotel Management – please refer to section (3) BA (Hons) International Hotel Management – together with the additional module listed below.

Module Code	Module Title	Credits	BA (Hons) International Hotel Management with Placement Year
Module Status: CP = Component Pass CR = Core CM = Compulsory O = Optional			
Module to be completed in-between Levels 5 and 6			
BMIH0000	Placement year	0	CM

PROGRAMME STRUCTURE

Structure: Full-time Students

The typical delivery schedule for the programme mirrors Levels 4, 5 and 6 of the BA (Hons) International Hotel Management programme (2020) except that students will complete the Placement Year Module between Levels 5 and 6 - please refer to section (3) BA (Hons) International Management for the relevant Levels 4, 5 and 6 programme structure.

(3) CertHE International Hotel Management

Programme Learning Outcomes

Knowledge and understanding (KU)

Successful candidates of the programme will be able to demonstrate:

KU1	Knowledge and understanding of the underlying concepts and principles associated with International Hotel Management.
KU2	Knowledge and understanding of the main methods of enquiry in the subject(s) relevant to International Hotel Management.

Each of the above PLOs is covered by at least 2 modules at the appropriate level (taking into account individual patterns of study).

Cognitive (thinking) skills (CS)

Successful candidates of the programme will be able to:

CS1	Evaluate the underlying concepts and principles associated with International Hotel Management and interpret these within that context.
CS2	Evaluate and interpret qualitative and quantitative data, in order to develop lines of argument and make sound judgements in accordance with basic theories and concepts of International Hotel Management.
CS3	Evaluate the appropriateness of different approaches to solving problems related to International Hotel Management.

Each of the above PLOs is covered by at least 2 modules at the appropriate level (taking into account individual patterns of study).

Practical skills (PS)

International Hotel Management programmes are strongly related to practice and therefore provide a clear link between the development of relevant skills and employability of graduates. Graduates of the programme will be able to:

PS1	Communicate and present the results of their study/work accurately and reliably, and with structured and coherent arguments.
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Each of the above PLOs is covered by at least 2 modules at the appropriate level (taking into account individual patterns of study).

Key skills (KS)

Successful candidates of the programme will be able to demonstrate the qualities and transferable skills necessary for employment requiring:

KS1	The exercise of some initiative and personal responsibility.
KS2	Further training and to develop new skills within a structured and managed environment.

Each of the above PLOs is covered by at least 2 modules at the appropriate level (taking into account individual patterns of study).

Level 4

All Level 4 students must normally pursue 120 credits at Level 4. The credit rating of each module is specified in the Module Summary Table.

Module Summary Table

Module Code	Module Title	Credits	Cert HE International Hotel Management
Module Status: CP = Component Pass CR = Core CM = Compulsory O = Optional			
Level 4			
BMIH4001	Business Skills for the International Hotel Industry	20	CM
BMIH4002	Food and Beverage Operations	20	CM
BMIH4003	Hospitality and Guest Services for the Hotel Industry	20	CM
BMIH4004	Hotel Administration and Front Office	20	CM
BMIH4005	Marketing Essentials	20	CM
BMIH4006	Operating Hotel Facilities	20	CM

PROGRAMME STRUCTURE (CertHE)

Structure: Full-time Students

The typical delivery schedule for the programme mirrors Level 4 of the BA (Hons) International Hotel Management programme - please refer to section (3) BA (Hons) International Hotel Management for the relevant Level 4 programme structure.

Where appropriate, the University may allow students to study modules in addition to the 120 credits studied for the level of study e.g. Welsh medium or IT modules. Students would need to discuss this with their Programme Manager.

Note that on Programmes of Study offering a large number of options, timetable constraints will inevitably mean that not all combinations of options will be possible.

Module details are correct on 1 September 2021, and will not normally be changed during the year. In the unlikely event of changes having to be made to these details during the year, you will be notified in writing. Module descriptors are presented in the accompanying Module Directory document.

UNIVERSITY ATTENDANCE POLICY

Attendance is an important indicator of your engagement with and success in your studies. All students are therefore required to attend all scheduled classes and tutorials and Institutes will record individual academic attendance. It is important that:

- you familiarise yourself with the attendance policy relevant to you (see <https://www.uwtsd.ac.uk/academic-office/other-forms-and-policies/>);
- you are fully aware of procedures to follow in case of unexpected absences;
- you are aware that disciplinary action will be taken for any sustained periods of unauthorised absence.

This is particularly important for **international students with a UKVI student Visa**. Failure to adhere to the requirements and conditions of the Attendance Policy will lead to withdrawal from your programme and the University will also inform the UKVI to withdraw your student visa sponsorship.

Appeal against withdrawal due to poor attendance – Information on how to appeal against withdrawal due to poor attendance is provided on the University's website (<http://www.uwtsd.ac.uk/academic-office/procedures-for-academic-appeals-complaints-and-other-student-cases/>).

CODES OF CONDUCT

The University is committed to providing all students with a safe and inclusive learning environment where all students have the potential to succeed to the best of their ability.

The University expects all students to abide by the Student Code of Conduct (see <https://www.uwtsd.ac.uk/studentcharter/>).

The University also has Support for Study and Fitness to Practise Policies (see <https://www.uwtsd.ac.uk/academic-office/academic-quality-handbook/>).

In addition, many programmes have a professional code of conduct that you are expected to adhere to. Your Programme Manager will provide you with appropriate details.

ABOUT ACADEMIC MISCONDUCT AND PLAGIARISM

The University defines academic misconduct as ‘any act, intentional or otherwise, whereby a person may obtain for himself/herself or for another, an unpermitted advantage...’. Committing academic misconduct in assessment is one of the most serious offences in academic life, and its consequences can be severe. It undermines the integrity of scholarship, research, and of the examination and assessment process.

It is very important to understand that it is no defence to claim that academic misconduct has been committed unintentionally, accidentally, due to extenuating circumstances or a long-term impairment (irrespective of whether or not these circumstances or long-term impairment have been acknowledged by the University).

Plagiarism is one type of academic misconduct. Plagiarism is passing off, or attempting to pass off, another’s work as your own. It includes copying the words, ideas, images or research results of another **without acknowledgement**, whether those words etc. are published or unpublished. It is plagiarism, for example, to copy the work of another student, of a member of staff or a published article without crediting the author. Persons who allow their work to be plagiarised are also guilty.

It should be noted that re-submitting work that has already been submitted for a different assessment task without noting that this is the case is also regarded as plagiarism (and is called self-plagiarism) and will be treated as such.

Plagiarism is one of the worst offences in academic life, and its consequences can be severe. It undermines the integrity of scholarship, research, and of the examination and assessment process. The guidance that follows explains what is meant by plagiarism, describes the University’s regulations for dealing with it, and provides help in avoiding it.

When enrolling as a student at the University of Wales Trinity Saint David you have consented to your work being scrutinised both electronically and in person to check for cases of plagiarism. Normally, your work will be submitted electronically via Moodle.

For submissions outside of the Moodle platform, it is equally important that you reference your sources accurately. In some cases, you will be expected to submit both hard and electronic copies, which can be checked against the database of the UK Higher Education Plagiarism Detection Service. For handwritten, portfolio and process workbook submissions check with your module tutor if you are in any doubt about whether you have infringed the regulations. They are here to assist you; ensure that you take advantage of their expertise.

Plagiarism: Regulations, Procedure and Penalties

Full details of the University’s procedures and penalties for dealing with issues of plagiarism can be found in Chapter 12 of the *Academic Quality Handbook* and the associated *Academic Misconduct Policy*, which can be seen on the University website or obtained from the Institute Offices.

<https://www.uwtsd.ac.uk/academic-office/academic-quality-handbook/>

Avoiding Plagiarism

Coursework, dissertations, or creative work are meant to be your own original work. Obviously, you will use the work of others. Not only is this inevitable, it is expected. All scholarship builds on the work of others. The important thing to remember is always to **acknowledge your sources**. The University recognises four referencing styles: APA, Harvard, IEEE and MHRA and provides a handbook for each of these styles.

For your programme of study, you should be using Harvard Referencing. The handbooks can be found online: <https://www.uwtsd.ac.uk/library/infoskills/referencing-handbooks/> or in print from the Library and Learning Resources. A Referencing Essentials session will be provided during the first term of your first year but as a general rule of thumb observe the following:

The golden rule is; **'if in doubt, provide references'** and your Referencing Handbook will provide you with specific guidance to help you to do this correctly. For support, contact your tutor or Academic Liaison Librarian. There are no penalties for asking for advice and guidance; there are severe penalties for plagiarism and failure to reference means your work could be considered to be plagiarised.

Other types of Academic Misconduct

There are other types of academic misconduct, including, but not limited to producing work as a group where it is an individual task (called collusion), fabricating data or making false claims to have carried out research, using the service of an essay bank/essay mill, having an unauthorised source of information in an examination, prohibited communication during an examination. The same regulations, procedures and penalties apply to all types of academic misconduct.

LIBRARY AND LEARNING RESOURCES

Library and Learning Resources (LLR) supports the learning, teaching and research activities of staff and students across the University with library services available at Birmingham, Carmarthen, Lampeter, London and Swansea including online resources, social learning spaces, special collections and archives.

The library prioritises the purchase of e-books over print wherever possible and loan periods are regularly reviewed by the library to ensure that they are appropriate and provide equitable access to resources. It is expected that at least all Essential reading list items are available from the library. The LLR follows a Fairer Fines policy which means students are only fined on items if they are in heavy demand or requested by another library user.

The LLR provides a *Need More?* service which aims to provide a one stop shop for all learning resource needs, for example, if a book, journal or thesis is needed which is not in the library stock then it may be purchased or borrowed from another library. Further information can be found here: <https://uwtsd.ac.uk/library/need-more/>.

Learning Spaces

As well as collections, the library provides a variety of modern and flexible learning spaces, reflecting different styles of working e.g. group study spaces and quiet areas, as well as IT facilities, wireless internet, photocopying and printing facilities and excellent customer service.

Online Library

The LLR offers a wide range of printed and electronic resources including an extensive collection of online e-journals and e-books that are available 24/7 providing access to scholarly journals, newspapers, company reports and reference material. The library catalogue searches the whole range of print and online library materials and gives access to your library account from anywhere.

InfoSkills

All students are provided with a library tour, a Basic Skills session and a Referencing Essentials session in the first few weeks at the University. Academic Liaison Librarians will help students to develop the skills required to find, use and evaluate information sources within their subject areas. Numerous sessions are offered throughout the year to help students develop their Information Skills further to support their academic success and employability. These include sessions on identifying fake news, using statistics, Copyright awareness, and managing your online identity. The LLR operates an open door policy which enables students to ask for help and advice on the information resources available throughout the academic year. Academic Liaison Librarians are welcomed to Staff / Student Committees, and also attend other relevant Institute meetings where invited, including the Institute Board. For further information on InfoSkills provision go to: <https://www.uwtsd.ac.uk/library/infoskills/>

Special Collections and Archives

The Library is also home to the Special Collections of UWTSD, including the University's oldest printed books, manuscripts and archives. The Special Collections include over 35,000 printed works, 8 medieval manuscripts, around 100 post medieval manuscripts, and 69 incunables. Material from the Archives includes the institutional archive of St David's College, later The University of Wales, Lampeter, and Trinity College Carmarthen, both constituent members of the University of Wales Trinity Saint David. Students are encouraged to use these wonderful resources as part of their studies, regardless of discipline. Visits and workshops are often arranged within the purpose-built reading rooms in the Lampeter campus library and there is a regular programme of exhibitions across the campuses and online.

For recent service developments, updates and contact information please visit the University Library website at <http://www.uwtsd.ac.uk/library/>. The latest updates on Covid related impact to services during 21/22 can be found here <https://uwtsd.ac.uk/library/help-and-support/covid-19-services/>. Please also follow the Library and Learning Resources on Facebook, Instagram or Twitter for up-to-date news, service developments and information on new services and resources: @UWTSDLib

STUDENT SERVICES

A professional support service providing high quality information, advice, guidance, practical and emotional support to enable all students to reach their full potential. Support available includes the Careers Service, Financial Support, Learning Support, Counselling Service and support for students from a care background. For further details see <http://www.uwtsd.ac.uk/student-services/>.

STUDY SKILLS

All students have access to study skills support to assist them in their studies. Details of provision are available from the Student Services offices on each campus and at <http://www.uwtsd.ac.uk/study-skills/>.

Topics covered include:

- Developing effective study strategies
- Planning and writing assignments
- Preparing presentations
- Planning for seminars
- Preparing for exams

Drop-in study skills sessions and 1:1 appointments are available online (and in person where possible) – no appointment necessary. Please see the Student Services study skills webpages for further details: <http://www.uwtsd.ac.uk/study-skills/>.

COMPLAINTS

You have a right to make a complaint about any specific concern about the provision of your Programme of Study or a related academic service. Full details of the complaints process can be found in the *Student Complaint Policy* associated with Chapter 12 of the Academic Quality Handbook and in supporting documentation published on the Academic Office section on the University's website:

<http://www.uwtsd.ac.uk/academic-office/procedures-for-academic-appeals-complaints-and-other-student-cases/>