



PROGRAMME HANDBOOK

**DIPLOMA IN
TOURISM & HOSPITALITY
MANAGEMENT
(DUP)**

POLITEKNIK MERLIMAU
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Sixth Edition

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PREFACE



Bismillahirrahmanirrahim

Assalamualaikum w.b.t and Salam Sejahtera.

Dear Students,

First and foremost, I would like to welcome you to our beloved Politeknik Merlimau (PMM). As you can see, the atmosphere and the ambience here are very conducive for teaching and learning.

As we are aware, the industry requires graduates who are knowledgeable and have impeccable track records and self-discipline. We in PMM have taken measures to ensure all these requirements are met.

Furthermore, in order to add value to our graduates, we greatly emphasize our students to be involved in co-curricular activities, especially the uniformed bodies.

I believe that with the quality courses offered by the Civil, Electrical and Mechanical Engineering Departments as well as Commerce and Tourism and Hospitality, we would be able to produce high quality of towering personality graduates who would contribute to the development of our nation.

I am looking forward to meeting you and I hope that you would take advantage of all the facilities provided in order for you to attain the best knowledge and become the contributing citizen for our beloved Malaysia.

Thank you.

Sincerely,

Mohd Hatta bin Zainal

Director

Politeknik Merlimau

PREFACE



Assalamualaikum w.b.t and Salam 1 Malaysia.

Praise to Allah SWT for this great opportunity that had been given to me to have a word in this program handbook. Department of Tourism and Hospitality consists of five main courses Diploma in Tourism Management (DUP), Diploma in Event Management (DEV), Diploma in Foodservice Halal Practice (DHF), Diploma in Hotel Management (DHM) and Diploma in Culinary Arts (DCC). These programmes are led by excellent and fully competent lecturers whose niche and expertise are related to the respective courses taught.

We put the learning emphasis on the Outcome Based Education (OBE) approach as a guide by focusing on what students will be able to do upon completion of courses and be acquired upon the completion of their educational programme. This is in tandem with the National Education Philosophy that is to produce individuals who are intellectually, spiritually, emotionally and physically balanced and harmonic.

The department is equipped with the necessary facilities such as lecture rooms, lecture hall, accounting laboratory, entrepreneur room, conference room, advertising & photography studio and WIFI connection to support the learning process.

The publication of this Programme Handbook is in line with the requirements set by the Malaysian Qualifications Agency (MQA) in terms of the criteria and standards for national qualifications. It aims to enable the students to have a comprehensive outlook on the current prospective of Commerce Department, Politeknik Merlimau, especially on the curriculum that would shape the students into graduates worthy of the workforce. This is a proof that we are capable to fulfill the demands of quality assurance of local higher education.

Any comments and suggestions toward the continuous improvement of the programmes are greatly appreciated. The Department of Commerce gratefully acknowledges everyone involved in producing this programme handbook. By embarking on this educational journey, we put our effort and passion to produce the future youth empowerment.

All the best and welcome to the Department of Tourism and Hospitality. Thank You.

Sincerely,

KHAIRULAZAM BIN ANNUAR
The Head of Department
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INTRODUCTION



Politeknik Merlimau (PMM) is the 14th polytechnic of the Department of Polytechnic Education Ministry of Higher Education. PMM is located in the District of Merlimau, 26 kilometers south of the state capital city, Melaka Historical City.

Established in 2002, PMM started in Politeknik Melaka (back then was Politeknik Kota Melaka). Moving to its own Merlimau campus in the end of 2002, Politeknik Merlimau since then has risen to the forefront of achievements in various fields, emerging as the catalyst polytechnic in academic, innovation as well as social responsibilities activities.

The PMM campus is spread across the area of 100 acres which houses seven academic departments, two non-academic departments and twelve supporting service units. Those academic departments consist of five main departments and two ancillary departments. The main departments are the Department of Civil Engineering, Department of Electrical Engineering, Department of Mechanical Engineering, Department of Commerce and Department of Hospitality and Tourism. The ancillary departments, on the other hand, are the Department of Mathematics, Science & Computer and Department of General Studies.

PMM believes that learning environments play a critical role in the development of strong learning communities which is one of the key aims of curriculum evolution at PMM. These communities are supported by place, technology and cohort-targeted of diploma graduate students. Thus, PMM provides a wide range of facilities and spaces that can be utilized by both the staff and students of PMM such as the CIDOS e-learning tools which serves as the Learning Management System. It is developed for the purpose of teaching and learning processes continuous improvement.

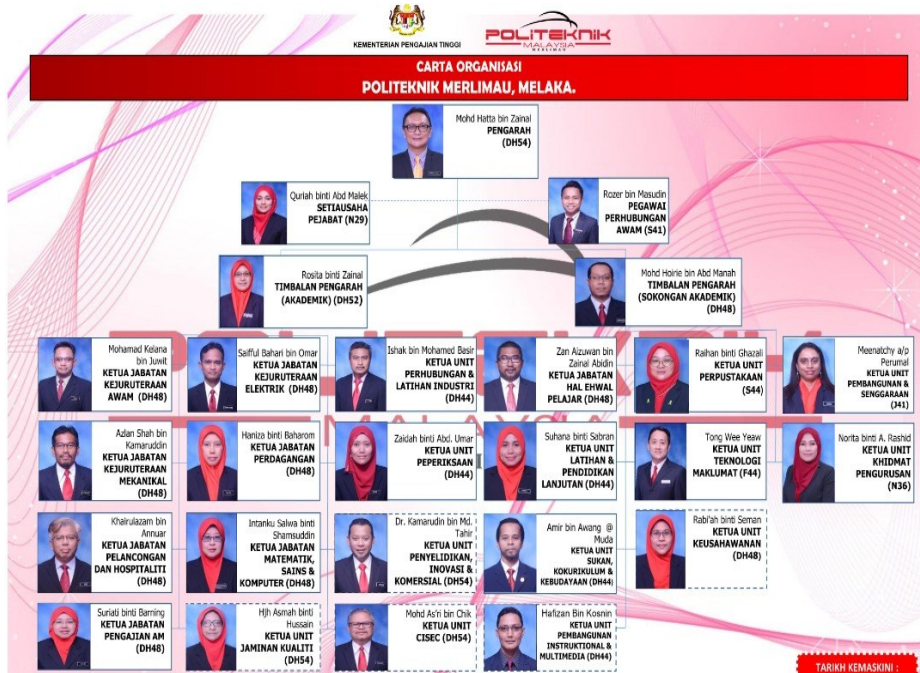
PMM provides a broad-based curriculum underscored by multi-disciplinary courses with the enrichment of the ancillary department's courses which are aligned with the transformative pillars of the Department of Polytechnic Education, Ministry of Higher Education. The classroom lessons and activities are based on sound principles of pedagogy and practice where lectures are given in English. These promote to nurture well-rounded graduates characterized by innovative thinking and relevant skills to thrive in a knowledge economy.

All in all, PMM provides students an ideal, supportive and innovative environment in which students can find their future direction, while making full use of their valuable time. This is further enhanced with practicality, entrepreneurship, and the pursuit of academic and management excellence. It is hoped that the well-rounded graduates enveloped with outstanding leadership qualities will enable them to make valuable contributions to tomorrow's society .

VISION & MISSION



MANAGEMENT ORGANISATION



OUTCOME BASED EDUCA-

Ministry of Higher Education, Malaysian Qualification Agency (MQA) and related professional bodies require all programs offered by Institution of Higher Learnings to adopt the Outcome Based Educatio (OBE) approach in their teaching and learning activities. This is in line with the paradigm shift mooted by the Ministry of Higher Education to enhance the quality of education in Malaysia.

Outcome-based education (OBE) is an educational approach that focuses on what students are able to do upon completion of a course. All curriculum and teaching decisions are made based on how best to facilitate the desired outcome. The term outcomes in this matter would be a set of values or 'wish list' on what students should acquire upon their educational program completion. Outcome-based education is designed so that "all students are equipped with the knowledge, skills and qualities needed to be successful after they exit the educational system" (Spady, 1994, p. 9).

In brief, OBE answers the following questions:

- What must the student learn?
- What do the teachers or lecturers want the student to learn?
- How does what student learn affect the overall educational outcome?
- How do the teachers or lecturers make sure that the students learn what they are intended to learn?

Thus, OBE outlines the guidance for planning, delivering and evaluating teaching and learning activities to achieve the results expressed in terms of individual student learning outcomes as shown in Figure 5.1 below.

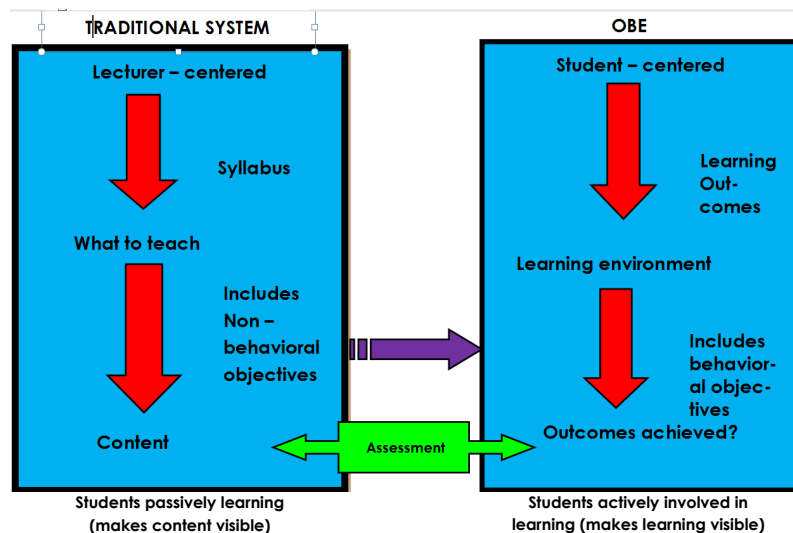
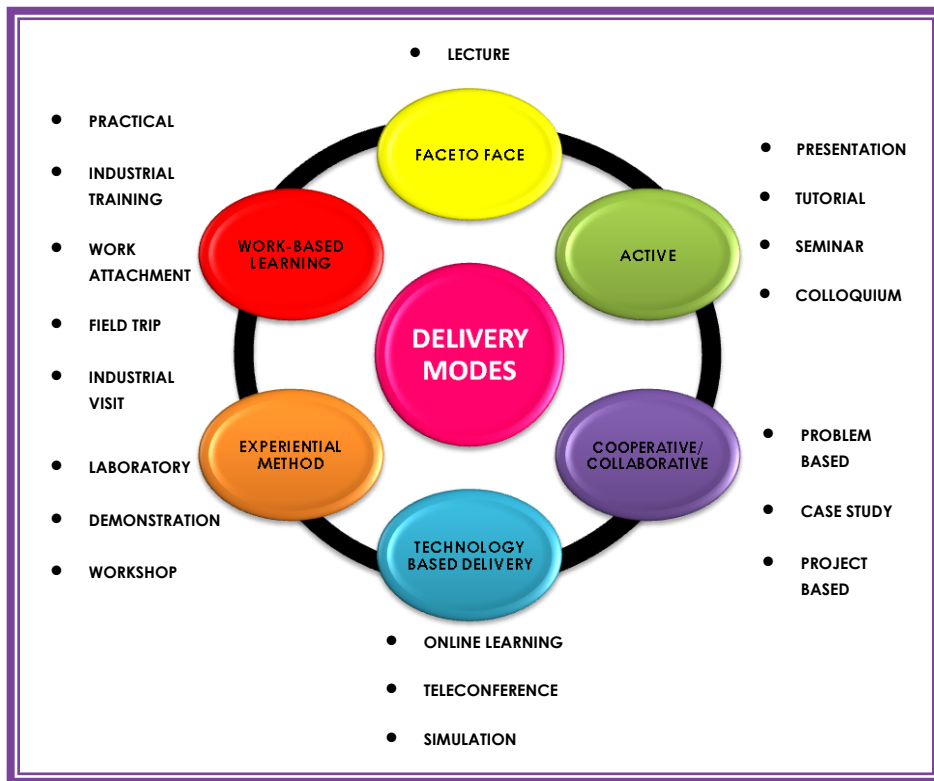


Figure 5.1: A Paradigm Shift for Educational System

OUTCOME BASED EDUCA-

DELIVERY MODES

The diversity of teaching and learning methodologies can be adapted by lecturers as to cater to the heterogeneous or different students' potentials. This is important to ensure that different students are at the maximum level while the less potential ones are not left behind. Figure 5.2 shows that there are many modes of delivery that can be employed to suit various teaching and learning purposes.



OUTCOME BASED EDUCA-

OBE EDUCATIONAL FRAMEWORK

Programme Educational Objectives (PEO):

The broad statements that describe the career and professional accomplishments which the program is preparing graduates to achieve.

Programme Learning Outcomes (PLO):

The statements that describe what students are expected to know and able to perform or attain in terms of skills, knowledge and behaviour or attitude by the time of graduation.

Course Learning Outcomes (CLO):

The statements that describe the specification of what a student should learn upon completing a course .

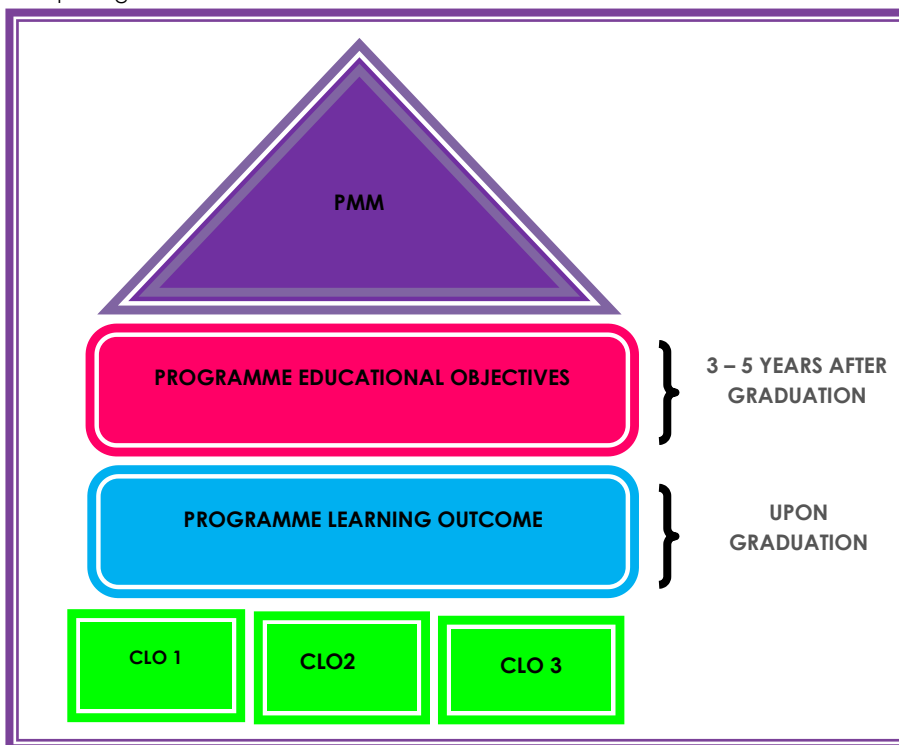


Figure 5.3 : OBE Educational Framework

OUTCOME BASED EDUCA-

FORMATION OF LEARNING OUTCOMES

The achievement of students is measured by learning outcomes. These learning outcomes should specify the competencies acquired by students upon completion of their studies. The Learning outcome consist of 8 domains that have been clustered into 5 clusters. The diagram Malaysian Qualifications Framework 2nd Edition: Level Descriptors below shows the cluster ;

| MQF LEVEL | Summary of Learners Profile | CLUSTER 1: Knowledge and Understanding | CLUSTER 2: Cognitive skills | CLUSTER 3: FUNCTIONAL WORK SKILLS | | | | CLUSTER 4: Personal and entrepreneurial skills | CLUSTER 5: Ethics and Professionalism |
|--------------------|---|---|---|---|--|--|---|---|--|
| | | | | Practical skills | Interpersonal and Communication Skills | Digital and Numeracy Skills | Leadership, Autonomy and Responsibility | | |
| Level 4 DIPLOMA | Learners will have a broad knowledge of the general theories, principles and demonstrate skills in a focused area of study/ discipline enabling them to undertake specialized work leading to a career path in technical, professional or management fields. Learners express interest in pursuing further education. Learners will have a commitment for appropriate ethical behavior and express an appreciation of national aspirations within global perspectives | Demonstrate systematic comprehension (understanding) of a broad range of complex technical and theoretical knowledge and skills to undertake routine and non-routine tasks/ study within a field/ discipline. | Identify, interpret, apply and evaluate general concepts, theory and/or operational principles within a well-defined context of a subject/discipline and/or work with minimal supervision Solve problems of a common and well-defined kind as well as those others of a non-routine nature | Apply a limited range of practical skills, essential tools, methods and procedures to perform required tasks/work. Reflect and make adjustments to Practices and processes, as necessary, related to routine or non-routine tasks. | Communicate clearly, both orally and in writing, ideas, information, problems and solutions, to others including peers, experts and non-experts. Interact effectively, individually or as member of a team with supervisors, Peers and subordinates. Demonstrate a high level of proficiency in at least one other language besides the national language. | Use a range of digital applications to support study /work as well as to seek and process data related to work or study. Demonstrate skills to use and interpret routine and complex numerical and graphical/visual data. | Perform work with significant degree of personal responsibility and autonomy under broad guidance and direction on well-defined and non-routine study /work activities performed in a variety of contexts. Lead and manage diverse teams to manage issues at work. | Identify self-improvement initiatives and possibilities for further education. Develop realistic Career and professional goals. Explore and engage in activities relating to entrepreneurship. Show interest in and participate at professional and civic activities leading to local and region wide communities building. | Demonstrate ability to understand and comply with organizational and professional ethics in work environment. Demonstrate ability to apply sustainable practices in the context of local and global work and social environment. |

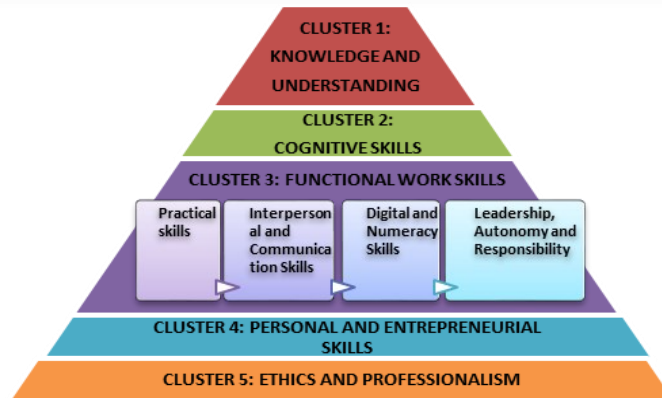


Figure 5.4 :Competency Domain to be applied in MQA Outcomes
(Learning Outcomes, LO)

OUTCOME BASED EDUCA-

THREE MAIN STAGES IN TEACHING AND LEARNING PROCESS

In general, OBE concept divides teaching and learning activities into three parts, namely:

- i. Planning,
- ii. Implementation and
- iii. Assessment

At the planning stage, learning outcomes should be determined in advance by taking into account what students can do after attending a teaching process.

At the implementation stage, the teaching and learning activities should be designed to achieve the specified learning outcomes.

Finally, the assessment is to be determined where it measures how far students have achieved the specified learning outcomes and assessment provides input to continuously improve the teaching and learning process.

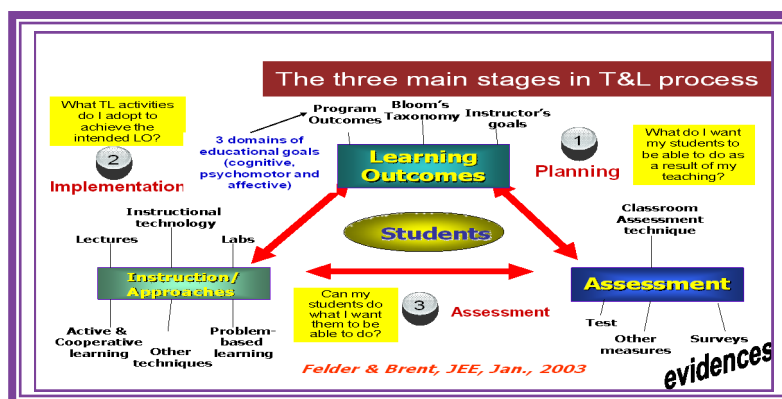


Figure 5.5 : Three Main Stage in Learning and Teaching Process

Towards the future of OBE:

1. Courses will help students to want, passionately, to do things, rather than just 'be able to' do things.
2. Assessment will assess whether students actually and spontaneously achieve the outcomes, rather than just 'being able to'
3. Outcomes will include values and principles and purposes as well as abilities.

In conclusion, the call for accountability is inevitably one of the reasons that lead to the introduction of OBE in Politeknik Merlimau. All parties need to make necessary changes, modifications, and improvements in the light of the changes aimed. The roles of curriculum, lecturers or instructors and assessment must gear the students towards the intended outcomes.

UNIT OF E-LEARNING

Introduction

CeLT (Center for e-Learning & Teaching) is a special name for Digital Learning Unit under the Instructional and Digital Learning Division, Polytechnic Education Department, Ministry of Higher Education Malaysia. CeLT is created to help empower the special National e-Learning agenda for all Malaysian Polytechnic.

VISION

Transforming Politeknik Merlimau towards global competitiveness through e-learning.

MISSION

Build a competitive, creative and sustainable e-learning framework.

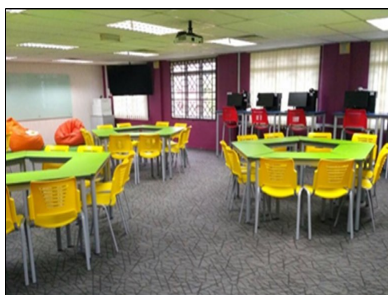
OBJECTIVE

1. Encourage quality, fair and equitable education opportunities through e-learning (open, neutral and active)
2. Provide appropriate infrastructure and e-learning friendly
3. Creating a variety of creativity to strengthen the 21st century learning and teaching process
4. Improve staff and student skills through e-learning in the 21st century

The roles and responsibility of the e-Learning Unit are to :

1. Coordinate, support and monitor the implementation of e-Learning through the CIDOS platform.
2. Develop and improve CIDOS functionality to meet the effective R & D requirements and suit the rapid development of ICT (including Mobile-ready).
3. Improve literacy and training and mentoring on e-Learning.
4. Plan training and mentoring and support e-Content development support for academic and student staff.
5. Designing strategies and coordinating the EDOLA competition organized by CELT's Department of Polytechnic Education such as TVET Tunes, Poli TV, EMCC, VR 360 and Augmented Reality (AR).

UNIT OF E-LEARNING



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FACILITIES



Computer Reservation System (CRS) Lab



Studio

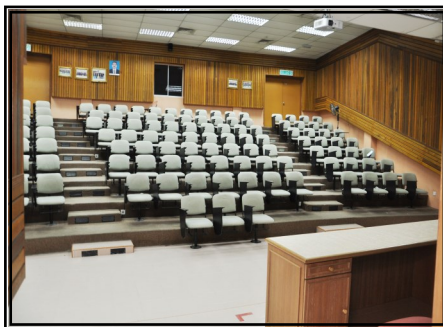
FACILITIES



Culinary Lab



Lecture Room



Lecture Theater



Training Travel Office



Recreational Facilities

DIPLOMA IN TOURISM MANAGE-

Programme Overview

Introduction

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

Synopsis

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

Job Prospects

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

- a. Tourism Officer
- b. Tour Leader
- c. Travel and Tour Personnel
- d. Travel Package Development Officer
- e. Vacation Consultant



DIPLOMA IN TOURISM MAN-

- e. Vacation Consultant
- f. Tourism Sales and Marketing Personnel
- g. Theme Park Personnel
- h. Park Attraction Personnel
- i. Attractions Operations Personnel
- j. Amusement and Recreation Personnel
- k. Recreation Personnel
- l. Recreation Facility Personnel
- m. Entrepreneur in Tourism, Travel and Tour Business

Vision

To be the Leading-Edge TVET Institution

Mission

- a. To provide wide access to quality and recognized TVET programmes
- b. To empower communities through lifelong learning
- c. To develop holistic, entrepreneurial and balanced graduates
- d. To capitalise on smart partnership with stakeholders

Educational Goal

To produce holistic and competent TVET graduates, capable of contributing to national development

Programme Aims

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

DIPLOMA IN TOURISM MAN-



Programme Educational Objectives (PEO)

Diploma in Architecture programme should produce architectural technical assistants that are able to:

- PEO1: Demonstrate understanding and solve architecture technical-related problems creatively and innovatively with competency in line with industry requirement
- PEO2: Demonstrate effective communication, interpersonal and leadership skills in an organization
- PEO3: Demonstrate ethics and professionalism through sustainable approach by making use of digital skills
- PEO4: Demonstrate positive character, entrepreneurship skills and lifelong learning skills for career advancement

Programme Learning Outcomes (PLO)

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

- PLO1: Apply knowledge of tourism management in operating and managing of tourism activities
- PLO2: Analyse issues and challenges in assisting and providing appropriate solution for tourism management
- PLO3: Perform skills in the tourism industry
- PLO4: Demonstrate effective communication and interaction skills, either individually or as member of a team with supervisors, peers and subordinate
- PLO5: Display the ability to use digital application and interpret numerical data in related tasks
- PLO6: Demonstrate leadership, autonomy and responsibility by taking alternate role either as a leader or member of a diverse team
- PLO7: Demonstrate entrepreneurial and good managerial skills in society
- PLO8: Integrate professionalism, positive attitudes and values in engaging with society and stakeholder

PROGRAMME STRUCTURE

| COMPONENTS | COURSE CODE | COURSE | CONTACT | | | CREDIT |
|-------------------|-------------|--|-----------|---|---|--------|
| | | | L | P | T | |
| SEMESTER 1 | | | | | | |
| Compulsory | MPU21012 | Pengajian Malaysia | 1 | 0 | 2 | 2 |
| | DUE10012 | Communicative English 1 | 1 | 0 | 2 | 2 |
| | MPU24XX1 | Sukan | 0 | 2 | 0 | 1 |
| | MPU24XX1 | Unit Beruniform 1 | | | | |
| Common Core | DUW10012 | Occupational Safety And Health | 2 | 0 | 0 | 2 |
| | DTM10083 | Fundamentals of Tourism and Hospitality | 3 | 0 | 0 | 3 |
| | DTM10203 | Customer Service for Tourism and Hospitality | 2 | 2 | 0 | 3 |
| Discipline Core | DTM10093 | Tourism in Malaysia | 3 | 0 | 0 | 3 |
| | DTM10103 | Tourism Geography | 2 | 2 | 0 | 3 |
| TOTAL | | | 19 | | | |
| SEMESTER 2 | | | | | | |
| Compulsory | MPU23072 | Pelancongan dan Hospitaliti Dalam Islam* | 1 | 0 | 2 | 2 |
| | MPU23042 | Nilai Masyarakat Malaysia** | | | | |
| | MPU22012 | Entrepreneurship | | | | |
| | MPU24XX1 | Kelab/Persatuan | | | | |
| | MPU24XX1 | Unit Beruniform 2 | 0 | 2 | 0 | 1 |
| Common | DTM50153 | Tourism and Hospitality Marketing | 2 | 2 | 0 | 3 |
| Discipline Core | DTM20213 | Travel and Tour Management | 3 | 0 | 0 | 3 |
| | DTM20223 | Tourism Transportation | 3 | 0 | 0 | 3 |
| | DTO20044 | Terrestrial Recreational Tourism | 1 | 6 | 0 | 4 |
| TOTAL | | | 18 | | | |
| SEMESTER 3 | | | | | | |
| Compulsory | DUE30022 | Communicative English 2 | 1 | 0 | 2 | 2 |
| Common | DTF40072 | Muslim Friendly Hospitality Practice | 1 | 2 | 0 | 2 |
| Discipline Core | DTM30233 | Travel and Tour Operation | 1 | 4 | 0 | 3 |
| | DTM30243 | Tourist Behaviour | 3 | 0 | 0 | 3 |
| | DTM30114 | Tourist Guiding Techniques | 1 | 6 | 0 | 4 |
| | DTO30064 | Marine Recreational Tourism | 1 | 6 | 0 | 4 |
| TOTAL | | | 18 | | | |
| SEMESTER 4 | | | | | | |
| Common Core | DTM40123 | Principles of Accounting for Tourism and | 2 | 0 | 2 | 3 |
| | DYA30073 | Green Technology Compliance | 2 | 0 | 2 | 3 |
| Discipline Core | DTM40253 | e-Tourism | 1 | 4 | 0 | 3 |
| | DTM40144 | Tourism Expedition | 1 | 6 | 0 | 4 |
| | DTM40134 | Event Operation and Management | 1 | 6 | 0 | 4 |
| TOTAL | | | 17 | | | |

PROGRAMME STRUCTURE

| COMPONENTS | COURSE CODE | COURSE | CONTACT | | | CREDIT |
|---------------------------|-------------|---------------------------------|-----------|---|---|--------|
| | | | L | P | T | |
| SEMESTER 5 | | | | | | |
| Compulsory | DUE50032 | Communicative English 3 | 1 | 0 | 2 | 2 |
| Discipline Core | DTM50183 | Sustainable Tourism | 2 | 2 | 0 | 3 |
| | DTM50163 | Visitor Interpretation Services | 1 | 4 | 0 | 3 |
| | DTM50174 | Tourism Project | 1 | 6 | 0 | 4 |
| Elective | | Elective | | | | 2 |
| TOTAL | | | 14 | | | |
| SEMESTER 6 | | | | | | |
| Industrial | | | | | | 9 |
| TOTAL | | | 9 | | | |
| TOTAL CREDIT VALUE | | | 95 | | | |

| ELECTIVES | | | | | | |
|-----------|----------|-----------------------------|---|---|---|---|
| 1 | DTM50262 | Introduction to Front Liner | 2 | 0 | 0 | 2 |
| 2 | DTM50192 | Community Based Tourism | 1 | 2 | 0 | 2 |
| 3 | DBC20012 | Computer Application | 1 | 2 | 0 | 2 |

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

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

Legend:
L : Lecture, **P** : Practical / Lab, **T** : Tutorial, **O** : Others
 (The numbers indicated under L, P, T & O represent the contact hours per week, to be used as a guide for time table preparation).
^aFor Muslim Students
^bFor Non Muslim Students

- Notes:**
- The minimum and maximum credit value of Electives must be referred to the programme standard or professional bodies.
 - Free Electives** are courses which are not included in any programme structure but if taken, will contribute towards students' CGPA, provided that institutions adhere to the Jabatan Pendidikan Politeknik & Kolej Komuniti Free Electives Guidelines.
 - MPU22042 Bahasa Kebangsaan A** is **COMPULSORY** for students who did not attain credit in Bahasa Melayu at Sijil Pelajaran Malaysia (SPM) level and will contribute to students' CGPA.
 - Co-curriculum pathways:
 - Path 1 : Sport and Club
 - Path 2 : Uniform Unit (Students are required to **PASS** Uniform Unit 1 as a prerequisite to Uniform Unit 2)
 - Clusters:
 - CLS1 : Knowledge & Understanding
 - CLS2 : Cognitive Skills
 - CLS3a : Practical Skills
 - CLS3b : Interpersonal & Communication Skills
 - CLS3c : Digital & Numeracy Skills
 - CLS3d : Leadership, Autonomy & Responsibility
 - CLS4 : Personal & Entrepreneurial Skills
 - CLS5: Ethics & Professionalism

SYNOPSIS & COURSE LEARNING

| SEMESTER | COURSE | CREDIT | SYNOPSIS | CLO |
|----------|---|--------|--|--|
| 1 | DUW 10012 OCCUPATIONAL SAFETY AND HEALTH | 2 | <p>OCCUPATIONAL SAFETY AND HEALTH course is designed to impart understanding of the self-regulatory concepts and provisions under the Occupational Safety & Health Act (OSHA). This course presents the responsibilities of workers in implementing and complying with the safety procedures at work. Understanding of notifications of accidents, dangerous occurrence, poisoning and diseases and liability for offences will be imparted upon students. This course will also provide an understanding of the key issues in OSH Management, Incident Prevention, Fire Safety, Hazard Identification Risk Control</p> | <p>Upon completion of this course, student should be able to:</p> <ol style="list-style-type: none"> 1. explain briefly Occupational, Safety and Health (OSH) procedures, regulation and its compliance in Malaysia. (C2, CLS 1) 2. initiates incident hazards, risks and safe work practices in order to maintain health and safe work environment. (A3, CLS 5) 3. demonstrate communication skill in group to explain the factor that can lead to accident in workplace. (A3, CLS 3b) |
| | DTM10083 FUNDAMENTAL OF TOURISM AND HOSPITALITY | | <p>FUNDAMENTAL OF TOURISM AND HOSPITALITY exposes students to the foundation of tourism and hospitality sectors including the significance of tourism to the host and global communities. Students are also introduced to the career, academic and entrepreneurial prospects which exist in the industry. The reality of workplace demands and employability skills in the tourism and hospitality profession are also shown.</p> | <p>Upon completion of this course students should be able to:-</p> <ol style="list-style-type: none"> 1. identify fundamental components of tourism and hospitality from various perspectives (C1 , PLO 1) 2. recognise the roles of tourism and hospitality business, impact, current trends and future outlook for global tourism and hospitality (C2 , PLO 2) |

SYNOPSIS & COURSE LEARNING

| SEMESTER | COURSE | CREDIT | SYNOPSIS | CLO |
|----------|---|--------|---|--|
| 1 | | | Students are exposed to the importance of sustainable tourism practice in tourism and hospitality. Students are given the opportunity to gain experience through talks on tourism and hospitality industry delivered by invited guest speakers. | 3. discuss the career opportunities, issues and challenges in tourism and hospitality effectively (A2 , PLO 7) |
| | DTM10203 CUSTOMER SERVICE FOR TOURISM AND HOSPITALITY | 3 | CUSTOMER SERVICE FOR TOURISM AND HOSPITALITY exposes students to skills required for establishing a specific career path offered through personal and professional development. Student should be given knowledge and basic understanding on how customer service being established practiced and organized in the hospitality and tourism industry. Students also should be able to demonstrate positive and hospitable attitude that has been practiced in hospitality and tourism industry and how the public sector is responding to them. | Upon completion of this course, student should be able to: 1. demonstrate knowledge related to the customer service in tourism and hospitality profession (C3 , PLO 1) 2. displays effectively skill and techniques of ethic, social etiquette and handling customer complaints in customer service (P2 , PLO 3) 3. present effectively communication skill of hospitality service culture in tourism and hospitality industry (A2 , PLO 4) |

| SEMESTER | COURSE | CREDIT | SYNOPSIS | CLO |
|----------|------------------------------|--------|--|--|
| 1 | DTM10093 TOURISM IN MALAYSIA | 3 | TOURISM IN MALAYSIA exposes students to the tourism scenario in Malaysia which covers the history of Malaysian tourism while instilling a sense of appreciation and pride towards Malaysia and the importance of sustainable tourism in managing tourist destination in Malaysia. Students' depth of knowledge and understanding of Malaysia will leave a significant and positive impact to the tourism industry in Malaysia and also exposed to the various tourism products and attractions available as well as not forgetting the demands and existing supply. | Upon completion of this course, student should be able to: 1. describe knowledge related to history of Malaysia and administration system (C1 , PLO 1) 2. explain Malaysian people culture and the push and pull factor in managing the tourist destination in Malaysia (C2 , PLO 1) 3. demonstrate a sense of appreciation and pride towards Malaysia (A2 , PLO 8) |
| | DTM10103 TOURISM GEOGRAPHY | 3 | TOURISM GEOGRAPHY exposes the students to the basic geographical components of tourism. Students are also exposed to the resources, physical features, attractions, climatic variations, study of world maps, time difference, international date line and the importance of geography in tourism. This course also aims to introduce the students to the tourist generating countries to Malaysia. | Upon completion of this course, student should be able to: 1. define the concept of tourism geography, natural resources and world tourism destination from tourism perspective (C1 , PLO 1) 2. displays the significance and differentiation of geographical time zone (P2 , PLO 3) 3. show effective communication of geographical world map (A1 , PLO 4) |

SYNOPSIS & COURSE LEARNING

| SEMESTER | COURSE | CREDIT | SYNOPSIS | CLO |
|----------|--|--------|--|---|
| 2 | DTM50153 TOURISM AND HOSPITALITY MARKETING | 3 | <p>TOURISM AND HOSPITALITY MARKETING provides knowledge on theories, concepts and strategies applied in marketing tourism and hospitality product and services. The current practices and methods of professional selling provide opportunities to practice and develop communication skills, organizational skills, and other skills necessary to succeed in any career particularly in the profession of selling. The course focuses on the use of eight marketing mix (8Ps) strategies, consumer behavior, marketing research, market segmentation and positioning and marketing plan in tourism and hospitality industry.</p> | <p>Upon completion of this course students should be able to:-</p> <ol style="list-style-type: none"> 1. acquire accurate knowledge and understanding of the concepts of marketing, marketing mix, marketing information system, marketing research, marketing segmentation and marketing positioning in tourism and hospitality (C3, PLO 2) 2. organize marketing plan and sales for tourism and hospitality (P4, PLO 5) 3. develop entrepreneurial skill in social media marketing for tourism and hospitality products and services (A4, PLO 7) |
| | DTM20213 TRAVEL AND TOUR MANAGEMENT | | <p>TRAVEL AND TOUR MANAGEMENT is a course that exposes students to the purpose and role of travel and tour agencies. Topics will cover aspects of history, function, establishment and related laws in Malaysia as well as businesses that are directly involved with the operation of a travel agency</p> | <p>Upon completion of this course, student should be able to:</p> <ol style="list-style-type: none"> 1. discuss the concepts of business, establishment, law and rules related to travel agency (C2, PLO 2) 2. prepare flight reservation system for travel and tour industry (C3, PLO 2) 3. display awareness of entrepreneurial and sustainable tourism in package development (A5, PLO 7) |

| SEMESTER | COURSE | CREDIT | SYNOPSIS | CLO |
|----------|---------------------------------|--------|---|---|
| | | | The course will also discuss the role of Global Distribution System (GDS) used by travel agencies to make reservations on various airline reservation systems and also entrepreneurial opportunities and sustainable elements in travel and tour businesses. | |
| 2 | DTM20223 TOURISM TRANSPORTATION | 3 | <p>TOURISM TRANSPORTATION provide students with the basic understanding regarding the modes of transportation, systems, types of transportation service operation, organisation and planning in relation to tourism operations. The course emphasis on the importance of the various types of transportation and its role as one of vital component in tourism industry. Students will explore the various aspect of the development and management of tourist transportation. Current issues and future challenges facing in the transportation business will also be explored.</p> | <p>Upon completion of this course, student should be able to:</p> <ol style="list-style-type: none"> 1. describe knowledge and understanding of the concepts and functional related to tourism transportation (C1 , PLO 1) 2. differentiate effectively the features of the main transportation modes and recognise their particular contributions to tourism. (C3 , PLO 2) 3. initiates values and attitudes in executing the quality of tourism transportation services ethically (A3 , PLO 8) |

SYNOPSIS & COURSE LEARNING

| SEMESTER | COURSE | CREDIT | SYNOPSIS | CLO |
|----------|---|--------|--|--|
| 2 3 | DTC20044 TERRESTRIAL RECREATIONAL TOURISM | 4 | <p>TERRESTRIAL RECREATIONAL TOURISM exposes students to terrestrial-based recreation activities within the tourism industry. Students will develop competencies in the overall operation and management of terrestrial-based recreational activities. All terrestrial-based recreational activities are conducted based on international safety and risk management plan standards. For assessment purpose, students are required to plan and implement the terrestrial-based recreation activities. To ensure successful implementation of this course, the teaching and learning process must apply flexible and innovative scheduling strategies</p> | <p>Upon completion of this course, student should be able to:</p> <ol style="list-style-type: none"> 1. acquire knowledge on core concept and contribution of terrestrial recreational based activities in tourism industry (C3 , PLO 1) 2. perform effectively skill and technique of terrestrial recreational based activities in tourism industry (P4 , PLO 3) 3. demonstrate effective leadership and teamwork skill on terrestrial recreational based activities in tourism industry (A3 , PLO 6) |
| | DTF40072 MUSLIM FRIENDLY HOSPITALITY PRACTICE | | <p>MUSLIM FRIENDLY HOSPITALITY PRACTICE course emphasize on specific services and product which must be taken into consideration and provided by tourism and hospitality businesses. This course covers the application of Muslim friendly hospitality services in various service sectors of tourism and hospitality businesses such as accommodation, food service, travel service, recreation, transportation, entertainment and public place. This course will also</p> | <p>Upon completion of this course, student should be able to:</p> <ol style="list-style-type: none"> 1. determine the key elements of Muslim Friendly Practice needed within tourism environment. (C4,PLO2) 2. display Muslim Friendly Practice in hospitality service according the requirement (P3, PLO 3) |

| SEMESTER | COURSE | CREDIT | SYNOPSIS | CLO |
|----------|------------------------------------|--------|---|--|
| | | | study, analyse and identify creative solution on issues and/or challenges, related to the implementation of Muslim | 3. demonstrate Muslim Friendly Practice in hospital and tourism service ethically (A3, PLO 8) |
| | DTM30233 TRAVEL AND TOUR OPERATION | 3 | TRAVEL AND TOUR OPERATION exposes students to the process of designing and implementing a tour package. Among the skills learned is the planning process including design of itineraries, tour packaging and programming, documentation and tour costing. At the end of the course, students are required to plan and organise a tour package efficiently based on systematic process they learned in class | <p>Upon completion of this course students should be able to:-</p> <ol style="list-style-type: none"> 1. display skills with correct procedures to plan and develop tour package (P2, PLO3) 2. perform effectively the tour costing and tour preparation to develop and organize comprehensive tour package (P4, PLO5) 3. demonstrate interest and responsibilities towards increasing proficiency in tour and travel business (A3, PLO7) |

SYNOPSIS & COURSE LEARNING

| SEMESTER | COURSE | CREDIT | SYNOPSIS | CLO |
|----------|------------------------------------|--------|---|--|
| 3 | DTM30243 TOURIST BEHAVIOUR | 3 | TOURIST BEHAVIOUR introduces the important areas of tourist behavior, purchase behavior model, typologies, tourist behavior and segmentation. Students will also be exposed to the markets and demands as well as the emergence of new markets, issues and changes in tourism demand | <p>Upon completion of this course, student should be able to:</p> <ol style="list-style-type: none"> 1. demonstrate an understanding of the meaning, role, concept, model, relationship, nature and characteristics of tourist behaviour (C3, PLO1) 2. integrate knowledge and information of consumer behavior purchase decision model, typologies, characteristic, behavior segmentation, product usage segmentation and benefit of tourist behaviour, market and demand (P4, PLO2) 3. express individual creativity and personality through acquired graphics presentation skills (A3, PLO3) |
| | DTM30114 TOURIST GUIDING TECHNIQUE | 4 | TOURIST GUIDING TECHNIQUES expose students to the major aspects of professional tour guiding such as public speaking, communication skills, interpretation and tour commentary. Students will gain hands-on experience in preparing tour commentary, execute tour itinerary, guiding and managing a tour, delivering tour commentary on-site, conducting a group tour operation to completion and prepare tour report | <p>Upon completion of this course, students should be able to:</p> <ol style="list-style-type: none"> 1. explain roles and responsibilities of a professional tourist guide towards guiding profession (C2, PLO2) 2. display competence in preparing tour commentary, execute tour itinerary, guiding a tour and managing a tour related arrangement (P4, PLO3) |

| SEMESTER | COURSE | CREDIT | SYNOPSIS | CLO |
|----------|--------------------------------------|--------|--|--|
| 3 | | | | 3. display effective communication in sustaining job interest and passion towards upgrading job professionalism (A3, PLO4) |
| | DTO30064 MARINE RECREATIONAL TOURISM | 4 | MARINE RECREATIONAL TOURISM exposes students to marine-based recreational activities for the tourism industry. Students will develop competencies in overall operations and management of marine-based recreational activities. All recreational activities will be conducted based on international safety and risk management plan standards. In order to ensure successful implementation of this course, the teaching and learning process must apply flexible and innovative scheduling strategies. | <p>Upon completion of this course, student should be able to:</p> <ol style="list-style-type: none"> 1. acquire knowledge on core concept and contribution of marine recreational based activities in tourism industry (C3, PLO1) 2. perform effectively skill and technique of marine recreational based activities in tourism industry (P4, PLO3) 3. demonstrate effective leadership and teamwork skill on marine recreational based activities in tourism industry (A3, PLO6) |

SYNOPSIS & COURSE LEARNING

| SEMESTER | COURSE | CREDIT | SYNOPSIS | CLO |
|----------|---|--------|--|--|
| 4 | DTM40123 PRINCIPLES OF ACCOUNTING FOR TOURISM AND HOSPITALITY | 3 | PRINCIPLES OF ACCOUNTING FOR TOURISM AND HOSPITALITY provides basic accounting concepts and principles as well as green accounting in various business transactions. This course gives emphasis on fundamental accounting system and accounts recording procedures generally used within the tourism and hospitality industry | <p>Upon completion of this course, student should be able to:</p> <ol style="list-style-type: none"> 1. discuss the concepts and principles for accounting based on the accounting standards in recording a tourism and hospitality business transaction (C2, PLO1) 2. manage ledger, trial balance, adjustment and financial statement according to a complete accounting cycle. (C4, PLO2) 3. display digital and numerical application in preparing complete accounting standards (P3, PLO5) |
| | DYA30073 GREEN TECHNOLOGY COMPLIANCE | 4 | GREEN TECHNOLOGY COMPLIANCE course is designed to introduce students with fundamentals of green technology, green practices, and green compliances towards the ultimate target of sustainable living. Students will be exposed to different feasible technologies in achieving goals that show developments in rapidly growing fields such as sustainability, innovation, viability and natural sources reduction. | <p>Upon completion of this course students should be able to:-</p> <ol style="list-style-type: none"> 1. explain green fundamentals and practices of green technology (C3, CLS2) 2. display green technology and practices concept in related areas within the industry in Malaysia (P4, CLS3a) |

| SEMESTER | COURSE | CREDIT | SYNOPSIS | CLO |
|----------|--------------------|--------|---|---|
| 4 | | | Students will also learn other areas where green technology is implemented such as energy, transport, building, water and waste management | 3. demonstrate green economy and green culture challenges to implement green programmes (A3, CLS3b) |
| | DTM40253 e-TOURISM | 3 | E-TOURISM provides an insight into the tourism industry and the transformation taking place in information and communication technologies. It contains the application of the ICT, websites essential and design, e-Tourism activities, and online food and travel writing in the various sectors of the tourism and hospitality industry especially in e-tourism. The main purpose is to balance technical skills with artistic skills among the students in order to build creative, interactive and well-designed websites | <p>Upon completion of this course students will be able to:</p> <ol style="list-style-type: none"> 1. demonstrate knowledge related to ICT in tourism and hospitality industry)C3, PLO2) 2. integrate e-tourism and various activities in tourism sector (P6, PLO3) 3. integrate creative and technical preparation in developing e-tourism activity (A4, PLO8) |

SYNOPSIS & COURSE LEARNING

| SEMESTER | COURSE | CREDIT | SYNOPSIS | CLO |
|----------|-------------------------------------|--------|---|--|
| 4 | DTM40144 TOURISM EXPEDITION | 3 | TOURISM EXPEDITION equips students with real life experience on planning, organizing and managing domestic and international tourism expedition. Students are required to plan activities for fundraising and sponsorship for tourism expedition. This course emphasizes on tourism expedition proposal preparation, conducting a trip to the tourist attraction area, conducting tourism survey, preparing report and presentation whereby students are required | <p>Upon completion of this course, students should be able to:-</p> <ol style="list-style-type: none"> 1. demonstrate accurate tourism expedition knowledge in order to meet the expedition objectives. (C3, PLO2) 2. organise tourism expedition project professionally. (P4, PLO3) 3. practise effective leadership skills and teamwork in preparing, managing, and conducting tourism expedition. (A2, PLO6) |
| | DTM40134 EVENT OPERATION MANAGEMENT | 3 | EVENT OPERATION AND MANAGEMENT covers the knowledge and understanding of planning and management skills of an event. Effective planning and preparation are crucial to the success of an event therefore students are required to prepare the necessary skills by learning event budgets, set event objectives, plan and manage a successful event. This course lead students to look at the operational and marketing plan as well as managing, implementing and evaluating the event. | <p>At the end of the course, students should be able to:</p> <ol style="list-style-type: none"> 1. explain clearly the concept of event operation and management in tourism and hospitality industry. C2, PLO1) 2. organizes an effective of event management in tourism and hospitality industry (P4, PLO3) 3. demonstrate social and responsibility skills in organizing an event management in tourism and hospitality industry (A3, PLO6) |

| SEMESTER | COURSE | CREDIT | SYNOPSIS | CLO |
|----------|---|--------|---|---|
| 5 | DTM50183 SUSTAINABLE TOURISM | | SUSTAINABLE TOURISM exposes students to the techniques in managing tourism resources and ways to reduce the negative impact of tourism development. Students are exposed to the topics on sustainable development progress such as conservation and preservation, carrying capacity, environmental impact assessment and visitor management techniques that are used to minimise the negative impact caused by tourism activities. Students are also required to organize activities to enhance their understanding of sustainable tourism knowledge in tourism industry. | <p>Upon completion of this course, students should be able to:</p> <ol style="list-style-type: none"> 1. explore sustainable core concept and development in tourism industry (C4, PLO2) 2. display the impact and tools of tourism development in sustainable tourism (P3, PLO3) 3. describe the social environmental efforts responsibility in sustainable tourism. (A3, PLO6) |
| | DTM50163 VISITOR INTERPRETATION SERVICE | 3 | VISITOR INTERPRETATION SERVICES covers the basic concepts and application of interpretation services in tourist and visitor attraction. It includes the principles, competencies, methodologies, and planning elements in interpretation services for visitors and tourists. Students are required to plan and accomplish interpretation assignments and project | <p>Upon completion of this course, students should be able to:</p> <ol style="list-style-type: none"> 1. perform effectively the interpretation talk or presentation related to interpretation principles and its resource (P4, PLO3) 2. adapt creatively the interpretation media and technique related to visitor information or attraction. (P6, PLO5) |

SYNOPSIS & COURSE LEARNING

| SEMESTER | COURSE | CREDIT | SYNOPSIS | CLO |
|----------|--------------------------|--------|--|--|
| 4 | | | | 3. display ethnically the interpretive media development related to sustainable or moral value. (A3, PLO8) |
| | DTM501/4 TOURISM PROJECT | 4 | TOURISM PROJECT exposes the students to knowledge, concept and skills which have been obtained throughout the programme. The types of projects consist of literature study, research, problem solving or prototype design related to tourism field. Students are required to produce a project proposal, final report and presentation | <p>Upon completing this course students should be able to:</p> <ol style="list-style-type: none"> 1. develop knowledge and understanding of research and product development project in tourism. (C6, PLO2) 2. coordinate a complete and systematic tourism research project proposal (P5, PLO5) 3. manage research project according to research ethics and professional manner (A5, PLO8) |

| SEMESTER | COURSE | CREDIT | SYNOPSIS | CLO |
|----------|--------------------------------------|--------|--|--|
| 5 | DTM50262 INTRODUCTION TO FRONT LINER | 2 | INTRODUCTION TO FRONT LINER exposes student to the roles and responsibilities of front office in ensuring the success of tourism and hospitality business. Student will build up knowledge and competencies of front liner operation including basic skill of staff, reservation process, check-in and check-out procedure. This course also emphasizes the importance to understanding about innkeepers act | <p>Upon completion of this course, students should be able to:</p> <ol style="list-style-type: none"> 1. recognise effective front liner organizational structure and relationship with other industry effective (C1, PLO1) 2. practise effective telephone handling procedure, interpret basic direction, handling counter service, product information and handling reservation (C3, PLO2) 3. display understanding in innkeepers' law and practice check-in and check-out procedure (A5, PLO4) |
| | DTM50192 COMMUNITY BASED TOURISM | 2 | COMMUNITY BASED TOURISM (CBT) is designed to expose students to a concept of planning and programming process of a community based tourism destinations or attractions. Based on established CBT development manual, this syllabus allows students to put into practice leadership role in the initial start-up process and operation of a CBT destination. Topics included are understanding of community based tourism concepts and principles, destination selection process, | <p>Upon completion of this course, students should be able to:-</p> <ol style="list-style-type: none"> 1. apply basic concept of Community Based Tourism (CBT) in the tourism industry planning development. (C3, PLO2) 2. organise resourcefully Community Based Tourism (CBT) development programme for the local community (P4, PLO 5) |

SYNOPSIS & COURSE LEARNING

| SEMESTER | COURSE | CREDIT | SYNOPSIS | CLO |
|----------|--------|--------|---|---|
| | | | leadership and administrative set-up, quality programming design, marketing and networking. | 3. demonstrate suitable knowledge of leadership and responsibilities skills in Community Based Tourism (CBT) development effectively (A3, PLO6) |






HIGHER ACADEMIC PATH-

CAREER PATHWAYS FOR POLYTECHNIC STUDENTS.

Graduates of polytechnics in general are able to advance their studies through these three academic career pathways;

Institution of Higher Learning (Public/Private)





This pathway allows polytechnic students to advance their studies in other public universities, as well as other private learning institutions. Apart from this, students are also able to pursue other non-technical paths, should they desire.

| LIST OF UNIVERSITY | PROGRAMME | INFORMATION |
|---|---|---|
|  UNIVERSITI MALAYSIA TERENGGANU | <ul style="list-style-type: none"> • Bachelor of Tourism Management (Hons) | Universiti Malaysia Terengganu (UMT) 21030 Kuala Terengganu Terengganu, MALAYSIA Tel : +609-668 4219 / 4532 Faks : +609-668 4143 Emel :akademik@umt.edu.my |
|  UNIVERSITI TEKNOLOGI MARA | <ul style="list-style-type: none"> • Bachelor of Tourism Management | Universiti Teknologi MARA (UiTM) 40450 Shah Alam, Selangor Darul Ehsan, Malaysia Tel : (6)03-55442000 www.uitm.edu.my |
|  POLITEKNIK MALAYSIA | <ul style="list-style-type: none"> • Bachelor in International Tourism & Hospitality Management | Politeknik Ibrahim Sultan KM 10, Jalan Kong Kong, 81700 Pasir Gudang, Johor, Malaysia Tel : +60 7-261 2488 http://www.pis.edu.my |
|  UUM Universiti Utara Malaysia | <ul style="list-style-type: none"> • Bachelor of Tourism Management (Hons) • Bachelor of Hospitality Management (Hons) • Bachelor of Event Management (Hons) | Universiti Utara Malaysia, 06010 UUM Sintok, Kedah Tel: 604-928 4000 Fax: +604-928 3053 servicedesk@uum.edu.my |
|  UNIVERSITI MALAYSIA KELANTAN | <ul style="list-style-type: none"> • Bachelor in Entrepreneurship (Tourism) Hons | Universiti Malaysia Kelantan Kampus Kota Karung Berkunci 36, Pengkalan Chepa, 16100 Kota Bharu. Kelantan. Tel : 09 - 771 7000 Email: webmaster@umk.edu.my |

HIGHER ACADEMIC PATH-

CAREER PATHWAYS FOR POLYTECHNIC STUDENTS.





Graduates of polytechnics in general are able to advance their studies through these three academic career pathways;

| LIST OF UNIVERSITY | PROGRAMME | INFORMATION |
|--|---|---|
|  UMS UNIVERSITI MALAYSIA SABAH | <ul style="list-style-type: none"> Bachelor of Tourism Management | University Malaysia Sabah Jalan UMS, 88400, Kota Kinabalu, Sabah, Malaysia Tel : (+6088) 320000 / 320474 Fax : (+6088) 320223 www.ums.edu.my |
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|  OUM OPEN UNIVERSITY MALAYSIA Institute of Professional Development | <ul style="list-style-type: none"> Bachelor of Tourism Management (Hons) | Open University Malaysia Menara OUM Block C, Kelana Centre Point Jalan SS7/19, Kelana Jaya 47301 Petaling Jaya, Selangor Tel: (+603-7801 2000 enquiries@oum.edu.my |
|  UTHM Universiti Tun Hussein Onn Malaysia | <ul style="list-style-type: none"> Bachelor of Vocational Education (Catering) with Honours Bachelor of Vocational Education (Multimedia Creative) with Honours | Universiti Tun Hussein Onn Malaysia (UTHM) 86400 Parit Raja Batu Pahat Johor Tel:+607-453 7000 pro@uthm.edu.my |

HIGHER ACADEMIC PATH-

CAREER PATHWAYS FOR POLYTECHNIC STUDENTS.

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| LIST OF UNIVERSITY | PROGRAMME | INFORMATION |
|--|---|---|
|  UMS UNIVERSITI MALAYSIA SABAH | <ul style="list-style-type: none"> Bachelor of Tourism Management | University Malaysia Sabah Jalan UMS, 88400, Kota Kinabalu, Sabah, Malaysia Tel : (+6088) 320000 / 320474 Fax : (+6088) 320223 www.ums.edu.my |
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|  UTHM Universiti Tun Hussein Onn Malaysia | <ul style="list-style-type: none"> Bachelor of Vocational Education (Catering) with Honours Bachelor of Vocational Education (Multimedia Creative) with Honours | Universiti Tun Hussein Onn Malaysia (UTHM) 86400 Parit Raja Batu Pahat Johor Tel:+607-453 7000 pro@uthm.edu.my |

DEPT OF MATHEMATICS, SCIENCE



Introduction

The Department of Mathematics, Science & Computer which is also known as JMSK is an academic supporting department. It is responsible for the B code courses in three different fields that are Mathematics, Science and Computer. Besides, it also performs the academic supporting tasks (administration) in PMM.

This department was set up in November 2002 and is currently running with 31 lecturers, one laboratory assistant, one computer technician and one operational assistant.

JMSK is managed by the head of department ; supported by three (3) head of courses of Mathematics, Science and Computer. These head of courses are responsible in monitoring staffs under their supervisions in order to ensure the learning and teaching implementations run effectively. Besides, JMSK also managed a Pre Diploma Science programme which is supervised by a Head of Programme.

This department is equipped with computer laboratories, science laboratories, Technology Enabled Collaborative Classroom (TECC), meeting room, discussion room, prayer room and R & R corner.

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FACILITIES



TECC



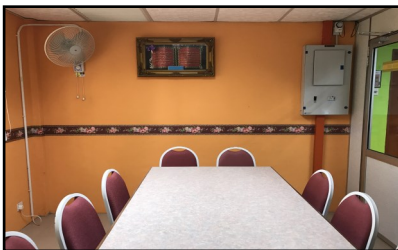
Computer Laboratory



Classroom



Science Laboratory



Discussion Room



Lecturer Meeting Room



Prayer Room



Gazebo

SYNOPSIS & COURSE LEARNING

| SEMESTER | COURSE | CREDIT | SYNOPSIS | CLO |
|----------|----------|--------|---|---|
| 1 | DBC20012 | 2 | <p>COMPUTER APPLICATION exposes students to different packages of applications software such as word processor, spreadsheet, presentation, project management, internet security and digital etiquette. This course mainly emphasize on the practical aspects of using applications software and awareness in digital world activity. Students will develop teamwork and leadership skills to present ideas and organize project. Students are able to use the information and technology skill attained in future.</p> | <p>Upon completion of this course, students should be able to:</p> <p>CLO1 : Display the ability to apply application software in office environment (P3 , CLS 4)</p> <p>CLO2 : Perform inquisitive mind to develop lifelong learning skills in information and technology skills (A5 , CLS 3c)</p> <p>CLO3 : Apply information and technology skills in office environment (C3 , CLS 3b)</p> |

DEPARTMENT OF GENERAL



Introduction

The General Studies Department strives to produce excellent students in both cognitive and spiritual faculties. For that end, the department provides courses that complement the programmes offered by the main departments.

The English courses prepare the students with the essential knowledge and skills in communication to meet the challenges in their future workplace. Apart from that, students are also nurtured with the teachings of Islam, moral values and the knowledge of Islamic civilization. In addition, Arabic Language and Mandarin courses are currently offered as an elective subject for the Tourism and Hospitality Department's students.

This department comprises the Head of Department, together with two Heads of Course and also lecturers from the English Language Unit and the Islamic Education and Moral Studies Unit. The English Language Unit consists of 22 lecturers while the Islamic Education and Moral Studies unit has a total number of 20 lecturers. Furthermore, the department has two language laboratories that are equipped with the necessary peripherals to enhance the languages learning and teaching sessions.

Lastly, it is with high expectation that this Programme Handbook will enlighten the students regarding the courses offered by the Department of General Studies, Politeknik Merlimau.

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SYNOPSIS & COURSE LEARNING

| SEMESTER | COURSE | CREDIT | SYNOPSIS | CLO |
|----------|-------------------------------------|--------|--|--|
| 3 | DUES0022 Communicative English 2 | 2 | COMMUNICATIVE ENGLISH 2 emphasises the skills required at the workplace to describe products or services as well as processes or procedures. This course will also enable students to make and reply to enquiries and complaints. | <p>CLO1 : Describe a product or service effectively by highlighting its features and characteristics that appeal to a specific audience (A3 , CLS 3b)</p> <p>CLO2 : Describe processes, procedures and instructions clearly by highlighting information of concern (A3 , CLS 4)</p> <p>CLO3 : Demonstrate effective communication and social skills in handling enquiries and complaints amicably and professionally (A3 , CLS 3b)</p> |
| 5 | DUES0032 Communicative English 3 | 2 | COMMUNICATIVE ENGLISH 3 aims to develop the necessary skills in students to analyse and interpret graphs and charts from data collected as well as to apply the job hunting mechanics effectively in their related fields. Students will learn to gather data and present them through the use of graphs and charts. Students will also learn basics of job hunting mechanics which include using various job search strategies, making enquiries, and preparing relevant resumes and cover letters. The students will develop communication skills to introduce themselves, highlight their strengths and abilities, present ideas, express opinions and respond appropriately during job interviews. | <p>CLO1 : Present gathered data in graphs and charts effectively using appropriate language forms and functions (A2 , CLS 3b)</p> <p>CLO2 : Prepare a high impact resume and a cover letter, highlighting competencies and strengths that meet employer's expectations (A4 , CLS 4)</p> <p>CLO3 : Demonstrate effective communication and social skills in handling job interviews confidently (A3 , CLS 3b)</p> |

SYNOPSIS & COURSE LEARNING

| SEMESTER | COURSE | CREDIT | SYNOPSIS | CLO |
|----------|----------|--------|---|---|
| 1 | MPU22042 | 2 | BAHASA KEBANGSAAN A menawarkan kemahiran berbahasa dari aspek mendengar, bertutur, membaca dan menulis sesuai dengan tahap intelek pelajar, serta meningkatkan kecekapan berbahasa dalam konteks rasmi dan tidak rasmi. | CLO1 : Menunjukkan cara berinteraksi yang baik dalam pelbagai situasi (A3 , CLS 3b) CLO2 : Menulis pelbagai jenis bentuk penulisan dengan jelas dan bersistematik (A2 , CLS 3b) CLO3 : Menunjukkan kaedah bertutur dalam komunikasi lisan dengan sebutan dan intonasi yang betul (A3 , CLS 4) |

SYNOPSIS & COURSE LEARNING

| SEMESTER | COURSE | CREDIT | SYNOPSIS | CLO |
|----------|-------------------------------------|--------|--|--|
| 3 | Communicative English 2 DUE 3012 | 2 | COMMUNICATIVE ENGLISH 2 emphasizes the skills required at the workplace to describe products or services as well as processes or procedures. It also focuses on the skills to give and respond to instructions. This course will also enable students to make and reply to enquiries and complaints. | <ol style="list-style-type: none"> 1. Describe products or services related to your field using appropriate language (C3:LD3,A3:LD3) 2. Transfer information on processes or procedures using appropriate language from non-linear to linear form. (C3,LD1) 3. Listen and respond to enquiries using appropriate language (C3,LD1) 4. Make and respond to complaints using appropriate language (C3,LD3) |
| 5 | DUE5012 | 2 | COMMUNICATIVE ENGLISH 3 aims to develop the necessary skills in students to analyse and interpret graphs and charts from data collected as well as job hunting mechanics. Students will learn to present data through the use of graphs and charts. Students will learn the process of job hunting which includes job search strategies and making enquiries. They will also learn to write resumes and cover letters. The students will develop skills to introduce themselves, highlight their strengths and abilities, present ideas, express opinions and respond appropriately during job interviews. | <ol style="list-style-type: none"> 1. Describe and analyse information contained in graphs and charts clearly and accurately based on a mini project (C4:LD1,A3:LD3) 2. Write an effective resume and a supporting cover letter for a relevant job opening (C3,LD1) 3. Handle a job interview effectively and confidently. (C3,LD3) |

SYNOPSIS & COURSE LEARNING

| SEMESTER | COURSE | CREDIT | SYNOPSIS | CLO |
|----------|---|--------|--|---|
| 5 | DUA6022 Komunikasi & Penyiaran Dalam Islam | 2 | KOMUNIKASI DAN PENYIARAN ISLAM memfokuskan kepada penguasaan konsep, kemahiran komunikasi dan penyiaran islam bagi meningkatkan kefahaman pelajar secara holistik terhadap kursus ini. | <p>Di akhir kursus ini, pelajar akan dapat :</p> <ol style="list-style-type: none"> 1. Menjelaskan konsep, bentuk komunikasi dan hubungannya dalam Islam. (C2 : LD1) 2. Menunjukkan kemahiran pengu-rusan komunikasi dalam bidang penyiaran Islam. (C3, A4 : LD1, LD5) 3. Menghubung kait isu-isu semasa dalam komunikasi dan penyiaran Islam. (C3, A3 : LD1, LD6) |

UNIT OF SPORTS, CO CURRICULUM &

Introduction

Unit of Sports, Co-curriculum and Cultural (USKK) Politeknik Merlimau is responsible for the planning, management and implementation of all activities regarding sports, co curriculum and cultural events in PMM. This unit comprises of three sub-unit, the sports, co-curriculum and also cultural. The activities are designed for every semester based on given schedule and academic calendar.

The sports sub unit is responsible for planning the implementation of sports activities for PMM students. In PMM the sports sub-unit is directly involved with the Polytechnic Sports Council (MSP) in conducting sports competitions among polytechnics students in other polytechnics in Malaysia.

For the learning and teaching activities, the Co-curriculum sub-unit plays an important role in coordinating, supervising, and monitoring the co-curriculum courses. The co-curriculum sub-unit offers 3 types of courses, the DRB1000, DRS2001 and DRK3002 that is compulsory for every student to enrol.

The cultural and heritage sub-unit is responsible for the management and organization of the implementation of arts and cultural programmes in PMM. This sub-unit also helps students and polytechnics in particular in the handling of protocol and etiquette such as convocation ceremony.

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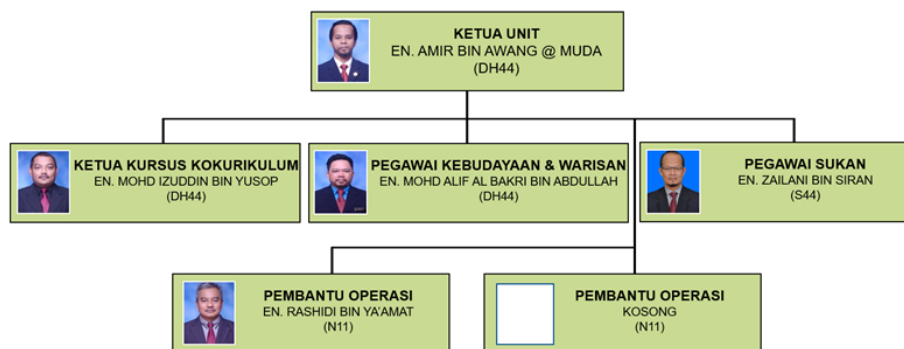


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 Majoring: Bachelor of Sports Science
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CARTA ORGANISASI UNIT SUKAN, KOKURIKULUM DAN KEBUDAYAAN POLITEKNIK MERLIMAU MELAKA 2020



FACILITIES



Basketball Court



Takraw Court



Tennis Court



Futsal Court



Rugby Field



Football Field



Petanque Field



Volleyball Court

FACILITIES



Music Studio



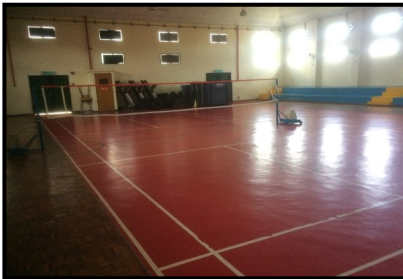
Music set



Squash Court



Table Tennis



Multi Purpose Court (Indoor)



Golf Green



Sport Centre



Multipurpose Court

DEPT. OF STUDENT AFFAIR AND DEVELOP-

Introduction

Department of Student Affair is entrusted for the students' activities and governance under two main sub-officers pertaining to Recruitment & Data and Welfare & Discipline. Thus, this department deals with managing students' registration, updating students' records, managing financial support for students, and also monitoring students' discipline and welfare.

Activities of the Department :-

Recruitment & Data

- Managing students' registration
- Managing students' card (smartcard)
- Managing the record and statistic of student
- Managing recruitment - please log to www.politeknik.edu.my

Welfare & Discipline :-

- Managing students' welfare
- Managing financial aid and support such as students' study loans
- Managing vehicle pass for students
- Monitoring students discipline
- Managing Student representative committee

| CONTACT PERSON | CONTACT NO |
|---|--|
| Ts. Zan Aizuwan Bin Zainal Abidin Head of Department | Ext : 1180 Email: zanaizuwan@pmm.edu.my |
| Pn. Azrina Binti Mohamad Sabiri Students Affair Officer (Recruitment & Data) | Ext : 1181 Email: azrina@pmm.edu.my |
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| En Mohd Izwan Bin Md. Pojan Students Affair Officer (Registration) | Ext : 1183 Email: mohdizwan@pmm.edu.my |
| Pn Masitah Yaakub Scholarship Officer | Ext : 1187 Email: masitah@pmm.edu.my |



UNIT OF EXAMINATION

Introduction

Examination Unit is responsible to coordinate and to handle activities regarding final examination and certification. The unit is fully supported by all departments to fulfil the responsibilities given. Examination Officer is responsible to monitor the whole examination process of polytechnic while Examination Coordinator is to manage things regarding examination for their respective departments. Other than that, Examination Unit also cooperate in organising workshops related to examination such as Assessments and Vetting Workshop which is organised every semester in order to produce high quality examination questions to be applied in the Final Examination of Politeknik KPT.

The unit is led by the Head of Unit who is responsible to coordinate and facilitate the management of the process of assessment and examination. The Head of Unit is supported by two Examination Officers whom one is in charge of the Records, Data and Certifications and the other is in charge in Management, Assessment and Bank Rate question :-

Activities carried out by the Examination Unit

- Preparing examination papers
- Conducting the final examination
- Processing the results of assessments
- Certification and Student Excellence Award
- Enforcement of assessment rules
- Administrating the Examination Unit

| CONTACT PERSON | CONTACT NO |
|---|--|
| Zaidah Binti Abd Umar Head of Unit | Ext :1040 Email : zaidah@pmm.edu.my |
| Dewi Muhiani binti Tumiran Examination Officer (Records & Certification) | Ext :1041 Email : dewimuhuani@pmm.edu.my |
| Norarsaliana binti Arbain Examination Officer (Assessment Management) | Ext :1042 Email : norarsaliana@pmm.edu.my |



UNIT OF TRAINING & CONTINUING

Introduction

The Unit of Training and Continuing Education (ULPL) is a unit under the office of Deputy Director of Academic Support, Politeknik Merlimau. The unit is responsible for the re-skilling and up-skilling of human capital of Politeknik Merlimau and also for private sector or other government departments / agencies.

The main activities of this unit are to:

1. manage training or courses for staffs.
2. manage part-time programme (*Kursus Secara Sambilan — KSS*) as to provide opportunities for those who want to pursue their diploma whilst working.
3. implement live long training program. The program offers opportunities for private sector or other government departments / agencies to develop their human capital through training and education resources in polytechnic with affordable rates.
4. manage and coordinate the use of polytechnic training facilities for private sector or other government departments / agencies.

| CONTACT PERSON | CONTACT NO |
|---|--|
| Suhana binti Sabran Head of Unit | Ext :1150 Email : suhanasabran@pmm.edu.my |
| Hazreen bin Othman Training & Continuing Education Officer | Ext : 1151 Email : hazreen@pmm.edu.my |



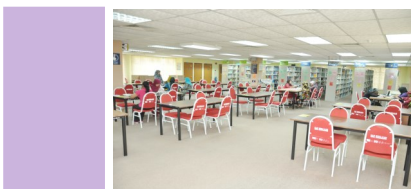
UNIT OF LIBRARY

Introduction

The Library Unit has been established since 2002. The objectives are to:

1. Become the centre of excellence for information and referral centre
2. Support PMM in producing semi-professional, knowledgeable workforce
3. Develop, document and maintain the information sources for the requirements of teaching and learning by:
 - a. using the world standard cataloguing classification (Library of Congress Classification Outlines)
 - b. using the new technology of cataloguing system (WEBOPAC) and electronic resources
 - c. digitizing the documents related to learning such as examination paper, bulletin etc.
4. Provide and manage information services and conducive library facilities such as:
 - a. Open shelf Collection
 - b. Reference Collection
 - c. Serial Collections
 - d. Examination paper Collection

| CONTACT PERSON | CONTACT NO |
|--|---|
| Norshazreen Binti Yunos Librarian | Ext :1121 Email : norshazreen@pmm.edu.my |
| Rominah Binti Ghani Assistant librarian | Ext :1122 Email : rominah@pmm.edu.my |



UNIT OF PSYCHOLOGY MANAGE-

Introduction

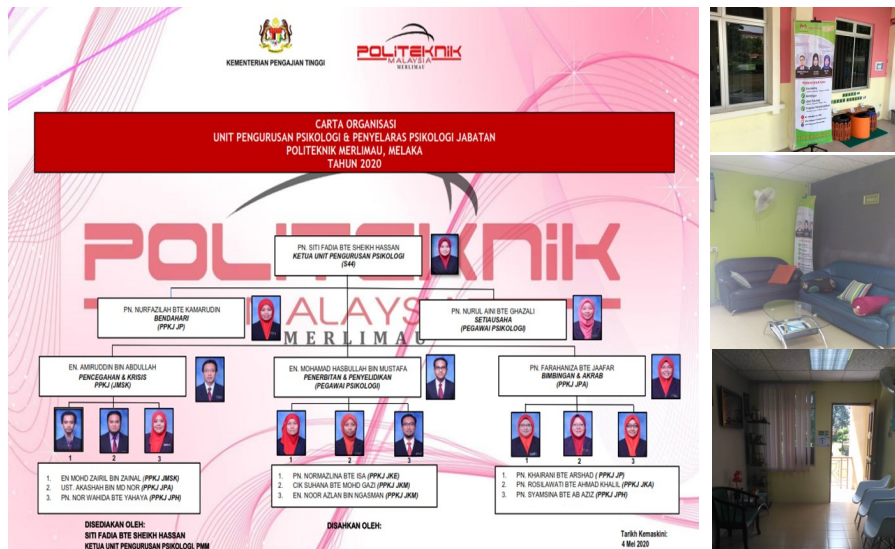
Psychology Management Unit Politeknik Melimau, Melaka is an academic support unit which works in the development and soft skills for both students and staff.

Currently, Management Psychology comprises 3 Psychology Officer and is one unit under the supervision of Head of the Student Affairs Department and the Deputy Director (Academic Support).

The goal of this unit is to help the student progress toward academic excellence, social, personal, spiritual and career; planning, implementation, evaluation and control of Psychology and Counseling Services Program effectively at the Polytechnic.

What Is Counseling? Counseling is a face to face relationship between normal individuals to understand themselves and the situation, using potential by utilizing the self, family, religion, society and religion also learn how to deal with problems in meeting their needs today and tomorrow.

Counseling Ethics Code is to respect client privacy and confidentiality of information.



UNIT OF RESEARCH AND IN-

Introduction

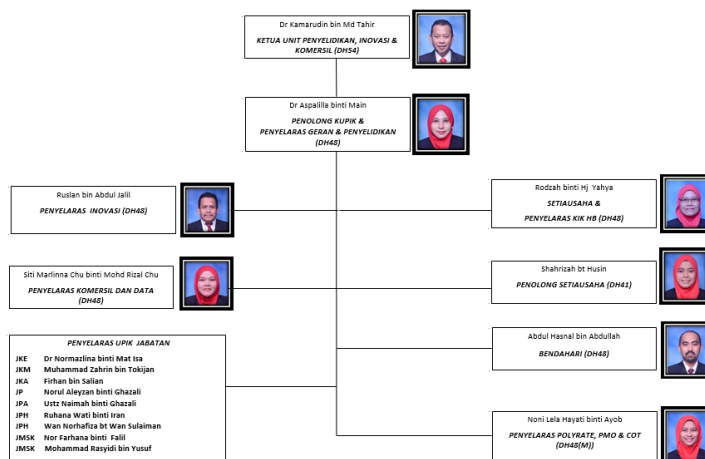
Research Unit, Innovation and Commercial (UPIK) created by the system of Polytechnic Education Department, Ministry of Higher Education to inculcate the culture of research at the polytechnic. UPIK plan an important role as a centre of coordination of research, innovation and commercial lecturers and staff. UPIK also serves as a central collection and scientific writing reference material, material innovations and research institutions, zones, national and international.

The objectives of the unit are to ;

1. become the centre of research, innovation and commercialization activities.
2. coordinate and collaborate with industries and agencies the affairs pertaining to Research & Development (R&D), commercialization and innovation.
3. become the centre of information and data management related to the students' as well as lecturers' products/projects, innovations and commercialisation at polytechnic level.
4. plan, manage and monitor the implementation and data gathering with regard to R&D, educational research and publication.



CARTA ORGANISASI UNIT PENELITIAN, INOVASI & KOMERSIL POLITEKNIK MERLIMAU, MELAKA.



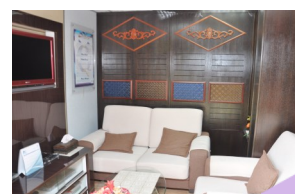
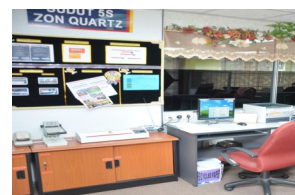
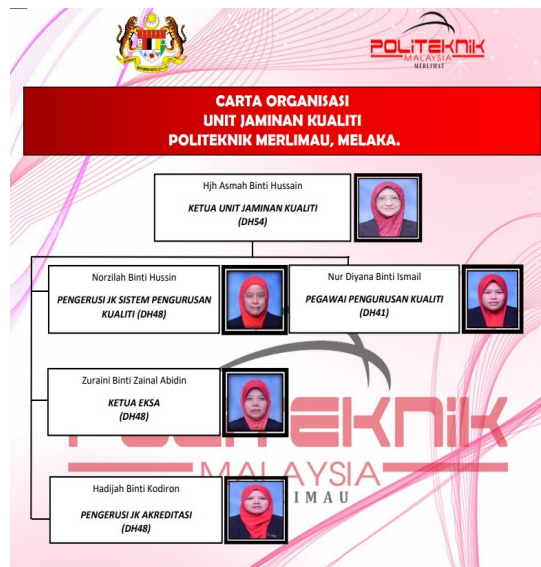
UNIT OF QUALITY ASSUR-

Introduction

Quality Assurance Unit is responsible for planning, implementing and monitoring the effectiveness of the programs related to the quality management system, in addition to being a coordinator (the coordinator) to officials in the department and the quality of the unit. This unit is under the responsibility of the Quality Manager and Deputy Director (Academic).

To further enhance the quality management system in PMM, it's run by two (2) weight of the Working Committee on Quality (JKKQ) chaired by the Quality Manager and comprises all Heads of Department and Head of Unit, while the Secretariat Quality (UQ), chaired by the Chief Executive Officer quality acting as the coordinator of the quality Officer and Administration Department. Both the operator is responsible for applying the values of quality to all citizens PMM through activities that have been planned.

The objective of this unit is to coordinate and implement a quality management system to strengthen the role of citizens PMM is more committed to the continuation of organizational excellence. The main task of the unit is to plan, implement and monitor the effectiveness of programs related to quality management for the excellent work culture and implement continuous improvement practices towards realizing the vision, mission and quality policy PMM. In addition, it is also responsible for coordinating the implementation of quality systems in PMM.



UNIT OF CISEC

Introduction

Establishment of the Corporate Industrial Services & Employability Center (CISEC) in polytechnics as an initiative towards stronger polytechnic and industrial relations. CISEC will be the one-stop center in meeting the needs of the industry interested in working with Polytechnic especially for commercialization projects and the management of facilities or consultancy services. Through CISEC, the process of matching workforce needs in the industry with the job search of polytechnic graduates is expected to be implemented more efficiently and systematically.

The CISEC was set up in July 2010 to support one of the Polytechnic Transformation agenda that enhances the marketability of polytechnic graduates. Therefore, CISEC will be the intermediary of polytechnics and industry in coordinating career development and graduate marketing programs through joint ownership and accountability, governance, student industrial training or training needs.

| CONTACT PERSON | CONTACT NO |
|--------------------------------------|--|
| Mohd As'ri Bin Chik Head of CISEC | Ext : 1160 Email: mohdasri@pmm.edu.my |
| Azuan Binti Alias CISEC Officer | Ext : 1163 Email: azuan@pmm.edu.my |





UNIT OF KAMSIS

Introduction

Unit Kamsis role is to manage the placement of students. This unit is placed under the Student Affair Department. It is headed by a Assistant Manager Hostels, Senior Supervisor, four Hostel Supervisor and thirteen Warden (total of warden should be twenty eight).

Merlimau Polytechnic Hostel has six blocks of four-storey building that can accommodate a total of 1404 student with each building about 234 students. The capacity of each blocks for male and female student may change following application for each sessions.

FACILITIES PROVIDED

Kamsis provide complete facilities such as mattresses, pillows, beds, wardrobes, tables and chairs, curtains, bookshelves and so on. Other facilities include:

- a) Study room;
- b) Common Room is equipped with television broadcasts Njoi;
- c) In-room ironing;
- d) washing machine in every level;
- e) Field and playground;
- f) The cafeteria operates from 7 am to 11 pm;
- g) Islamic Center;
- h) Internet (wifi); and
- i) Ease of filter machine hot / cold water in every block.

APPLICATION CONDITIONS KAMSIS RANKED

- 1) Applications can be made online via the Student Information Management System (SPMP) in PMM portal.
- 2) Completed forms that have been submitted online must also be printed and sent to the Office of Management Kamsis before the closing date, together with other supporting documents such as:
 - i. salary slip / income verification letter that was approved by the headman or officer of the Management and Professional Group;
 - ii. health report that was confirmed by a physician for students who have serious health problems; and
 - iii. Death Certificate for orphans.

UNIT OF KAMSIS

SELECTION CRITERIA FOR STUDENTS OF KAMSIS POLITEKNIK MERLIMAU

Here are the selection criteria's for the Kamsis application:

- Salary and dependents of parents / guardians;
- Orphans;
- Discipline;
- Activities participated in Kamsis / Department;
- Distance home to the Polytechnic;
- Health problems;
- Form complete and the information is correct; and
- On availability



UNIT OF ENTREPRENEURIAL

Introduction

The entrepreneurship unit supports students, alumni, small business and researchers to promote the creation of new businesses in industrial, technological, and social services.

The unit aims to promote the created businesses to be innovative, technology-based, with capacity to grow and commitment to create high-quality jobs in the region. It also promotes self-employment of young graduates and educate them in starting a new business with a proper management.

The Entrepreneurship Unit of Politeknik Merlimau is located at Ground Floor of Commerce Department and open to public every working days from 8.30am to 5.30pm. The main objectives of the entrepreneurship unit are:

- Cultivate entrepreneurial attitudes and skills among students from any field of education;
- Organize entrepreneurship activities among students accordingly;
- Coordinate the creation of start-up business among students
- Provide entrepreneurship facilities for students;
- Build networking with industries and agencies for student's business matching
- Involve professionals, entrepreneurs and agencies in the transmission of the entrepreneurial experience and as sponsors of activities that take place.



| CONTACT PERSON | CONTACT NO |
|--|--|
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