



2018 HANDBOOK HOSPITALITY & TOURISM



HANDBOOK FOR 2018

FACULTY OF MANAGEMENT SCIENCES

**DEPARTMENT of
HOSPITALITY and TOURISM**

DEPARTMENTAL MISSION

The Department of Hospitality and Tourism is a provider of tertiary, competency-based, multi-disciplinary education and training that is:

- line with transformation in this sector; and,
- relevant to those who aim to pursue a career in tourism, catering, event and hospitality sectors.

What is a University of Technology?

A university of technology is characterized by being research informed rather than research driven where the focus is on strategic and applied research that can be translated into professional practice. Furthermore, research output is commercialized thus providing a source of income for the institution. Learning programmes, in which the emphasis on technological capability is as important as cognitive skills, are developed around graduate profiles as defined by industry and the professions.

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IMPORTANT NOTICE

The departmental rules in this handbook must be read in conjunction with the University of Technology's General Rules contained in the current General Handbook for Students.

NOTETO ALL REGISTERED STUDENTS

Your registration is in accordance with all current rules of the Institution. If, for whatever reason, you do not register consecutively for every year/semester of your programme, your existing registration contract with the Institution will cease. Your re- registration anytime thereafter will be at the discretion of the Institution and, if permitted, will be in accordance with the rules applicable at that time.

I. CONTACT DETAILS

All departmental queries to:

Secretary:	Ms B Bashe
Tel No:	031 373 5508
Email:	babalwab@dut.ac.za

Location of Department:	Ritson Campus, 7 Ritson Road, Durban
Head:	Dr EM Mnguni
Email:	erasmus@dut.ac.za
Location:	Ritson Campus, Hotel School

All Faculty queries to:

Faculty officer:	Mrs R Pankhurst
Tel No:	031 373 5410
Location of Faculty Office:	M L Sultan Campus

Executive Dean:	Prof R Balkaran
Tel No:	031 373 5130
Location of	
Executive Dean's Office:	M L Sultan Campus

2. STAFFING	Name and Qualification
Head of Department	Dr E Mnguni, D Tech Tourism and Hospitality, MTech Food and Beverage Management, B Tech: Post School Education, NHCCC, ND: Catering Management
Director	Dr. K.M. Naidoo, D Tech Quality, MBS, B Compt, B. Com, HED, N.Dip: Hotel Management
Senior Lecturers	Dr. R Sucheran, PhD (Geography and Environmental Sciences) MA (Geography and Environmental Science), BA (Hons), BA, UKZN
Lecturers	<p>Mr S Duma, B Ed (HONS) Education, HDE, ND: Catering Management</p> <p>Mr T Nxumalo, Masters in Management Sciences: Specializing in Hospitality and Tourism, B Tech: Hospitality Management, ND: Hospitality Management</p> <p>Mrs GR Fynn-Green Masters in Management Sciences: Specializing in Hospitality and Tourism, B Tech: Hospitality Management</p> <p>Mrs. ZT Mabaso, MSc (Tourism Development and Management)</p> <p>Miss N Mlotshwa, B Tech: Food and Beverage Management ND: Catering Management</p> <p>Miss R Kok, B Tech: Hospitality Management, ND: Hospitality Management</p> <p>Mrs DS Khuluse, M Tech: Food & Nutrition, B Tech: Food & Beverage Management, ND: Catering Management</p> <p>R Maniram, M Tech: Business Administration, NHD: Post School Education, B Tech: Business Administration, ND: Management</p> <p>Mrs S Gangiah, M Phil: Food Service Management, MSc: Food Service Management, BSc: Nutrition and Dietetics, B.Ed</p> <p>Mrs N P Sibiyi, Masters Recreation & Tourism, B Paed, B. Ed</p> <p>Mr P M Naidoo, Masters Recreation & Tourism, NHD: Post School Education, ND: Hotel Management</p> <p>Mr M M Shaw, MPhil (Tourism Management), MTM, B. Com, PGDPC</p>
Technicians	<p>Mr S Harilal</p> <p>Mr H Kalmanarain</p>
Kitchen Lab Assistants	<p>Mrs B Chiya</p> <p>Mrs BT Mzobe</p> <p>Mr J Pillay</p> <p>Mr PB Buthelezi</p>

3. PROGRAMMES OFFERED BY THE DEPARTMENT

LEARNING PROGRAMMES

The following qualifications are offered by this Department:

Qualification	SAQA NLRD Number
National Diploma: Tourism Management	72269
Bachelor of Technology: Tourism Management	72165
National Diploma: Hospitality Management	72239
National Diploma: Catering Management	72215
Bachelor of Technology Hospitality Management	72140
Master of Technology Tourism and Hospitality	72204

4. PROGRAMME STRUCTURE AND RULES: TOURISM MANAGEMENT

ENTRANCE REQUIREMENTS

- 4.1 In addition to the minimum admission requirements, described under Rule G7 in the Durban University of Technology's handbook, the following criteria must be met by students wishing to enroll for this programme:

SUBJECT TO CHANGE

NSC REQUIREMENTS		SENIOR CERTIFICATE REQUIREMENTS		
Compulsory Subjects With a minimum total points of 26 excluding Life Orientation		A Senior Certificate or equivalent qualification DEPARTMENTAL SENIOR CERTIFICATE REQUIREMENTS		
NSC Rating DEPARTMENTAL NSC RATING A minimum total points of 26 in terms of the NSC rating codes excluding Life Orientation		A minimum total points of 23 in Senior Certificate or equivalent qualification		
Compulsory Subjects	NSC Rating Code	Compulsory Subjects	HG	SG
		English (First language) OR	E	D
English(home) OR	3	English (Second language)	D	C
English (1st additional)	4	Maths OR	E	C
Maths OR	3	Accounting	E	D
Maths Literacy OR	4	Hotel Keeping and Catering		
Accounting	4			
And two 20 credit subjects	4			

All candidates meeting the respective national senior certificate or senior certificate requirements will also be required to pass the University placement and interview

CMT1 WORK DONE DURING THE YEAR

1. The calculation of the year/semester mark for each subject for the purpose of issuing a certificate in terms of Rule G14 is indicated in the study guide of each subject.
2. In addition to the general requirements for a year mark as stipulated in Rule G14, the requirements of G14 (2) shall include:
Compulsory attendance at all functions, organized outings and educational tours arranged by the department. (Any costs arising from such activities will be for the account of the student.)

CMT2 SUPPLEMENTARY EXAMINATIONS

Refer to Rule G13 (2).

CMT3 RE-ADMISSION REQUIREMENTS

1. The maximum time allowed for the completion of qualifications is:
 - i) National Diploma - 5 years (in total).
 - ii) B. Tech Degree - 2 year (full-time). Periods of incomplete study undertaken at other institutions will be included in the assessment.
2. In the first year of study full-time students who are enrolled for the National Diploma: Tourism Management must pass a **THREE major** subjects which are Tourism Development, Tourism Management and Tourism Practice.
3. Students may apply with a motivation in writing to the Head of Department to be reconsidered for admission. The Head of Department will make a recommendation to the Faculty Board.

TRANSFER OF STUDENTS FAILING FIRST YEAR MAJOR SUBJECTS TO THE NEW PROGRAMME IN 2019

- First year students are required to pass all of the following subjects for the Tourism Management programme to stay in this program in 2019 (Tourism Development I; Marketing for Tourism I; Travel and Tourism Practice I; Tourism Management I)
- Students who fail any of the above subjects will be transferred onto the new programme (Diploma in Tourism)

CMT 4 UNSATISFACTORY PROGRESS

Subject to Rules G21 and G23, students who fail subjects in any year in an instructional programme must give way to new full-time students in the subsequent academic year.

CMT 5 WORK INTEGRATED LEARNING (WIL)

1. In accordance with Rule G28, all students are required to undergo Work Integrated Learning in industry as part of the course specifications. Formal assessments and projects constitute important elements in the compilation of the course mark.

NOTE: Students **MUST** be registered for the subject Tourism Management Practice II in the year that Work Integrated Learning is to take place.

Students must pass all first and second year subjects and two on the third year, one being Travel & Tourism Practice III.

The duration of the WIL is six months in the second semester of the third year.

2. All rules set out in the learner guides governing work integrated learning must be read in conjunction with these rules and carry the same authority.

CMT 6 DURATION

The minimum duration of the:

National Diploma programme is **THREE** years. B Tech programme is **ONE** year

CMT 7 INSTRUCTIONAL PROGRAMME:

ND Tourism Management

The instructional programme consists of the following subjects:

Register Code	Subject Code	Year	Level	Subject
TRDV 101	220307112	I	I	Tourism Development I
TTMN101 TTPR102	220307212	I	I	Travel & Tourism Management I
MRKT101	220307312	I	I	Travel and Tourism Practice I
CMCA102	041009512	I	I	Marketing for Tourism I
EUCM111	059900512	I	I	Communication I
	060501312	I	I	End User Computing
SECONDYEAR				
TRDV201 TRMN201	220307422	2	2	Tourism Development II
TTPR202 MRKT201	220307522	2	2	Travel and Tourism Mgt II
GRMN102	220307622	2	2	Travel and Tourism Practice II
EVMN101	041009622	2	2	Marketing for Tourism II German
	1210200120	2	I	Event Management I
	2203090120	2	I	
THIRDYEAR				
TRDV301	220307703	3	3	Tourism Development III
TTMN301	220307803	3	3	Travel and Tourism Mgt III
TTPR303	220307903	3	3	Travel and Tourism Practice III
WORK INTEGRATED LEARNING (subject to be registered in year of placement)				
TMPR 201	2203108220	3	3	Tourism Management Practice II

CMT 8 ASSESSMENT

Measures and methods of assessment for each subject are outlined in the study guide for that subject. These are subject to change annually.

CMT 9 ENTRANCE REQUIREMENTS

A Bachelor of Technology: Tourism Management or equivalent 60% aggregate in third year

See General Rule G24

RULES FOR QUALIFICATION

MASTERS IN MANAGEMENT SCIENCES: TOURISM & HOSPITALITY

The degree Masters in Management Sciences: Tourism and Hospitality is offered by this Department. The programme consists of a 100% research dissertation.

Students may specialise in various fields of tourism and hospitality determined by their own interest. However, the research output must be of practical value to tourism and/or hospitality sectors.

LEARNING AREAS

NOTE: The following lists are for information only. Consult the relevant study guide for SAQA formatted outcomes.

TOURISM DEVELOPMENT I

1. Introduction to tourism
2. The Geography of tourism
3. Sectors of the tourism industry
4. Typologies of tourism

TOURISM DEVELOPMENT II (PRE REQUISITE: TOURISM DEVELOPMENT I)

1. The nature and scope of tourism planning
2. Tourism development in context
3. Tourism resource assessment
4. Sustainable tourism planning issues and strategies

TOURISM DEVELOPMENT III (PRE REQUISITE: TOURISM DEVELOPMENT II)

1. Responsible / Sustainable Development of Tourism
2. Climate Change & Tourism
3. Tourist Health & Safety
4. Visitor Attraction Development

TRAVEL AND TOURISM MANAGEMENT I

1. General management and administrative function
2. Production/service function
3. Purchasing function
4. Financial function
5. Human resource function
6. Marketing function
7. Public relations function
8. Entrepreneurship

TRAVEL AND TOURISM MANAGEMENT II

(PRE REQUISITE: TRAVEL AND TOURISM MANAGEMENT I)

1. Financial Management
2. Entrepreneurship

TRAVEL AND TOURISM MANAGEMENT III

(PRE REQUISITE: TRAVEL AND TOURISM MANAGEMENT II)

1. The metamorphosis of services
2. The nature of services
3. Quality core services
4. Typologies of tourism services
5. The service vision
6. Modern marketing service implications
7. Modern marketing implications
8. Service growth to excellence
9. The global strategies for tourism services
10. Service technology and its application

TRAVEL AND TOURISM PRACTICE I

1. Destinations (Compulsory)
2. Travel agency operations and procedures or
3. Adventure based tourism or
4. Nature based tourism (Eco-tourism) or
5. Events based tourism or
6. Tourism planning

TRAVEL AND TOURISM PRACTICE II

(PRE REQUISITE: TRAVEL AND TOURISM PRACTICE I)

1. Travel agency operations and procedures II or
2. Adventure based tourism or
3. Nature based tourism (Eco-tourism) or
4. Events based tourism or
5. Tourism planning

TRAVEL AND TOURISM PRACTICE III

(PRE REQUISITE: TRAVEL AND TOURISM PRACTICE II)

1. Adventure based tourism or
2. Nature based tourism (Eco-tourism) or
3. Events based tourism or
4. Tourism planning or
5. Destinations II

COMMUNICATION I

SECTION A: INTERPERSONAL COMMUNICATION

1. Communication process
2. Models
3. Barriers
4. Perception
5. Cross-cultural communication
6. Non-verbal communication
7. Self-awareness
8. Listening skills
9. Conflict resolution in interpersonal relationships

SECTION B: GENERAL BUSINESS WRITING SKILLS

1. Article
2. Summarizing
3. Correspondence
4. Short forms of communication
5. Reports
6. Notices, agendas and minutes

SECTION C: ORAL COMMUNICATION

1. Group discussion
2. Individual oral presentation
3. Formal meetings

END-USER COMPUTING I (MODULE I and 2)

I. COMPUTER BACKGROUND THEORY

- 1.1 Computer basics
- 1.2 Components of a computer system
- 1.3 Input / output devices
- 1.4 Concepts of data and data files
- 1.5 Managing data
- 1.6 Storage devices
- 1.7 Computer performance issues
- 1.8 Operating systems, applications and software development
- 1.9 Licences and security
- 1.10 Networks

1.11 Internet and the Information Superhighway

1.12 Case studies

PRACTICAL

Experience of a package in each of the following fields:

1.13 Operating system commands and file management

1.14 Word-processing

1.15 Spreadsheets and graphics

1.16 Record, file and database management programs

1.17 Presentation software

GERMAN I

1. Introduction to the German language

1.1 Pronunciation

2. Basic grammar

2.1 Functional grammar

2.2 Comprehension

2.3 Vocabulary and spelling

3. Application of language in tourism

4. German cultural background and physical feature of the country

EVENT MANAGEMENT I

1. Introduction to events

2. The event planning process & procedure

3. Human resources

4. Eventsponsorship

5. Risk Management

6. Event marketing and communication

7. Catering management for events

MARKETING FOR TOURISM I

1. Field of Marketing

2. The tourism marketing environment

3. Product

4. Price

5. Distribution

6. Promotion

7. The additional three Ps

MARKETING FOR TOURISM II

(PRE REQUISITE: MARKETING FOR TOURISM I)

1. Tourism marketing planning

2. E marketing

3. Public Relations and sponsorship

4. Destination marketing

5. Internal and relationship marketing

6. Event marketing

7. Trends in the future of tourism marketing

5. RULES FOR QUALIFICATION BACHELOR OF TECHNOLOGY: TOURISM MANAGEMENT

Applicants for this degree must have passed one of the following with a 60% aggregate:

1. National Diploma Tourism Management or equivalent OR
2. National Diploma Travel and Tourism or equivalent
3. National Diploma Eco Tourism Management or equivalent.

CMT 9 REGISTRATION

In addition to the Durban University of Technology's general rules referring to registration (Rules G3 and G7), a student whose fees are to be paid by an employer shall provide a letter of authority from that employer to such effect. See also General Rule G23

CMT 10 INSTRUCTIONAL PROGRAMME

The instructional programme shall consist of the following subjects:

Register Code	Subject Code	Subject
TRDV 401	220308006	Tourism Development IV
ADSM401	040916806	Advanced Strategic Mgt IV
MRKT301	041009703	Marketing for Tourism III
RMTM101	229900012	Research Methodology
TRPR401	223081060	Tourism Project IV

CMT 11 MINIMUM NUMBER OF SUBJECTS REQUIRED TO BE AWARDED THE BACHELOR OF TECHNOLOGY TOURISM MANAGEMENT

All subjects are compulsory.

CMT 12 ASSESSMENT

Measures and methods of assessment for each subject are outlined in the study guide for that subject. These may change from year to year.

See also General Rule G29

CMT 13 CHOICE OF PROJECT TOPIC

It is a requirement that the project written for the subject Tourism Project IV must be related to tourism management or to a specific topic encountered within that ambit. The output of the project must be of practical value to the tourism industry.

CTM 14 DURATION

The duration of B Tech: Tourism Management is ONE YEAR with a maximum duration of 2 years

CMT 14 FORM OF RESEARCH PROJECT

The form of the programme for the degree shall be a comprehensive full research project culminating in a dissertation, which may be required to be supported by a specific presentation.

CMT 15 ASSESSMENT AND EXAMINATION OF DISSERTATION

See General Rule G24 (4)

CMT 16 CHOICE OF RESEARCH TOPIC

The research topic is required to be within either the ambit of tourism or hospitality.

The philosophical focus of the research must be of practical benefit to the tourism and hospitality industry.

6. RULES FOR QUALIFICATION

NATIONAL DIPLOMA CATERING MANAGEMENT HMS2 ENTRANCE REQUIREMENTS

In addition to the General Rules pertaining to academic Admission Requirements Rule (G7):

- I. The number of first-year enrolments is restricted due to limited laboratory space. (Rule G5)

NATIONAL DIPLOMA CATERING MANAGEMENT

NSC REQUIREMENTS		SENIOR CERTIFICATE REQUIREMENTS		
Compulsory Subjects	NSC Rating Code	Senior Certificate or equivalent qualification		
		Compulsory Subjects	HG	SG
English(home) OR English (1st language)	3 4	English	E	D
Maths OR Maths Literacy OR Accounting	3 4 4	Recommended subjects; Hotel Keeping and Catering, Business Economics and Accounting		
And two other 20 credit subjects (not more than one language)	4			

If the number of applicants exceeds the number of places available, the department reserves the right to apply a points system to select students based on the NSC rating codes.

HMS9 STUDENT CODE OF CONDUCT

See General Handbook Rules SR1 to SR12

CMT1 RE-ADMISSION REQUIREMENTS

If a student fails one continuous assessed subject, the student may progress to the next level with the approval of the Head of Department.

TRANSFER OF STUDENTS FAILING FIRST YEAR MAJOR SUBJECTS TO THE NEW PROGRAMME IN 2018

- First year students are required to pass all of the following subjects for the Catering Management programme to stay in this program in 2019.
- Students who fail any of the above subjects will be transferred onto the new programme (Diploma Tourism and Hospitality)

SUBJECT CONTENT

YEAR ONE

CATERING OPERATIONS I

1. Describe the role and contribution of the professional kitchen within the holistic tourism, hospitality and catering industry.
2. Identify and describe the career opportunities within the professional kitchen.

CATERING COST & CONTROL I

1. Understand and perform basic restaurant costing calculations
2. Identify and describe the elements of cost, and their impact on costing calculations
3. Describe the concepts of yield testing and portion control.

CATERING INFORMATION SYSTEMS I

1. Identify the need for and type of information, access information and organise information. Identify, describe and make use of computer hardware and software in communication within the professional kitchen and related areas.

CATERING COMMUNICATION I

1. Identify various communication skills (including selecting the appropriate language) and techniques (verbal, written, visual) to advance communication within the environment associated with the professional kitchen.
2. Communicate effectively with other staff members using verbal and written techniques when dealing with other members of staff, taken into account cultural, ethnic, and gender considerations.

COMMERCIAL COOKERY I

1. Select the appropriate equipment for a range of given tasks, operate and clean such equipment safely and hygienically.
2. Identify, describe and use a wide range of basic commodities
3. Describe and perform the basic food preparation methods and the basic cookery processes. Demonstrate knowledge and application of basic occupational safety measures within the kitchen environment.
4. Identify the sources of nutrients and state their functions in the body.
5. Identify and implement standards of personal hygiene and presentation as required to meet organisational standards and legislative requirements
6. Explain basic menu planning guidelines and apply the guidelines to design a range of menus suitable for a variety of food service establishments

CATERING MANAGEMENT I

1. Describe the concept of organisational standards
2. Apply the technical knowledge/skills associated with food service outlets, within a range of realistic operating conditions:
 - Purchasing
 - Receiving
 - Storing
 - Issuing
3. Demonstrate a basic understanding of broad supervisory and management principles and concepts as well as the ethics applicable to the professional kitchen.
4. Identify, analyse and evaluate economic principles as they apply to the business cycle and the catering industry.

RESTAURANT OPERATIONS I

1. Plan, organise, lead, control and deliver plate/buffet/cafeteria service to one table to meet organisational standards.
2. Interpret menu terminology in order to respond appropriately to a range of menu related customer requests/queries
3. Perform the technical skills required to satisfy the beverage needs/requirements of customers within a range of operations
4. Compare and contrast a range of food service systems
5. Identify, analyse and evaluate the dynamics of consumer behaviour.

YEAR TWO (1ST SEMESTER: JANUARY – JUNE)

Catering Operations II

1. Identify, analyse and evaluate the risks inherent in a catering enterprise.
Evaluate security issues as appropriate to the Catering Industry in terms of:
 - Building
 - Stock
 - Staff
 - Guests.

CATERING COST CONTROL II

(PRE REQUISITE: CATERING COST CONTROL I)

1. Identify, discuss and use the principles and processes of bookkeeping within the context of the Catering Industry.
2. Identify, analyse and evaluate the need for financial planning and budgeting within the Catering Industry

COOKERY PRACTICAL II (PRE REQUISITE: COMMERCIAL COOKERY I)

1. Explain the concept of standardised recipes and apply to a given situation.
2. Prepare, cook and serve a range of advanced dishes using logical working methods within realistic time frames.
3. Modify existing recipes to meet a range of requirements to include
 - ... Volume production
4. Customer dietary needs
5. Geographical differences
6. Ingredient availability, and Climate.

CATERING MANAGEMENT II

(PRE REQUISITE: CATERING MANAGEMENT I)

1. Understand the service expectations of the various markets serviced by the professional kitchen
2. Integrate interpersonal skills and the service ethic that permeates all aspects of customer care within those parts of the Hospitality and/or Catering Industry with which the professional kitchen interacts.
3. Understand the principles of marketing, emphasising promotions on increasing food sales.
4. Demonstrate an understanding of the functions of Human Resource Management.
Maintain effective working relationships and communication.
5. Discuss the impact of the Liquor Act, the Tobacco Controls Act and South African food legislation on catering enterprises
6. Discuss the different business structures available to entrepreneurs
7. Identify the different legal requirements (licenses, signage, Receiver of Revenue) required to manage a hospitality enterprise, as well as insurance options available to entrepreneurs.

CATERING FACILITIES I

1. Identify the appropriate equipment for a range of given tasks
2. Identify and discuss the principles of good design and layout to include
 - Kitchen
 - Restaurant
 - Bar
 - Public areas
 - Grounds
3. Identify and analyse the local and national legislation governing kitchen planning

RESTAURANT OPERATIONS II

(PRE REQUISITE: RESTAURANT OPERATIONS I)

1. Demonstrate basic theoretical knowledge of the origin, and production methods of a range of commonly available alcoholic and non-alcoholic beverages through the application to customer requests.
2. Supervise and maintain advanced food and drink service in terms of legislation, operations, and control measures, as applicable to a variety of food service outlets.

YEAR TWO (2ND SEMESTER: JULY – DECEMBER)

Work Integrated Learning I (WIL I)

In accordance with Rule G28, all students are required to undergo Work Integrated Learning in industry as part of the course specifications. Assessments and projects constitutes an important factor in the compilation of the course mark.

It is the responsibility of a student to ensure that he/she is correctly registered for the experiential learning.

Students are required to make their own arrangements for accommodation and transport.

1st Year: Student to pass all subjects.

2nd Year: Student to pass six subjects with the following majors:

Catering Management II, Restaurant Operations, Catering Cost Control III.

YEAR THREE (1ST SEMESTER: JANUARY – JUNE)

Work Integrated Learning II (WIL 2)

1. In accordance with Rule G28, all students are required to undergo Work Integrated Learning in industry as part of the course specifications. Assessments and projects constitutes an important factor in the compilation of the course mark.
2. Students must have passed WIL I to qualify for WIL2.

YEARTHREE (2ND SEMESTER: JULY – DECEMBER)

CATERING COST CONTROL III

(PRE REQUISITE: CATERING COST CONTROL II)

1. Demonstrate an understanding of basic accounting principles in order to provide financial information that will be useful in making economic decisions related to the management and profitability of the professional kitchen and related service outlets.
2. Identify, analyse and evaluate the impact on profitability of waste, water and energy management. Catering Information Systems III
3. Identify and use software packages appropriate to functions/conferences/other events.
4. Identify and use a modern computerised accounting package suitable for a catering enterprise. Discuss and evaluate the role of e-commerce as a marketing tool within the Catering Industry. Evaluate the requirements of a catering enterprise with regard to a computerised control system.
5. Identify and compare the different methods of financing the purchase of computer systems.

COMMERCIAL COOKERY III (PRE REQUISITE: COMMERCIAL COOKERY II)

1. Prepare and produce a wide range of advanced food items/dishes to internationally accepted standards.
2. Prepare menus for special dietary requirements to meet customer expectations. Produce a range of dishes to meet special dietary requirements.

CATERING FACILITIES MANAGEMENT II

(PRE REQUISITE: CATERING FACILITIES MANAGEMENT I)

1. Discuss, analyse and evaluate the impact of interior design principles on the popularity and sustainability of a catering enterprise.
2. Identify and evaluate the use of ergonomic principles in the design of catering equipment and catering enterprises
3. Analyse and evaluate the need for maintenance (preventative and remedial) of equipment, furnishings and premises within a catering enterprise.
4. Investigate and recommend policies and procedures to be used in the marketing of the facilities of a range of catering enterprises.
5. Formulate a policy and procedure manual in respect of fires and firefighting

RESTAURANT OPERATIONS III (PRE REQUISITE: RESTAURANT OPERATIONS II)

1. Identify and analyse operational issues affecting the success of a function/conference; room service provision; off-site catering.
2. Analyse and evaluate the financial processes involved in the function/conference; room service provision; off-site catering process.
3. Identify and appraise the administrative procedures common to functions/conferences; room service provision; off-site catering.

CATERING MANAGEMENT III (PRE REQUISITE: CATERING MANAGEMENT II)

1. Select and apply strategic management tools to the various activities within the catering industry to ensure efficient, economic and effective decision making.
2. Investigate and analyse strategic issues affecting decision-making.
3. Analyse and evaluate the dynamics which promote the industrial relationship existing in a range of catering enterprises.
4. Analyse organisational culture and change.
5. Assess the relevance of agreed terms of quality to the catering industry.
6. Evaluate the need for internally and externally accredited quality systems within the catering industry.
7. Evaluate benchmarking techniques for quality improvement within a catering enterprise. Justify the embedding of quality systems within component parts of the catering industry. Interpret and implement the legislation applicable to the management and development of human resources in the Catering Industry.
8. Explain the effect of the Labour Relations Act on the Catering Industry.
9. Describe the entrepreneurial skills required to open a catering operation within South Africa and develop a business plan for a small catering enterprise

7. NATIONAL DIPLOMA: HOSPITALITY MANAGEMENT

NSC REQUIREMENTS	NSC Rating	SENIOR CERTIFICATE REQUIREMENTS		
Compulsory Subjects Minimum 22 points excl. LO	Code	Senior Certificate or equivalent qualification		
		Compulsory Subjects	HG	SG
English (home) OR	3	English	D	C
English (1st additional)	4	Maths or Accounting	D	C
Preference will be given to candidates at least with the following subjects:		Economics or Business Economics	D	C
		Hotel Keeping & Catering		
Accounting OR	4	OR Home Economics	D	C
Business Studies OR		Any 2 other subjects	D	C
Consumer Studies OR				
Hospitality Studies OR				
Economics				
And two (2) other 20 credit subjects	4			

These are minimum requirements and do not guarantee entry. The Department reserves the right to accept students with the highest points/codes/symbols.

2. Preference will be given to applicants who have passed the under-mentioned listed subjects for each of the following qualifications:
 - 2.1. ND Dip: Hospitality Management/N. Dip: Catering Management Business related subjects and Hotel Keeping & Catering recommended. Preference will be given to applicants who have:
 - 2.1.1. Proven experience in the Tourism, Hospitality and Food industries
 - 2.1.2. Successfully completed a subject/qualification for the hospitality industry at a Technical College or other accredited training organisation.
 - 2.1.3. Successfully completed National Qualification units/levels as recorded by qualified assessor/s of CATHSSETA.
 - 2.1.4. Successfully complete Further Education and Training Certificate at NQF Level 4 or equivalent.
3. All persons will be required to present themselves for the department's suitability test and successful candidates may be short-listed for an interview.
4. Every learner will be required to have a Hepatitis A vaccination, which must comprise a primary and a booster dose.
5. Full uniform and toolkit is required which is for the learner's account.

CMT2 RE-ADMISSION REQUIREMENTS

If a student fails one continuous assessed subject, the student may progress to the next level with the approval of the Head of Department.

TRANSFER OF STUDENTS FAILING FIRST YEAR MAJOR SUBJECTS TO THE NEW PROGRAMME IN 2019

- First year students are required to pass all of the following subjects for the Hospitality Management programme to stay in this program in 2019.
- Students who fail any of the above subjects will be transferred onto the new programme (Diploma Tourism and Hospitality)

8. NATIONAL DIPLOMA: HOSPITALITY MANAGEMENT (3204220) (NDHSP2) INSTRUCTIONAL PROGRAMME

SAPSE Code	Subject code	Level	Subject	Duration	Theory/ Week	Practical/ Week	Assessment
Year One							
100707512	CSNT101	1	Culinary Studies and Nutrition I	S	2	2	CE
100310012	FDBS102	1	Food and Beverage Studies I	S	1	5	CE
059900812	HOSC101	1	Hospitality Communication I	S	2	0	CE
040934612	HFMN101	1	Hospitality Financial Management I	S	3	0	Exam
090114812	HHSF101	1	Hospitality Health and Safety I	S	0	2	Exam
060504312	HISY101	1	Hospitality Information Systems I	S	0	2	CE
040919912	HMAN101	1	Hospitality Management I	S	3	0	Exam
040944612	ACCM101	1	Accommodation Management I	S	3	2	Exam
100707912	SVEX101	1	Service Excellence I	S	2	0	Exam
Year Two							
100707722	CSNT201	2	Culinary Studies and Nutrition II	S	1	1	CE
100707822	FDBS201	2	Food and Beverage Studies II	S	1	4	CE
59900922	HOSC201	2	Hospitality Communication II	S	2	0	CE
40934722	HFMN205	2	Hospitality Financial Management II	S	5	0	Exam
60504422	HISY201	2	Hospitality Information Systems II	S	0	4	CE
40921022	HMAN201	2	Hospitality Management II	S	4	0	Exam
130403912	HILA101	2	Hospitality Industry Law I	S	2	0	Exam *
130403912	HILA102	2	Hospitality Industry Law I	S	2	0	Exam *
Choose ONE of the following electives;							
40944822	ACCM201	2	Accommodation Management II	S	3	0	Exam
100707822	FDBO201	2	Food and Beverage Operations II	S	3	0	Exam
Year THREE							
	HFMN307	3	Hospitality Financial Management III	S	6	0	Exam
	HMS101	3	Hospitality Management Information Systems I	S	0	4	CE
	HMAN301	3	Hospitality Management III	S	5	0	Exam
	HILA201	3	Hospitality Industry Law II	S	3	0	CE
	HEVM101	3	Hospitality Events Management I	S	3	3	CE
Choose ONE of the following electives;							
	ACCM301	3	Accommodation Management III	S	3	0	Exam
	FDBO301	3	Food and Beverage Operations III	S	3	0	Exam
BTECH: HOSPITALITY MANAGEMENT							
	RMGA201	4	Research Methodology	A	4	0	CE
	HILA301	4	Hospitality Industry Law III	A	4	0	Exam
	HFMN401	4	Hospitality Financial Management IV	A	4	0	CE
	HMAN401	4	Hospitality Management IV	A	4	0	CE

CE = Continuous Evaluation

Exam = One 3 hour Theory Paper

Exam * = Two hour Theory Paper

SUBJECT CONTENT

NATIONAL DIPLOMA: HOSPITALITY MANAGEMENT (3204220) (NDHSP2)

YEAR ONE

HOSPITALITY COMMUNICATION I

To be competent in applying various modes of industry specific information technology to access and communicate information effectively in order to promote the Hospitality Industry in a changing business environment.

HOSPITALITY HEALTH & SAFETY I

To be competent in applying the principles of occupational health, safety and security in hospitality enterprises to maintain a healthy and safe environment for both clients and staff.

HOSPITALITY MANAGEMENT I

To be competent in applying a range of business skills applicable to the Hospitality Industry contributing to effective decision making and the execution of operations.

HOSPITALITY FINANCIAL MANAGEMENT I

To be competent in applying basic hospitality accounting principles to contribute to effective decision making and sustainability of the hospitality enterprise.

SERVICE EXCELLENCE I

To be competent in applying service exceeding the expectations of the target market of the Hospitality Industry.

ACCOMMODATION MANAGEMENT I

To be competent in applying operational practices associated with the provision of accommodation in the Hospitality Industry.

CULINARY STUDIES & NUTRITION I

To be competent in performing the basic preparation of a range of foods for conventional and convenience outlets and to demonstrate an understanding of the operations of a food production unit.

HOSPITALITY INFORMATION SYSTEMS I

To be proficient in the basics of computer technologies in industry and equipped with the Microsoft Word and Spread Sheet document preparations.

FOOD AND BEVERAGE STUDIES I

To be competent in performing operational food and beverage service in the Hospitality Industry.

HOSPITALITY INDUSTRY LAW I

YEAR TWO (1ST SEMESTER: JANUARY – JUNE) HOSPITALITY INFORMATION SYSTEMS II

(PRE REQUISITE: HOSPITALITY INFORMATION SYSTEMS I)

To be competent in applying technology to communicate information effectively in order to promote the interests of the Hospitality Industry in a changing business environment.
(Foundational and practical competence)

HOSPITALITY COMMUNICATION II

(PRE REQUISITE: HOSPITALITY COMMUNICATION I)

Use basic sociological and psychological knowledge to advance communication within the Hospitality Industry

(Foundational and practical competence)

HOSPITALITY MANAGEMENT II

(PRE REQUISITE: HOSPITALITY MANAGEMENT I)

To be competent in applying a range of hospitality business skills which will contribute to effective decision-making, as well as the execution and supervision of hospitality operations.
(Foundational, practical and reflective competence)

HOSPITALITY FINANCIAL MANAGEMENT II

(PRE REQUISITE: HOSPITALITY FINANCIAL MANAGEMENT I)

To be competent in applying a range of financial management tools to contribute to effective decision-making and sustainability of the hospitality enterprise.

(Foundational, practical and reflective competence)

ACCOMMODATION MANAGEMENT II

(PRE REQUISITE: ACCOMMODATION MANAGEMENT I)

To be competent in supervising Front Office and Housekeeping systems to the extent that the expectations of the target market of the Hospitality Industry is exceeded.

(Foundational, practical and reflective competence)

FOOD & BEVERAGE STUDIES II

(PRE REQUISITE: FOOD & BEVERAGE STUDIES I)

To be competent in maintaining the operational practices and structures of food and beverage service in the Hospitality Industry.

(Foundational, practical and reflective competence)

CULINARY STUDIES AND NUTRITION II

(PRE REQUISITE: CULINARY STUDIES AND NUTRITION I)

To be competent in performing the intermediate preparation of menu items for a range of food outlets found in the Hospitality Industry.

(Foundational, practical and reflective competence)

FOOD & BEVERAGE OPERATIONS II

(PRE REQUISITE: FOOD & BEVERAGE OPERATIONS I)

To be competent in performing the operational procedures of a variety of food service outlets in a profitable manner.

(Foundational, practical and reflective competence)

Choice of electives

Option 1: Electives leading to the National Diploma in Hospitality Management Accommodation):

Accommodation Management II

Option 2: Electives leading to the National Diploma in Hospitality Management (Food & Beverage):

Food & Beverage Operations II

YEAR TWO (2ND SEMESTER: JULY – DECEMBER)

Work Integrated Learning I (WIL 1)

In accordance with Rule G28, all students are required to undergo Work Integrated Learning in industry as part of the course specifications. Assessments and projects constitutes an important factor in the compilation of the course mark.

1st Year: Student to pass all subjects.

2nd Year: Student to pass seven out of the eight subjects. (2 electives & 5 majors)

Electives – Food and Beverage Operations / Accommodation Management and the following

Five major subjects -

Hospitality Management, Hospitality Financial Management II, Food and Beverage Studies II, Food and Beverage Operations II and Culinary Studies and Nutrition II

Work Integrated Learning I I (WIL 2)

In accordance with Rule G28, all students are required to undergo Work Integrated Learning in industry as part of the course specifications. Assessments and projects constitutes an important factor in the compilation of the course mark.

The student has to pass WIL 1 to commence WIL 2.

YEAR THREE (2ND SEMESTER: JULY – DECEMBER)

HOSPITALITY MANAGEMENT INFORMATION SYSTEMS I

(PRE REQUISITE: HOSPITALITY INFORMATION SYSTEMS II)

The capability to use various modes of accessing and communicating information, including information technology, effectively in order to promote the Hospitality Industry in a changing business environment.

HOSPITALITY MANAGEMENT III

(PRE REQUISITE: HOSPITALITY MANAGEMENT II)

The competency to use a range of business management skills to contribute to effective management of the Hospitality enterprise.

HOSPITALITY FINANCIAL MANAGEMENT III

(PRE REQUISITED: HOSPITALITY FINANCIAL MANAGEMENT II)

The competency to apply a range of financial management principles to contribute to effective decision-making and sustainability of the hospitality enterprise.

ACCOMMODATION MANAGEMENT III

(PRE REQUISITE: ACCOMMODATION MANAGEMENT II)

The competency to manage the provision of accommodation in such a manner that the expectations of the target market is exceeded.

HOSPITALITY EVENT MANAGEMENT I

(PRE REQUISITE: WIL I)

The competency to manage and maintain the principles related to the presentation of events so that the expectations of the target market are exceeded.

FOOD & BEVERAGE OPERATIONS III

(PRE REQUISITE: FOOD AND BEVERAGE OPERATIONS II)

To be competency to improve the operational procedures of a variety of food service outlets in a profitable manner.

HOSPITALITY INDUSTRY LAW II

(PRE REQUISITE: HOSPITALITY INDUSTRY LAW I)

Choice of electives

Option 1: Electives leading to the National Diploma in Hospitality Management (Accommodation): Accommodation Management III

Option 2: Electives leading to the National Diploma in Hospitality Management (Food & Beverage): Food & Beverage Operations III

HMS3 REGISTRATION ANDEXEMPTIONS

Refer to the General Handbook Rules G3, G8 and G9

HMS4 DEREGISTRATION /WITHDRAWALS.

Refer to the General Handbook Rule G6

HMS5 WORK DONE DURINGTHEYEAR/SEMESTER

1. In addition to the general requirements for a year/semester mark as stipulated in Rule G13, the definition of the term “satisfactory attendance” shall include:
 - 1.1 90% attendance of all practical classes in a subject. Exceptional circumstances may be reviewed by the Head of Department.
 - 1.2 Attendance is compulsory at all functions, guest speaker sessions, organized outings and educational tours arranged by the department. (Any additional cost involved will be the responsibility of the learner.)
 - 1.3 Learners will be required to arrive timeously at lectures and practical work. Learners who arrive late will only be admitted at the lecturer's discretion on presentation of a valid reason.
 - 1.4 The department reserves the right to verify any medical certificate.
2. A year mark obtained for any Instructional Offering or subject offered is only valid for the main examination session of the period in which the learner is registered, plus the supplementary examination in that subject if granted.
3. Learners will be required to participate in departmental promotions and functions outside of normal tuition times, which may take place off campus. These are also compulsory unless a learner has been explicitly or generally excluded by the lecturer concerned or HOD.
4. Laboratory rules shall apply to all learners. Refer to practical learner guide.
5. Year marks/course marks shall be determined in accordance with the requirements as indicated in the learner guides. For details of assessment refer to the learner guide pertaining to each subject. Provision is made for only one make up test (theory/practical) towards the end of the course.
6. All doctors' appointments etc, with exception of drivers' license where a student will need to inform lecturer in advance, made for learners must not clash with assessment dates.

HMS6 YEAR MARKS /COURSE MARK

Refer to General Handbook G12

1. In theoretical subjects, marks for theory tests and assignments will be weighted Theory 60%: Assignment 40%.
2. Subjects with a theory and practical component, the weightings appear in the subject learner guide.
3. The instructional programme outlined on pages 8-14 provides information on theory and practical components.
4. The year mark / course mark will form 40% and the exam mark will form 60% of the final result.
5. Course marks must be verified by students before the final examinations are written. You need a 40% course mark/DP to gain entry into the exam.
6. For 100% year mark subjects/continuous evaluation subjects: The final mark for the subject comprises a 100% year mark, obtained from work completed during the year/semester. There is no examination for the subject. This work is retained by the department for a period of three (3) years as proof of performance. Details are in each subject learner guide. If the final mark is a fail (less than 50%) the learner will be required to re-register for that subject.

HMS7 RE-ADMISSION FOR FURTHER STUDY AND PREREQUISITES

Refer to General Handbook G14, 15 and 16

1. No learner may register for the next higher level in a subject before he/she has passed the lower level of that subject. (Rule G16 refers) First Year of Study

Full-time learners who are enrolled for the first year of study for:

- 1.1 National Diploma: Hospitality Management must pass five subjects, of which two must be majors in order to be readmitted for further studies.
- 1.2 National Diploma: Catering Management must pass a minimum of 3 subjects and all those subjects assessed by continuous evaluation. Refer to General Handbook G17

All learners must pass a minimum of TWO subjects per annum in order to be re-admitted but must still meet the maximum time allowed rule.

2. Appeals

Learners may immediately appeal to the Head of Department in writing, to be re-considered for re-admission. The Head of Department will make a recommendation to the Board of Faculty.

HMS8 WORK INTEGRATED LEARNING(WIL)

The department undertakes to assist the learner in obtaining suitable accredited work integrated learning placement, however students can find their own placement with the approval of the WIL coordinator.

- A Learning Agreement creates a separate contract between the “employer” and the learner, start and finish dates determined by DUT and placement provider.
- The learner undergoes 12 months comprising of 2 semesters, one in the second semester of the second year and one in the first semester of the third year.
- The learner must have passed all first and second level subjects to commence Work Integrated Learning (WIL).
- The learner must successfully complete one period of WIL before commencing the next. Refer to the programme learner guide for rules and details, governing work integrated learning and the evaluation process. The WIL coordinator in conjunction with the industry representative is responsible for the evaluation.

All prescribed compulsory and elective subjects (instructional offerings) and the prescribed experiential component must be passed in order to obtain sufficient credits to complete the qualification.

HMS9 STUDENT CODE OF CONDUCT

See General Handbook Rules SR1 to SR12

BTECH: HOSPITALITY MANAGEMENT

Management

The competency to understand and apply the range of management skills closely associated with the formulation and implementation of strategic change.

Management Accounting

The capability to analyse financial data and make decisions that will affect the internal control and profitability of a hospitality enterprise.

Research Methodology

The competency to identify an appropriate and systematically gather data methodology to solve hospitality related problems and to communicate research results effectively.

HMS3 REGISTRATION AND EXEMPTIONS

Refer to the General Handbook Rules G3, G8 and G9

HMS4 DEREGISTRATION /WITHDRAWALS.

Refer to the General Handbook Rule G6

HMS5 WORK DONE DURING THE YEAR/SEMESTER

- I. In addition to the general requirements for a year/semester mark as stipulated in Rule G13, the definition of the term “satisfactory attendance” shall include:
 - I.1 90% attendance of all practical classes in a subject. Exceptional circumstances may be reviewed by the Head of Department.
 - I.2 Attendance is compulsory at all functions, guest speaker sessions, organised outings and educational tours arranged by the department. (Any additional cost involved will be the responsibility of the learner.)
 - I.3 Learners will be required to arrive timeously at lectures and practicals. Learners who arrive late will only be admitted at the lecturer's discretion on presentation of a valid reason.
 - I.4 The department reserves the right to verify any medical certificate.
2. A year mark obtained for any Instructional Offering or subject offered is only valid for the main examination session of the period in which the learner is registered, plus the supplementary examination in that subject if granted.
3. Learners will be required to participate in departmental promotions and functions outside of normal tuition times, which may take place off campus. These are also compulsory unless a learner has been explicitly or generally excluded by the lecturer concerned or HOD.
4. Laboratory rules shall apply to all learners. Refer to practical learner guide.

5. Year marks/course marks shall be determined in accordance with the requirements as indicated in the learner guides. For details of assessment refer to the learner guide pertaining to each subject. Provision is made for only one make up test (theory/practical) towards the end of the course.
6. All doctors' appointments, driver's license etc, made for learners must not clash with assessment dates.

HMS6 YEAR MARKS / COURSE MARK

Refer to General Handbook G12

1. In theoretical subjects, marks for theory tests and assignments will be weighted Theory 60%: Assignment 40%.
2. Subjects with a theory and practical component, the weightings appear in the subject learner guide.
3. The instructional programme outlined on pages 8-14 provides information on theory and practical components.
4. The year mark / course mark will form 40% and the exam mark will form 60% of the final result.
5. Course marks must be verified by students before the final examinations are written. You need a 40% course mark/DP to gain entry into the exam.
6. For 100% year mark subjects/continuous evaluation subjects: The final mark for the subject comprises a 100% year mark, obtained from work completed during the year/semester. There is no examination for the subject. This work is retained by the department for a period of three (3) years as proof of performance. Details are in each subject learner guide. If the final mark is a fail (less than 50%) the learner will be required to re-register for that subject.

HMS7 RE-ADMISSION FOR FURTHER STUDY AND PREREQUISITES

Refer to General Handbook G14, 15 and 16

1. No learner may register for the next higher level in a subject before he/she has passed the lower level of that subject. (Rule G16 refers)
2. First Year of Study
Full-time learners who are enrolled for the first year of study for:
 - 2.1 National Diploma: Hospitality Management must pass five subjects, of which two must be majors in order to be readmitted for further studies.
 - 2.2 National Diploma: Catering Management must pass a minimum of 3 subjects and all those subjects assessed by continuous evaluation.
Refer to General Handbook G17
All learners must pass a minimum of TWO subjects per annum in order to be re-admitted but must still meet the maximum time allowed rule.
3. Appeals
Learners may immediately appeal to the Head of Department in writing, to be re-considered for re-admission. The Head of Department will make a recommendation to the Board of Faculty.

HMS8 EXPERIENTIAL LEARNING (WIL)

Refer to general handbook G28

For National Diploma: Catering Management the learner undergoes 12 months WIL comprising of 2 semesters, one in the second semester of the second year and one in the first semester of the third year. Work Integrated Learning in the N. Dip: Catering Management can only be undertaken if learners have passed all first-year subjects and four second- year subjects including Commercial Cookery Practical II and any other second level subject assessed by continuous evaluation.

For National Diploma: Hospitality Management the learner undergoes 12 months WIL comprising of 2 semesters, one in the second semester of the second year and one in the first semester of the third year.

To be placed in Work Integrated Learning 1, a learner must have passed all practical subjects and other subjects that are continuously assessed at first and second level, including Food and Beverage Studies 2 and Catering Studies and Nutrition 2.

To be placed in Work Integrated Learning 2, the learner must have passed all first level subjects. In addition, the learner must have passed Hospitality Management II and one of Accommodation Management II, Professional Cookery II or Food & Beverage Operations II.

The learner must successfully complete one period of experiential learning before commencing the third year.

For National Diploma: Tourism Management all students are required to undergo Work Integrated Learning in industry as part of the course specifications. Assessments and projects constitutes an important factor in the compilation of the course mark.

NOTE: Students MUST be registered for the subject Tourism Management Practice II in the year that Work Integrated Learning is to take place.

Although the department undertakes to assist the learner in obtaining suitable experiential learning placement, the placement must be accredited by us for the purposes of Work Integrated Learning.

A Learning Agreement creates a separate contract between the “employer” and the learner, start and finish dates determined by department and placement provider.

Refer to the learner guide for rules and details, governing work integrated learning and the evaluation process. The WIL co-ordinator in conjunction with the industry representative is responsible for the evaluation.

All prescribed compulsory and elective subjects (instructional offerings) and the prescribed WIL component must be passed in order to obtain sufficient credits to complete the qualification.