

STUDENT HANDBOOK

**TU957 (DT408A/4) - BSc (Hons) Hospitality
Management**

Contents

A.	General Student Information.....	3
B.	Welcome by the Head of School.....	7
C.	Welcome by Chairperson of the Programme Committee	8
D.	Introduction to the Institute and the College of Arts and Tourism	8
E.	School of Hospitality Management and Tourism Information	9
	Contact the School of Hospitality Management and Tourism.....	10
F.	Programme Information and Programme Management	10
	E.1 Assessment for Final Award.....	10
	E.2 Programme Aims and Objectives.....	11
	E.3 Programme Learning Outcomes	11
	E.4 Nature, Duration and General Structure of Programme.....	12
	E.5 Intake	12
	E.6 Access, transfer and progression arrangements	12
	E.7 Admission to the Programme	12
	E.8 Programme Structure – BSc (Hons) Hospitality Management	13
	E.9 Optional Modules.....	14
	E.10 Exemption from Modules	14
	E.11 Module Catalogue.....	14
	E.12 Assessment Schedule for core modules	14
G.	Quality Assurance and Programme Management.....	15
	F.1 Quality Assurance and General Assessment Regulations	15
	F.2 College and School Management	15
H.	Assessment and Feedback	15
	G.1 General Assessment Regulations (GAR)	15
	G.2 Student Feedback.....	16
	G.3 Student Representatives	16
	G.4 Student Survey Questionnaire	16
I.	Additional Information and Student Guidance.....	16
	I.1 Registration / Induction/Dissertation	16

A. General Student Information

Timetables and Academic Calendar

A guide to using the timetabling system is available at

<https://www.tudublin.ie/for-students/timetables/>

This will show you how you can access your timetabling system and locate your timetable, using your TU Dublin City Campus student number.

TU Dublin's Academic Calendar is available at

<https://www.tudublin.ie/media/website/explore/university-calendar/Academic-Calendar-2022-2023-Students-Key-Dates.pdf>

Assessment Regulations

The General Assessment Regulations for TU Dublin City Campus taught programmes leading to undergraduate and postgraduate awards of TU Dublin are available at

<https://www.tudublin.ie/explore/about-the-university/academic-affairs/quality-framework/city-centre-quality-assurance/student-assessment-regulations/general-assessment-regulations/>

These refer to awards and award classification, progression from one stage of a programme to the next, reassessment, examination procedures and breaches of assessment regulations. You will also find information on:

- bringing Personal Circumstances to the attention of the Examination Board
- seeking a recheck of examination results
- seeking a remark of examination results
- appealing the decision of the Examination Board.

TU Dublin Students Union

Once you register as a TU Dublin City Campus student you automatically become a member of the Students Union (TUDSU). Find out about the TUDSU Team, the advice they can offer and events they organize at <https://www.tudublinsu.ie/>

Health and Safety

TU Dublin has put in place a number of measures and requirements for the wellbeing of students and staff. Information on these and their implications for you is available at

<https://www.tudublin.ie/for-students/health-and-safety/>.

Schools will provide information where there are specific health and safety requirements in place for your programme.

Library Services

The libraries in TU Dublin City Campus are located at Aungier Street, Bolton Street and Grangegorman.

Once you are a registered student you can use any TU Dublin City Campus library and, for City Campus students, borrow from them with your Student ID card. The services provided by the Library include study spaces, networked PCs, textbooks, journals and newspapers, photocopiers and printers. Information on all the library's services and e-resources is available at <https://www.tudublin.ie/library/>.

Note: Schools may include link to past examination papers if these are available in the Library.

Study skills support

The *Maths Learning Support Centre* is based in Grangegorman and offers a drop-in support service for students struggling with maths

The *Academic Writing Centre* offers support for students who are seeking to enhance and develop their academic writing skills.

Find out how to book an appointment and other useful information and resources at <https://www.tudublin.ie/for-students/returning-students/continuing-with-your-studies/>.

Registration

You are required to register on your programme every year before you commence your studies. Information on how to register, select your modules, obtain a student card and pay fees is available online at <https://www.tudublin.ie/for-students/student-services-and-support/registration-and-fees/>.

Once you register, you will be provided with a student card and a student number, as well as login details for your e-mail account and other TU Dublin systems – including Brightspace (the Virtual Learning Environment where you can access information and learning materials and activities relevant to your modules).

Student Service Centres

There are two Student Service Centres within TU Dublin City Campus located in Grangegorman and Aungier Street. Their aim is to provide a single point of information for a range of areas including ID Cards, letters of registration, to have forms stamped and verified along with ICT Support and general queries. A full range of services available to students at the Student Service Centres are available at this link [Student Services & Support | TU Dublin](#).

Student Health Centre

TU Dublin City Campus health centres provide an holistic approach to health, providing on campus health care to those students pursuing full time & apprenticeship courses. The service incorporates physical, psychological and social aspects of student health and health promotion. Absolute confidentiality is maintained. There are two Medical Centres in TU Dublin, one in Aungier Street and one in Bolton Street (Linenhall Lodge). TU Dublin City Campus Students can use any of these centres. Find out what services are available at <https://www.tudublin.ie/for-students/student-services-and-support/student-wellbeing/student-health-centres/>.

Student Counselling Service

The TU Dublin City Campus Counselling Service is a free and confidential service which is available to all students. It provides a safe and secure environment where you may come and talk about any issue or difficulty that is of concern. Information on the service and about how you can make an appointment with a counsellor can be found at this link <https://www.tudublin.ie/for-students/student-services-and-support/student-wellbeing/counselling-service/>.

The Pastoral and Chaplaincy Service

The Pastoral and Chaplaincy service aims to provide support and care for the personal, social and spiritual lives of students and to contribute to a sense of community throughout TU Dublin City Campus. Find out about the service and how to make contact with the chaplains at <https://www.tudublin.ie/for-students/student-services-and-support/student-wellbeing/pastoral-care-chaplaincy/>

Access Support Services

If you are an access student studying in TU Dublin City Campus the Access Service can support you. You can find more information on the Access Service at <https://www.tudublin.ie/for-students/student-services-and-support/access-office/>

Disability Support Service

If you are a student with a physical, sensory or learning disability, medical or mental health condition that interferes with your learning, TU Dublin City Campus Disability Services can support you. You can find out how you can sign up with the Disability Service at <https://www.tudublin.ie/for-students/student-services-and-support/student-wellbeing/disability-support-services/>.

Financial Aid and Accommodation Department

The Financial Aid and Accommodation Department oversees the distribution of capitation funds, and also administers a range of services, including Student Accommodation.

For details of the TU Dublin City Campus Accommodation Office go to <https://www.tudublin.ie/for-students/student-life/accommodation--living-in-dublin/accommodation-and-living-costs/>.

TU Dublin City Campus Societies

Students are very much encouraged to get involved in student-led activities while at TU Dublin and the Societies Office promotes and supports a huge and diverse range of volunteering opportunities, societies, activities and events. Find out more information at <https://www.tudublin.ie/for-students/student-life/societies/>.

Clubs, Sports and Recreation

TU Dublin City Campus Sport and Recreation Service provides opportunities for everyone to participate in sport and physical activity across the city. Find out more about TU Dublin City Campus's sports clubs and facilities at <https://www.tudublin.ie/for-students/student-life/sport/>.

International Student Support

If you are an International Student/Erasmus student, studying in TU Dublin City Campus you can find more information on the International Office at <https://www.tudublin.ie/study/international-students/>

Career Development Centre

The Career Development Centre offers a range of services including one to one guidance with a professional Careers Adviser, career talks including a Career learning programme tailored for each discipline, Jobscene (online vacancies), email notifications. More information at <https://www.tudublin.ie/for-students/career-development-centre/>.

Student Regulations

All TU Dublin – City Campus students must observe, in addition to the laws of the state, the regulations of TU Dublin City Campus. Therefore, it is your responsibility to acquaint yourself with these regulations which cover a range of areas such as Student Alcohol Policy, Student Dignity and Respect Policy, and Use of Computer Resources. Policies are listed at <https://www.tudublin.ie/for-students/student-services-and-support/student-policies-regulations/>

Also available at the same link are the TU Dublin City Campus's *Student Disciplinary Procedures* which relate to all aspects of student behaviour, **except** those covered by the General Assessment Regulations (see above). In the case of an alleged breach of general discipline that occurs on a TU Dublin City Campus or that involves resources or facilities located on a TU Dublin City Campus, a registered TU Dublin

student or member of TU Dublin staff shall be subject to the disciplinary procedures of TU Dublin City Campus.

Student Complaints Procedure

The TU Dublin City Campus Handbook for Academic Quality Enhancement (Chapter 14) <https://www.tudublin.ie/explore/about-the-university/academic-affairs/quality-framework/city-centre-quality-assurance/handbook-for-academic-quality-enhancement/> provides a pathway to allow students to raise complaints if they consider that the management and/or delivery of their programme of study is not in accordance with agreed procedure. The Student Complaint Form can be found at <https://www.tudublin.ie/explore/about-the-university/academic-affairs/quality-framework/city-centre-quality-assurance/quality-assurance-forms/>.

Transport information

At you can find out how best to travel to <https://www.tudublin.ie/explore/our-campuses/useful-links-and-apps/> each campus by different modes of transport.

Other useful weblinks:

- Useful information for new students, including how to get involved on campus, future career, concerns and questions <https://www.tudublin.ie/for-students/starting-at-tu-dublin/>
- Campus Life's 'What's Useful' <https://www.tudublin.ie/study/life-at-tu-dublin/>

B. Welcome by the Head of School

Dear Student,

I would like to welcome you to the School of Hospitality Management and Tourism. We are delighted to have you here and our staff is dedicated to helping you to develop as an individual and as a professional. Our programmes are the ideal launching pad for your successful future careers in the hospitality, tourism, event and leisure industries.

Wishing you every success,

Dr Dominic Dillane

C. Welcome by Chairperson of the Programme Committee

Welcome to TU Dublin!

Welcome to all students joining BSc (Hons), Hospitality Management TU957. I hope that you had a good summer break and that you are ready for a productive, challenging and enjoyable year ahead on the Hospitality Management programme in TU Dublin.

Best of Luck for the academic year

Dr. Ziene Mottiar

BSc (Hons) Hospitality Management Programme Chair

College of Arts and Tourism

Dublin Institute of Technology

Cathal Brugha Street

Dublin 1

ziene.mottiar@dit.ie + 353 1 2205802

D. Introduction to the Institute and the College of Arts and Tourism

The mission of Technology University Dublin is to provide an innovative, responsive and caring learning environment for a diverse range and level of programmes to students of all ages and backgrounds.

In doing so, TU Dublin:

- combines the academic quality of a traditional university with career-focussed learning, discovery and the application of knowledge
- emphasises excellence in learning, teaching, scholarship, research and support for entrepreneurship,
- contributes to technological, economic, social and cultural progress, and
- is engaged with and within our community.

Technological University Dublin, city campus has four colleges, the College of Arts and Tourism, College of Business, College of Engineering and Built Environment and the College of Sciences and Health. The college structure was implemented in 2010 and replaced the previous 6 faculties. The move to 4 college structures recognises the benefits that larger academic groupings can bring in terms of the education and research agenda of TU Dublin, the development of new areas of excellence the efficient and effective delivery of administrative support to colleges and schools.

The College of Arts and Tourism is Ireland's largest provider of education in visual, performing and media arts and the most widely recognised training and education programmes in the culinary arts and hospitality areas. The College has had a pioneering role in establishing the first higher education programmes in Ireland in creative arts and builds on a nationally established reputation in music performance, music education and drama. The College offers a stimulating learning environment,

which specialises in interdisciplinary, collaborative research and creative practice that seeks to meet the changing needs of society and education in the twenty-first century. Students are encouraged to achieve the highest artistic and intellectual standards possible and to consider a wide range of career possibilities in traditional and emerging fields in Irish and international cultural, social, economic and public life. Graduates are highly sought after and successfully employed at all levels within the creative, hospitality and tourism industries.

The College of Arts and Tourism is currently engaged in a restructuring exercise which will result in the following Schools:

- School of Tourism and Hospitality Management
- School of Culinary Arts and Food Technology
- School of Creative Arts and Media
- School of Languages, Law and Society
- Conservatory of Music and Drama

E. School of Tourism and Hospitality Management Information

The School of Tourism and Hospitality Management has been synonymous with the hospitality and catering industry in Ireland since 1941. It is one of the three schools comprising the College of Arts and Tourism in the Dublin Institute of Technology. In Ireland, the School of Hospitality Management and Tourism is the leading centre of learning and teaching in hospitality, tourism, event and leisure management and has been designated as a World Tourism Organisation (WTO) Centre for Tourism Education and Research.

The School offers programmes ranging from Short Courses (Professional Development Modules), to evening/part-time programmes, full and part-time undergraduate and postgraduate programmes and Masters and PhD by research programmes.

The School actively participates with the wider tourism and hospitality industry through our Magictouch initiative, applied and academic research, conducted by our staff, and students. We are proud of our links with industry and our wider graduate network, which provides a great benefit to our students, in the classroom and beyond. More School related information can be obtained here <http://www.dit.ie/hospitalitymanagementandtourism/>

Each programme team consists of the programme tutor, a year tutor, the programme board (all lecturers lecturing on a particular programme) and a student representative for each year of the programme. The programme board meets once per semester.

Contact the School of Hospitality Management and Tourism

Head of School Dr Dominic Dillane

Email: dominic.dillane@tudublin.ie

Head of Tourism To be confirmed

Head of Hospitality Dr Ralf Burbach

Email: ralf.burbach@tudublin.ie

Structured Lecturer in Leisure Peter Griffin

Email: peter.griffin@tudublin.ie

Programme chair: Dr. Ziene Mottiar

Email: ziene.mottiar@tudublin.ie

F. Programme Information and Programme Management

On successful completion of the programme the student will be awarded:

Bachelor of Science (Hospitality Management)

This is a Degree programme at Level 8 on the National Qualifications Authority of Ireland (NQAI) Framework.

Awards will be made using the following classifications. A candidate must obtain the following weighted average based on the calculations outlined above to achieve the award classification listed

First Class Honours 70% plus Second Class Honours, Upper Division (2.1) 60 - 69%
Second Class Honours, Lower Division (2.2) 50 - 59% Pass 40 - 49%

E.1 Assessment for Final Award

The final award classification shall be calculated by reference to the modules listed below. The weighting each module carries in the final award shall be in accordance with the number of credits it earns.

TFMG4009 Entrepreneurship

TOUR4000 Leadership

TFMK4004 Marketing Strategy

TFRM3001 Research Methods

TFDS4001 Dissertation
TOUR4001 The workplace of tomorrow
MGMT4405 Strategic Management Case studies
TFMG3009 International Hospitality Management
HOSP100 Environmental Sustainability for Hospitality
TFMG3003 Managing Innovation OR ITEC4603 Digital 4

E.2 Programme Aims and Objectives

The overall aim of the BSc Hospitality Management programme is to:

Provide learners with the opportunity to further develop their skills so they can develop graduate attributes which will allow them to contribute, in both societal and professional terms, to the conceptual knowledge and practice in their specific field and if desired, to progress to other levels of education.

E.3 Programme Learning Outcomes

Knowledge:

On completion of this programme the learner will:

- Demonstrate detailed knowledge of their specific discipline and an understanding of related concepts and theories
- Display an understanding of current knowledge and boundaries in their specialised field
- Apply current thinking and knowledge in management disciplines to their sector
- Show in-depth knowledge and understanding of their sector nationally and internationally

Knowhow and skill:

On completion of this programme the learner will be able to:

- Apply advanced learning, writing and research skills to conduct guided research
- Engage in critical analysis and evaluation of theories and practices

- Understand key leadership, entrepreneurship, strategic marketing, human resources and strategic management theories

Competence:

On completion of this programme the learner will:

- Be an excellent communicator and engage in strategic thinking
- Demonstrate individual managerial skills such as decision making and leadership at a conceptual level
- Manage their own learning and work independently as an independent, ethical and insightful professional graduate
- Have an awareness of their own competence in terms of playing a leadership role in their sector
- Act as an empowered learner who can use their knowledge, skills and ability to learn in their future career
- Be a critical thinker and problem solver

[E.4 Nature, Duration and General Structure of Programme](#)

This is a one year programme leading to a level 8 degree that is offered over two semesters. It is designed to provide graduates of a Level 7 programme in Hospitality Management with the opportunity to acquire a level 8 qualification in the specified field of study. This programme sets out to provide a comprehensive education that will result in the individual learner becoming a professional in the field of hospitality management at honours graduate level.

[E.5 Intake](#)

The whole-time student intake is approximately twenty students per annum. The total intake for the two related programmes is approximately 40 students. It is expected that the programme will attract a small number of non-nationals and mature students

[E.6 Access, transfer and progression arrangements](#)

[E.7 Admission to the Programme](#)

The entry requirement for the BSc Hospitality Management is a Merit Lower or above in a Level 7 programme in Hospitality Management or equivalent.

Selection Students will be selected on the basis of their academic results. Selection may involve an interview.

E.8 Programme Structure – BSc (Hons) Hospitality Management

BSc (Hons) Hospitality Management DT408A/4

Year/Semester/ Module	Module Code	Total Weekly Contact Hours	Total Contact Hours per Semester	Self Study/Assessment	Total Hours	ECTS Credits
Research Methods	TFRM3001	2	24	36	100	5
Marketing Strategy	TFMK4004	2	24	36	100	5
Leadership	TOUR4000	2	24	36	100	5
Entrepreneurship	TFMG4009	2	24	36	100	5
Strategic Management Case study	MGMT400 5	2	24	36	100	5
The workplace of tomorrow	TOUR4001	2	24	36	100	5
Undergraduate Dissertation	TFDS4001	2	24	36	100	15
International Hospitality Management	TFMG3009	2	24	36	100	5
Environmental Sustainability for Hospitality Management	HOSP1000	2	24	36	100	5
Option*: Managing Innovation in Hospitality and Tourism Organisations or Digital 4 (Digital 3 ¹) or Language	TFMG3003 Or ITEC4603	2	24	36	100	5

¹ Digital 3 will be offered to those students who have not completed this module as part of their earlier studies.

--	--	--	--	--	--	--

E.9 Optional Modules

Note options will be run based on feasibility, viability and on sufficient demand from students with a minimum number of students to be determined by the Head of School or their nominee.

E.10 Exemption from Modules

TU Dublin acknowledges, and gives value to, learning achieved prior to registering for a DIT programme or prior to seeking a TU Dublin award. This process is called Recognition of Prior Learning (RPL). More information on RPL may be obtained here <http://www.dit.ie/academicaffairsandregistrar/recognitionofpriorlearning/>.

As part of the RPL or Accreditation of Prior Certificated Learning (APCL) process students may apply for an exemption from certain elements or modules of the programme. The School operates a very strict deadline for the application for exemptions and exemption application forms can be obtained from the School Office. Completed application forms including all supporting documentation must be received within two weeks from the start of the semester. Students must continue to attend modules, which they applied to be exempted from until they receive official confirmation of their exemption (by post or email) from the School Office.

E.11 Module Catalogue

A list of all programmes and module descriptors (including a list of essential and recommended readings and assessment weighting) is provided on TU Dublin's module catalogue (<http://www.dit.ie/catalogue/>).

E.12 Assessment Schedule for core modules

This information will be provided in week one of each semester

School Group Assessment Policy

Assessments may either be group assessments or individual assessments and will align with module learning outcomes. Lecturers will provide an assessment specification document for each assessment indicating the assessment criteria to be followed. Any group assessments in final years and exit award years will contain an

*Due to COVID all students will be undertaking Managing Innovation

individually assessed component. In these cases, the assessment specification document will clearly indicate the percentage of marks to be allocated for individual work and any peer moderated components.

G. Quality Assurance and Programme Management

F.1 Quality Assurance and General Assessment Regulations

The Quality Assurance and Enhancement Procedures are outlined in TU Dublin's Handbook for Academic Quality Enhancement 2005 (revised 2012), which is available to download from the TU Dublin website.

<http://www.dit.ie/qualityassuranceandacademicprogrammerecords/quality/handbook/>

This document explains in detail the process of monitoring and enhancing the quality of TU Dublin programmes. For instance, it lays out the role of internal and external examiners in quality enhancement. TU Dublin relies on the feedback from students, programme tutors, internal examiners and external examiners in its annual monitoring of programmes and modules.

An annual monitoring report in relation to the functioning of the programme in the past academic year is prepared by the Programme Committee and submitted through the Head of School (or nominee) to the College Board. This is a two-part process: the first part at the end of the academic year (June) deals with the proposal of major or minor modifications to the programme and their approval, while the final report is submitted and considered in the autumn term (November) of the succeeding academic year.

F.2 College and School Management

The Dean and Director of the College of Arts and Tourism, is responsible for the strategic, operational and academic leadership of the College. She is assisted by the College Manager, Ms. Andrea Marcelin. The College has a College Leadership Team (CLT), consisting of the Heads of School within the College, which meets on a weekly basis, and a College Board, consisting of the management team of all Schools and elected staff and students union representatives, which meet once a month.

The School Executive, consisting of the Head, Assistant Heads, and structured lecturer of the School meet on a weekly basis.

H. Assessment and Feedback

G.1 General Assessment Regulations (GAR)

Any issues relating to assessment and feedback on programmes and modules in contained with the General Assessment Regulations (GAR)

(<http://www.dit.ie/qualityassuranceandacademicprogrammerecords/student-assessment-regulations/>). The GAR contain information on progression, carrying subjects, examination boards (including appeals, rechecks, and reviews of assessment components and the appropriate deadlines), and award classifications.

In the School of Hospitality Management and Tourism we are committed to providing timely feedback on student assessment. Specific detail on student assessment and feedback are provided by individual lecturers.

G.2 Student Feedback

Students receive on-going and continuous feedback in relation to their performance and examinations throughout each module. This feedback may be disseminated in hard copy and / or electronic form. All semester and final results are communicated via the Electronic Grading Book (EGB) which can be accessed externally or internally by registered students.

G.3 Student Representatives

At the start of the academic year every class on this programme will be asked to nominate a spokesperson, the Class Representative. The student representative of each year of the programme will be invited to the programme board meetings to present any issues that may be arising from the manner in which the programme is managed. These meetings are organised by the programme tutor. Please download and complete a nomination form from www.ditsu.ie to register a Class Representative with the students union, which holds regular class representative meetings.

G.4 Student Survey Questionnaire

As part of the TU Dublin Quality procedures a number of reports concerned with monitoring and suggesting areas for improvement for programmes are generated which incorporate the student survey questionnaires (Q6 forms) which are distributed via webcourses at the conclusion of each module.

I. Additional Information and Student Guidance

I.1 Registration / Induction/Dissertation

Students must be registered in order to be able to attend classes, access timetables, logon to the TU Dublin computer network, access the library or use any of the TU Dublin services. Information on how and when to register are provided by the admissions and registrations offices in TU Dublin. More information on registration can be obtained here <https://www.tudublin.ie/for-students/student-services-and-support/registration/> . The registrations office deals with issues such as confirmation

of registration letters (for instance for social welfare or student grant authorities), change of address, or collection of student cards.

The School of Tourism and Hospitality Management holds induction section for all years of all programmes on specified times and dates prior to the commencement of classes. More information can be obtained on the School website <https://www.tudublin.ie/explore/schools-and-disciplines/culinary-hospitality-tourism/tourism-hospitality-management/>

Please consult the Dissertation Handbook available in Brightspace for additional guidance re. your Dissertation