

**Student Handbook (TU Dublin City Campus)**

**BA Hospitality Management**

**Years 1-3**

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| **Note:**  *The Student Handbook is divided into Parts, some of which provide general information on TU Dublin City Campus, College and School and others which provide specific information in respect of a programme. Some Parts of this Handbook are LIVE, that is, information provided will be subject to change and therefore, where applicable, links are provided to ensure that information is up-to-date. Some Parts are programme and module specific and may require approval through quality assurance processes. This information is available through the Programme and Module Catalogue.*  *The Quality Assurance Office undertakes to update Part One - General Information, as of 1st August each year, to ensure currency of information and weblinks.* |

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| **Part 1 Student Handbook: General Student Information**  All information relevant to students and student services is available on the TU Dublin City Campus website. The information provided below provides links to the website to ensure you can access the most up-to-date information. |

***Timetables and Academic Calendar***

A guide to using the timetabling system is available at

[Timetables via Publish](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 [University calendar](https://www.tudublin.ie/explore/university-calendar/).

***Assessment Regulations***

The General Assessment Regulations [GAR] for TU Dublin City Campus taught programmes leading to undergraduate and postgraduate awards of TU Dublin are available at [GAR](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 [Student Union](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 [Health and Safety](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 [Library](https://www.tudublin.ie/library/).

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| Welcome to New Students Guide 2022 (PDF) | <https://brightspace.tudublin.ie/d2l/lor/viewer/view.d2l?ou=6606&loIdentId=268> |
| What to expect when you come to Campus (Video) | <https://brightspace.tudublin.ie/d2l/lor/viewer/view.d2l?ou=6606&loIdentId=851> |
| Introduction to Library Services for new students (Video) | <https://brightspace.tudublin.ie/d2l/lor/viewer/view.d2l?ou=6606&loIdentId=263> |
| Grangegorman Library:  Information on how to find us and what's available (webpage) | <https://www.dit.ie/library/location/grangegormanlibrary/> |

***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 [Student services academic support](https://www.tudublin.ie/for-students/student-services-and-support/academic-support/awc/)

***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 [Registration and fees](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](https://www.tudublin.ie/for-students/student-services-and-support/student-information-desks/), 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](https://www.tudublin.ie/for-students/student-services-and-support/).

***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 [Student Health Services](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 [Counselling Service](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 [Pastoral care and chaplaincy](https://www.tudublin.ie/for-students/student-services-and-support/student-wellbeing/pastoral-care-and-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 [Access office](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 [Disability support services](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 administers a range of services, including Student Accommodation. To find out more about the various assistance schemes available, see [Financial Aid | TU Dublin](https://www.tudublin.ie/for-students/student-services-and-support/financial-aid/)

For details of the TU Dublin City Campus Accommodation Office go to [Accommodation](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 [Societies](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 [Student life sport](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 [International students](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, Job scene (online vacancies), email notifications. More information at [Career development centre](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 [Student policies & regulations](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 [Handbook for academic quality enhancement](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 [Quality assurance forms](https://www.tudublin.ie/explore/about-the-university/academic-affairs/quality-framework/city-centre-quality-assurance/quality-assurance-forms/).

***Transport information***

At [this link](https://www.tudublin.ie/explore/our-campuses/useful-links-and-apps/) you can find out how best to travel to 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 [Starting at TU Dublin](https://www.tudublin.ie/for-students/starting-at-tu-dublin/)
  + Campus Life’s ‘What’s Useful’ [Life at TU Dublin](https://www.tudublin.ie/study/life-at-tu-dublin/)

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| **Part 2 – Welcome and general introduction to the School and Programme** |

**Welcome by the Head of the 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

## Welcome by Chairperson of the Programme Committee

Welcome to Technological University Dublin, City Campus!

Welcome to all first year students joining TU745 (DT408T) - BA (ordinary) Hospitality Management, and all other students joining us in years two and three. I hope that you had a good summer break and that you are ready for a productive and enjoyable, one in the Hospitality Management programme and Technological University Dublin.

May I wish you the very best of luck for the academic year ahead.

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| Dr. Ann Conway  Programme Chair, BA Hospitality Management  TU Dublin City Campus |

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| –  +353 1 2205797  – [tudublin.ie](https://tudublin.ie/) <https://tudublin.ie/> |

## Title of Programme and Award Sought

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

Bachelor of Arts (Hospitality Management).

This is an Ordinary Degree programme at Level 7 on the Quality and Qualifications of Ireland (QQI) Framework.

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| Average Mark Band | Nature of Achievement | Classification |
| Equal or greater than 70% | Excellent Performance | Distinction |
| 60% - 69% | Very Good Performance | Merit  Upper Division |
| 50% - 59% | Good Performance | Merit  Lower Division |
| 40% - 49% | Satisfactory Performance | Pass |

## Assessment for Final Award

Upon completion of the entire suite of modules as prescribed in the programme structure, the final award will be calculated using the following method:

The final marks awarded for all modules completed in Year 3 of the programme will be used in the calculation of the final award.

### Organisation of the School

**Head of School**

**Dr Dominic Dillane**

Email: dominic.dillane@tudublin.ie

**Assistant Head of School (Hospitality)**

**Dr Ralf Burbach**

Email: ralf.burbach@tudublin.ie

**Assistant Head of School (Tourism)**

**TBA**

Email: TBA

**Structured Lecturer in Leisure**

**Peter Griffin**

Email: peter.griffin@tudublin.ie

### Contact the School of Hospitality Management and Tourism

**New Online Numbers for the academic year 2021-2022:**

* City Campus Ireland, t +353-1-2205774.
* [Dr. Dominic Dillane, Head of School](mailto:dominic.dillane@tudublin.ie) (+353-1-2205770)
* [Dr. Ralf Burbach, Assistant Head of School (Hospitality](mailto:ralf.burbach@tudublin.ie)) (+353-1-2205771)
* TBA, Assistant Head of School (Tourism) (+353-1-2205772)
* Peter Griffin, Structured Lecturer (Leisure) (+353-1-2205773)
* School Office, [tourism.hospitality@tudublin.ie](mailto:tourism.hospitality@tudublin.ie)
  + [Mary Dineen](mailto:mary.dineen@tudublin.ie), School Secretary (+353-1-2205774)
  + [Yvonne McGlynn](mailto:Yvonne.mcglynn@tudublin.ie) , School operations lead (+353-220xxxx)

The **Programme Chair** is the academic leader for a programme and has a fundamental role to drive the programme, ensure the overall coherence of its delivery and uphold the reputation of the programme. The Programme Chair serves as the Chairperson of the Programme Team and of the Programme Committee. Their role includes convening meetings of the Programme Team and Programme Committee, maintaining minutes of these meetings, progressing their work, and monitoring the implementation of the annual Quality Action Plan.

The **Year Tutor** is assigned to a group or groups of students by the Head of School or nominee before the commencement of the programme. The duties which may be assigned to the Year Tutor relate to pastoral care and student support. The Year Tutor is normally the first point of contact for students who require advice or assistance.

* Programme timetables are accessible via publish on [Timetable](https://timetable.tudublin.ie/)
* Academic Calendar .[University Calendar](https://www.tudublin.ie/explore/university-calendar/)

**Induction/ Orientation –** this is for all years, but especially for first year students’ transition to 3rd level, advanced, mature, and non-standard students. [Induction explained](https://www.tudublin.ie/for-students/student-services-and-support/) and **registration and induction** in a later section to this handbook. Students are invited and required to attend an informal orientation (online and F2F) with TU Dublin, City Campus. Students meet their classmates, Programme Tutor and Head of School and receive information relating to their specific course. Students can ask questions and clarify any concerns they may have. Useful details to help you settle into college are given at induction, so it is advisable to attend.

### When does my induction take place?

The Registration Service website will have details from early August and mid-December regarding inductions. If the information is not posted online and you have not received any information by post, email, or text, please contact the School Administrator of the School (contact details above). For students who commence in September annually 1st year inductions take place during the first or second week in September.

### I am an Advanced or Non-standard Entry Student?

Advanced Entry students are encouraged to attend first year inductions for their programme, or alternatively an induction for these students will take place at an alternative date scheduled by the School. This will be communicated to all students upon registration.

### What should I do to prepare for induction?

Before attending student induction, applicants should register with Technological University Dublin, City Campus, and pay their fees online.

**Other Questions Answered:**

* How/where is programme accommodated?
* Induction takes place in the Central Quad building in Grangegorman Campus.
* Restaurant and kitchen classes are also located on the ground floor and basement of the Central Quad building.
* Computer and communications labs are also located in the Central Quad building.
* VLE is via Brightspace and is employed by all lecturers.
* Access to Brightspace (Virtual Learning Environment) [VLE](https://www.tudublin.ie/for-students/starting-at-tu-dublin/starting-your-studies/)

This is a full-time course and attendance at all scheduled classes is mandatory. Attendance in the School of Hospitality Management and Tourism is monitored closely.

**Assessment Schedule** – are being developed in the School via TESTA tools and will be available via an online link to all students once they commence their studies.

(Any updates or changes to these dates may be communicated to you via the year tutor to accommodate date clashes of more than 2 assessments at a time).

* Assessment guidelines, to include:
* Assessment strategy for the programme.
* schedule of assessments including assessment submission dates and when feedback will be provided.
* outline of types of feedback on student performance that students should expect to receive.
* marking rubrics, where applicable.
* access to past / sample examination papers (include weblink).
* arrangements for the submission of assessments, including guidelines for writing academic assignments and authentication of student work, penalties for the late submission of assessments.

**Note:** students should be referred to individual module descriptors where the learning outcomes and assessment requirements are detailed. Further details, including specific assessment criteria where appropriate, will be provided when individual assessments are presented to the class.

* How to apply for exemptions from modules (see also Part 3).
* Programme management, to include:
* role and membership of Programme Committee and meetings schedule
* how the class representative system works (see text provided below)
* how students will be communicated with.

At least one **Class Representative** is nominated by each stage of a programme. These elected representatives are the spokespeople who represent students’ views at programme committee meetings and bring on behalf of the class to the attention of lecturers, year tutors and programme chairs issues that need to be highlighted. Class representatives are supported in their role by the Student’s Union.

* Student feedback processes, i.e., formal processes (Q6 forms, ISSE survey and Programme Committee) and informal (ongoing communication with lecturers), and the importance and value of student feedback in informing continuous improvement of modules and programme.
* External examiner(s) and their role:

**External Examiners** are appointed by Academic Council to ensure that the results achieved by the student are appropriate, judged by their assessment performance. External Examiners shall have regard to the need for equity in assessment, the level of award, the objectives and nature of the programme, and the appropriate national and international standards which prevail in the discipline. Their duties include approving assessment methods, assessment criteria, draft examination papers and marking schemes, as appropriate. They consider marked examination scripts and other assessment materials, attend Module/Progression and Awards Board meetings, and ensure that the results achieved by candidates are appropriate. At least one external examiner is appointed.

* Programme and module modification process.

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| **Part 3 – Programme information (available from the Programme & Module Catalogue)** |

## Programme Aims and Objectives

**Programme Aims**

The overall aim of the BA Hospitality Management is to prepare learners academically and professionally leading to employment at management and at an entrepreneurial level in the dynamic world of the hospitality industry. This is achieved through a comprehensive programme designed to be challenging and fulfilling in an environment, which focuses on the learner as active participants in their own learning.

## Programme Learning Outcomes

**Knowledge**

On successful completion of this programme the learner/ graduate will:

1. Have acquired specialised knowledge of theory and practice as applied to a diverse range of hospitality business management functions.
2. Understand the breadth of their own knowledge base as applied to the hospitality industry and hospitality businesses.
3. Be able to apply a range of management concepts across a variety of integrated hospitality management areas.

**Know-How & Skill**

On successful completion of this programme the learner/ graduate will:

1. Be able to utilise conceptual and technical skills in diverse hospitality business environments.
2. Be competent in the application of information technology, management, and communications, marketing, and accounting skills in a range of hospitality business environments.
3. Be able to interpret quantitative, accounting, and financial management data essential to the successful management of a hospitality business.
4. Be able to demonstrate entrepreneurial planning skills and decision-making abilities.
5. Be motivated self-starters with hospitality disciplinary knowledge and industry focused.

**Competence**

On successful completion of this programme the learner will:

1. Be competent in the application of diagnostic and creative skills in a variety of hospitality functions.
2. Be able to apply relevant leadership styles and be capable of taking responsibility for team building and goal achievement.
3. Have acquired the capacity for self-directed learning and be able to participate and engage effectively in team and group learning activities.
4. Have developed an awareness of the value of continuing professional development and be able to select a career path within the hospitality industry or progress to higher level education.
5. Be competent in articulating a personal worldview, reflecting engagement and solidarity with other individuals and groups, both within and external to the hospitality industry.

## Nature, Duration and General Structure of Programme

**Nature of the Programme -** The programme is structured in a fashion, which allows students to acquire the basic skills required to proceed through the programme, in an environment, which is conscious of the difficulties experienced in the period of transition to 3rd level education.

**Developing Self Confidence -** The focus of the first semester is on the development of the self-confidence of the student. This is done through supportive rather than judgemental approaches to assessment. The emphasis is on the formative/feedback components rather than on the summative/evaluative ones, which can undermine motivation at the earliest stages in a programme. The programme is designed in its early stages to consolidate and reinforce the decision of students to undertake this field of study, addressing the issue of student retention at the fundamental level of the individual’s motivation.

**Tailoring the Programme to their Specific Requirements –**Advancement through the programme sees the student encounter the dual approach of tackling progressively greater challenges while increasingly tailoring the programme to their specific requirements. A student will have the opportunity to choose options throughout their three years commencing with language or intercultural options in year one, continuing with a language or intercultural option in year two and choosing from one of two hospitality module options (see list below). In their final year students will be able to choose from a range of different module options (see options list from the School below).

**Research Skills -** the introduction of more focussed modules has enhanced the development of research skills within the programme across the programme. Students will benefit from a culture of good research practice, which has been adopted across all programmes and modules in the School Review. The development and adoption of a research style guide for the school, and its introduction and use from the first modules undertaken by a student ensures that the student encounters best practice from the outset and that this is reinforced throughout the programme. Regardless of which module a student is undertaking, the skills required for research and dissemination are being developed.

**Graduate Attributes** - There are also several skills that have been identified as important for first and second year students to master early to support their learning and the development of graduate attributes. These are: numeracy skills, time management skills, academic writing, referencing, note taking, group work, presentations, study skills, life/coping skills. During the programme review processes in each programme, the development of specific skills became a focus in particular modules. The School will also provide extra support in numeracy and writing skills.

**RANKING OF GRADUATE ATTRIBUTES BY STUDENTS, STAFF AND EMPLOYERS (1 IS MOST IMPORTANT, 20 IS LEAST IMPORTANT)**

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| **Graduate Attributes** | **Ranking of Graduate attributes by Employers who hire Hospitality Management and International Hospitality Management Graduates**  **(n = 29)** | **Staff Rank**  **(n = 26)** | **Ranking by students from hospitality programmes (n = 37)** |
| **Active Team Player** | **1** | **3** | **7** |
| **Motivated Self-starter** | **2** | **2** | **1** |
| **Excellent Communicator** | **3** | **1** | **2** |
| **Collaborative Worker** | **4** | **5** | **10** |
| **Problem Solver** | **5** | **4** | **6** |
| **Emotionally Intelligent** | **6** | **10** | **15** |
| **Work based learner** | **7** | **11** | **18** |
| **Critical Thinker** | **8** | **6** | **9** |
| **Global Citizen** | **9** | **14** | **14** |
| **Resilient** | **10** | **16** | **19** |
| **Digitally literate** | **11** | **18** | **16** |
| **Reflective practitioner** | **12** | **19** | **20** |
| **Strategic Thinker** | **13** | **8** | **5** |
| **Decision Maker** | **14** | **9** | **4** |
| **Innovator** | **15** | **12** | **11** |
| **Entrepreneur** | **16** | **17** | **13** |
| **Disciplinary knowledge** | **17** | **15** | **17** |
| **Ethical** | **18** | **13** | **8** |
| **Leader** | **19** | **7** | **3** |
| **Creator of New Knowledge** | **20** | **20** | **12** |

**General Structure of the Programme -** The programme is offered over three years on a full-time basis. The programme will be delivered over a five-day week. The programme is designed to enhance and add to the level of professionalism in the hospitality industry while also contributing to developing the business and professional acumen of individuals at various management levels in the industry.

## Programme Duration

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| **Year of Programme** | **Semester 1**  **Sept - Dec** | **Semester 2**  **Jan - May** |
| Year 1 | Faculty  15 Weeks | Faculty  15 Weeks |
| Year 2 | Faculty  15 Weeks | Professional Internship  6 months |
| Year 3 | Faculty  15 Weeks | Faculty  15 Weeks |

\*\*13 weeks of scheduled lectures, including a review week, with an additional two weeks to cover programme/module assessments.

## Access, transfer, and progression arrangements

**Access to Year 1** of the BA Hospitality Management is by application to the Central Applications Office ([CAO](https://www.tudublin.ie/study/undergraduate/courses/hospitality-management-tu745/?courseSubjects=Culinary%2C%20Hospitality%2C%20Tourism&courseLocation=City%20Centre%3A%20Grangegorman&keywords=&courseType=Undergraduate)).

**QQI Level 5 (formerly FETAC)** students may access programmes as detailed on TU Dublin Admissions web page. The school has adopted a policy on the Recognition of Prior Learning (RPL) which is explained in more detail here ([QQI Level 5 (formerly FETAC)](https://www.tudublin.ie/study/undergraduate/how-to-apply/cao-applicants/qqi/) ).

**Non-standard Applications** are also welcomed from students who wish to enter the programme at Year 2 or later using TU Dublin’s [Advanced entry](https://www.tudublin.ie/study/undergraduate/courses/hospitality-management-tu745/?courseSubjects=Culinary%2C%20Hospitality%2C%20Tourism&courseLocation=City%20Centre%3A%20Grangegorman&keywords=&courseType=Undergraduate) system.

The school considers access to the first year of these programmes from Mature and non-standard applicants. Such applicants may be interviewed, and results advised to CAO ([Mature](https://www.tudublin.ie/study/undergraduate/courses/hospitality-management-tu745/?courseSubjects=Culinary%2C%20Hospitality%2C%20Tourism&courseLocation=City%20Centre%3A%20Grangegorman&keywords=&courseType=Undergraduate) ).

**Progression -** Upon successful completion students are eligible to apply for the one year add-on level 8 programme BSc (honours) in Hospitality Management ([BSc Level 8 - 1 year Add on Programme](https://www.tudublin.ie/study/undergraduate/courses/hospitality-management-tu957/?courseSubjects=Culinary%2C%20Hospitality%2C%20Tourism&courseLocation=City%20Centre%3A%20Grangegorman&keywords=&courseType=Undergraduate) ).

## Programme – BA (ordinary) Hospitality Management (FT)

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| **Year/Semester/Module** | **Module Code** | **Total**  **Weekly**  **Contact**  **Hours\*** | **Total**  **Contact**  **Hours per Semester** | **Self**  **Study/**  **Assessment** | **Total**  **Hours** | **ECTS**  **Credits** |
| **Year 1** | | | | | | |
| Hospitality Industry Studies | TFHM1004 | 3 | 30 | 70 | 100 | 5 |
| Introduction to Mgmt. for HTLE | TFMG1003 | 3 | 30 | 70 | 100 | 5 |
| Digital 1: Fundamentals | TFIT1002 | 3 | 30 | 70 | 100 | 5 |
| Professional Business Communications 1 | TFCM1005 | 3 | 30 | 70 | 100 | 5 |
| Intercultural Awareness | \*Refer to School Options List | 3 | 30 | 70 | 100 | 5 |
| Restaurant Operations | REST1001 | 4 | 40 | 60 | 100 | 5 |
| Food & Beverage Professional Practice | TFFB1001 | 3 | 30 | 70 | 100 | 5 |
| Introduction to Marketing for HTLE | TFMK1001 | 3 | 36 | 64 | 100 | 5 |
| Introduction to Rooms  Division Management | TFRD1001 | 3 | 36 | 64 | 100 | 5 |
| Accounting for Tourism and Leisure | TFAC1008 | 3 | 36 | 64 | 100 | 5 |
| Professional Business Communications 2 | TFCM1006 | 3 | 36 | 64 | 100 | 5 |
| Intercultural Competence OR  Language 1 | \*Refer to School Options List | 3 | 36 | 64 | 100 | 5 |
| **Total** |  | **36** | **400** | **800** | **1200** | **60** |

**Year 2 –** In their second-year students will prepare for their internship/ placement. See more details in **section D** below.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Year 2** | | | | | | |
| Management 2 | TFMG2001 | 3 | 36 | 64 | 100 | 5 |
| Management Accounting  - Cost & Decision Making | TFAC2003 | 3 | 36 | 64 | 100 | 5 |
| Hospitality Management Operations | TOUR1007 | 2 | 24 | 76 | 100 | 5 |
| Continue with Languages 2  OR 1 option | \*\*Refer to School Options List | 3 | 36 | 64 | 100 | 5 |
| Economics for Hospitality | TFEC1001 | 3 | 36 | 64 | 100 | 5 |
| Hospitality Information Systems | TFIT3001 | 3 | 36 | 64 | 100 | 5 |
| Professional Work Placement and Career Management [see more below] | TFPL3001 |  |  | 600 | 600 | 30 |
| **Total** |  | **47** | **384** | **996** | **1200** | **60** |

\*Comprising Lectures/Group/Laboratory sessions

## Placement – Year 2

We want our graduates to be ready for the workplace upon completing their degree. We are serious about maximizing the potential for students to learn practical skills from real-life work experiences. Internships give students an edge when it comes to getting that job in the hospitality sector. Employers place huge value on first-hand work experience on top of college education and we ensure that our students have both. These are unique networking opportunities to make contacts for careers in the future. Therefore, please note that in Semester 2 of year 2 you will be on placement. A separate document (Placement Handbook) outlines the relevant details and deadlines concerning your placement. This will be distributed during the placement module and at placement orientation in January before students depart for their internships.

**Year 3 –** In their third and final year students will be provided with concentrations of modules specifically related to the industry. They will also be able to choose from several modules offered by the school.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Year/Semester/Module** | **Module Code** | **Total**  **Weekly**  **Contact**  **Hours\*** | **Total**  **Contact**  **Hours per Semester** | **Self**  **Study/**  **Assessment** | **Total**  **Hours** | **ECTS**  **Credits** |
| **Year 3** | | | | | | |
| Hospitality Law I | TFLW3001 | 3 | 36 | 64 | 100 | 5 |
| Revenue Management for the Hospitality Industry | TFHM3004 | 2 | 24 | 76 | 100 | 5 |
| Digital 2: Literacy | TFIT20XX | 2 | 24 | 76 | 100 | 5 |
| Rooms Division Management | TFRD3001 | 2 | 24 | 76 | 100 | 5 |
| Conference and Event Management | TFCE3002 | 2 | 24 | 76 | 100 | 5 |
| Operations Management for F&B | TFFB3001 | 2 | 24 | 76 | 100 | 5 |
| Enterprise Development | TFED3001 | 2 | 24 | 76 | 100 | 5 |
| Management Accounting –  Planning and Control | TFAC3004 | 2 | 24 | 76 | 100 | 5 |
| Strategic Management - An Applied Approach | TFMG3011 | 2 | 24 | 76 | 100 | 5 |
| Introduction to Human Resource Management | TFMG2002 | 3 | 36 | 64 | 100 | 5 |
| Data Analysis | TFIT1003 | 2 | 24 | 76 | 100 | 5 |
| Choose 1 Option | Refer to School Option List\*\*\* | 2 | 24 | 76 | 100 | 5 |
| **Total** |  | **26** | **324** | **876** | **1200** | **60** |
| **Total for programme** |  |  |  |  |  | **180** |

**Option Modules:**

**\*Options Year 1:**

Language 1 **OR** CULT1004 Intercultural Awareness and CULT1005 Intercultural Competency over the year.

**\*\*Options Year 2:**

***Language 2***

TFFB1003 Management Food Safety and HACCP

TFHM3001 Facilities Management

\*\*\***Options Year 3:**

***Language 3***

TOUR3003 Managing People - Practical Insights

TFFB2003 Managing Training and Development

**In addition to these options in year 3, a capstone project in the form of the IHI (Irish Hotel Institute) Game will recruit several students to part take in the competition each year.**

Options will 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. Other options may be offered, and these are listed in a document, which is shared in the Google drive.

# Quality Assurance and Programme Management

## Quality Assurance and General Assessment Regulations

The Quality Assurance and Enhancement Procedures are outlined in TU Dublin´s Handbook for Academic Quality Enhancement 2016 (updated 2018), which is available to download from the TU Dublin website. [QA Handbook](https://www.tudublin.ie/explore/about-the-university/academic-affairs/quality-framework/city-centre-quality-assurance/handbook-for-academic-quality-enhancement/) .

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.

## College and School Management

The Dean and Director of the College of Arts and Humanities, [Dr Orla McDonagh](https://www.tudublin.ie/explore/about-the-university/uet/dr-orla-mcdonagh.html), 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 at the school meet on a weekly basis.

## Assessment and Feedback

### General Assessment Regulations (GAR)

The programme team schedules assessments early in semester 1 and dates are shared with the students. Assessments are scheduled to ensure that there is a spread across each semester. These calendars assist the programme chairs evaluate whether each student is experiencing a range of assessment types of each semester, if there are any clashes with assessment submission or examination and if these assessments are linked to graduate attributes within each of the module descriptors.

The programme team ensures that there is a mix of assessment types per semester on the programme. The programme team will identify assessment experience from students’ perspective to ensure there is not over-assessment using the TESTA tool (or similar), and programme teams will ensure that assessments are ‘built’ through the years and semesters of the programme.

Initial module hand-outs given to students in class or uploaded on the VLE should include, at minimum, the assessment specification, due date(s) and the marking structure.

### 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 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.

In the School of Hospitality Management and Tourism we are committed to providing timely feedback on student assessment. Individual lecturers at the beginning of each module delivery provide specific detail on student assessment and feedback.

### 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 results are communicated via the Electronic Grading Book (EGB), which can be accessed externally or internally by registered students.

Sadler (2010: 536) asserts, ‘that feedback is central to the development of effective learning, partly because assessment procedures play a key role in shaping learning’. It is a tool that we use in the school to shape and learning and measure achievement.

Any issues relating to assessment and feedback on programmes and modules in contained with the General Assessment Regulations ([GAR](https://www.tudublin.ie/explore/about-the-university/academic-affairs/quality-framework/city-centre-quality-assurance/student-assessment-regulations/general-assessment-regulations/)). The GAR contains information on progression, carrying subjects, examination boards (including appeals, rechecks, and reviews of assessment components and the appropriate deadlines), and award classifications.

### 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 the programme board meetings to present any issues that may be arising from the way the programme is managed. These meetings are organised by the programme tutor. Please download and complete a nomination form from [TU Dublin Student Union](http://www.ditsu.ie/) to register a Class Representative with the student's union, which holds regular class representative meetings.

### Student Survey Questionnaire

As part of the TU Dublin Quality procedures several reports concerned with monitoring and suggesting areas for improvement for programmes are generated which incorporate the student survey questionnaires (Q6 forms, SSEE survey), which are distributed during classes at the conclusion of each module.

## Programme Management

Each programme team (see table below) 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.

|  |  |  |
| --- | --- | --- |
| **Programme Tutor** | Dr. Ann T. Conway  Ann.conway@tudublin.ie  01 2205797 |  |
| **Year Tutors** |  | Student Representatives |
| **Year 1** | Dr. Ann T. Conway  [Ann.conway@tudublin.ie](mailto:Ann.conway@tudublin.ie)  01 2205797 | Elected each year |
| **Year 2** | Ms. Juliet Ryan  [Juliet.ryan@tudublin.ie](mailto:Juliet.ryan@tudublin.ie)  01 2205799 | Elected each year |
| **Year 3** | Dr. Jennifer Lawlor  [Jennifer.lawlor@tudublin.ie](mailto:Jennifer.lawlor@tudublin.ie)  01 2205807 | Elected each year |

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| **Part 4 - Module Descriptors (available via the Programme & Module Catalogue)** |

*[To be distributed via each module lecture.]*

## 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 available to all students once registered. [See also module lists per year above.]

## Optional Modules –

A list of optional modules (where appropriate) will be made available at the induction session. Options shall be chosen from a list determined by the school. The Head of School or their nominee will determine the offering of a module(s) in a particular semester. With prior agreement of Head of School or nominee, students may be permitted to take as an option, a module not on the official options list (please see programme structure outlined above).

Student will not be permitted to take any core modules, which are part of the one-year add-on Honours degree programme.

### Optional Language or Intercultural Modules –

As part of their programme of study, students may choose to take a language from several language study modules, or they may wish to opt out of the language and choose intercultural studies. Once the module has been chosen, the students complete one the following: French, German, Irish, Spanish, or Intercultural studies, if they do not wish to choose a language or have an exemption from languages. Language modules are provided to the School from the School of Languages.

## Exemption from Modules

TU Dublin acknowledges, and gives value to, learning achieved prior to registering for a Technological University Dublin programme or prior to seeking a TU Dublin award. This process is called Recognition of Prior Learning (RPL). Click here for more information [RPL](https://www.tudublin.ie/study/part-time/how-to-apply/recognition-of-prior-learning/).

As part of the RPL or Accreditation of Prior Certificated Learning (APCL) process students may apply for an [exemption](https://www.tudublin.ie/media/website/for-students/student-services-and-support/registration-and-fees/documents/Application-for-exemption-from-modules-based-on-prior-certified-or-experiential-learning-(4FAD02)-(1).doc) from certain elements or modules of the programme. The school operates a 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.

## What are my Career opportunities?

Graduates are trained professionals with sound operational work experience and a comprehensive understanding of the hospitality industry. Career opportunities are almost limitless in hotels and food and tourism enterprises worldwide. As such, they are in demand by a large cross section of the industry from general and operational management within the hospitality industry, to more specialised areas.

Career opportunities in this sector include Marketing and Sales, Human Resource Management, Food and Beverage Management, Rooms Division Management and Conferencing Management in Ireland and abroad.

## What other options do I have after completion?

Students who have reached the appropriate standards may have access to the one year BSc in Hospitality Management (add-on) programme ([TU957)](https://www.tudublin.ie/study/undergraduate/courses/hospitality-management-tu957/?courseSubjects=Culinary%2C%20Hospitality%2C%20Tourism&courseLocation=City%20Centre%3A%20Grangegorman&keywords=&courseType=Undergraduate) , to other programmes in TU Dublin and elsewhere at third level.

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| **Part 5 - Additional documentation - Participation** |

Participation in Your TU Dublin Programme in the School of Hospitality Management & Tourism

We know that one thing that First Year students can do that will increase their chance of graduating successfully is to participate in their programme from the start of First Year. This means attending classes, tutorials and practical classes and using the TU Dublin Virtual Learning Environment (VLE) which is called Brightspace. To help with this the School of Hospitality Management & Tourism is putting in place two measures for all First-Year students

1. access to a student dashboard which will provide information on your class attendance and usage of the VLE.
2. 10% of each first-year module’s grade will be based on participation in that module

To record your attendance at classes, tutorials etc., please ‘log in/ register’ using your mobile Bluetooth and student ID (card) with the Bluetooth beacon in each room. **We require you to record your attendance at every class you go to. If you do not do so the participation grade may reflect this.**

Data on your engagement (i.e., attendance and usage of the VLE) will also be available to designated staff in your school – it will be used to

1. enable staff to reach out to students who may be having difficulties.
2. calculate the grade you will receive for participation in your modules

The data will not be used in any way to assess your academic performance and all data gathered will be used in strict compliance with all relevant data protection rules.

Notes:

1. The student dashboard has been developed with the support of the HEA under 2 projects: Transform EDU and Enhancing Student Retention.
2. The dashboard and app have been developed to ensure compliance with all relevant data protection law and rules. For your information, please find a link to the [TU Dublin Data Protection Notice for Students](file:///\\vika\common$\DCLT\common_directorateteam\HEA\Call%20for%20Proposals%20Aug%2018%20Innovation%20&%20Transformation\Enhancing%20Student%20Retention%20Implementation\TUD-Data-Protection-Notice-Students-V1-0220.pdf).

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| **Structured Work Placement/Practice Education Handbook** |

Information on Structured Work Placement / Practice Education, where applicable, will be presented as a separate handbook per programme. Please also see the current placement handbook on your Brightspace module: [Placement Handbook on Brightspace (VLE)](https://brightspace.tudublin.ie/d2l/le/content/121245/viewContent/1066986/View)

## Placement – Year 2 (as above)

We want our graduates to be ready for the workplace upon completing their degree. We are serious about maximizing the potential for students to learn practical skills from real-life work experiences. Internships give students an edge when it comes to getting that job in the hospitality sector. Employers place huge value on first-hand work experience on top of college education and we ensure that our students have both of these. These are unique networking opportunities to make contacts for careers in the future.

Therefore, please note that in Semester 2 of year 2 you will be on placement. A separate document (Placement Handbook) outlines the relevant details and deadlines concerning your placement. This will be distributed during the placement module and at placement orientation in January before students depart for their internships.

**Programme schedule by year/stage - *see earlier tables in document***

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Module title** | **Module**  **Code** | **ECTS** | **Core/**  **Option\*** | **Weekly hours** | | | | **Assessment** | | **Pre requisite/**  **co-requisite** |
|  |  |  |  | Lecture | Lab /  practical | Tutorial | Self-  Directed  learning | Continuous  Assessment % | Examination % |  |
| Semester One | | | | | | | | | | |
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| Semester Two | | | | | | | | | | |
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\*Where a programme has streams, stream-specific core and options should also be listed.