

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

**B.Sc. International Hospitality Management**

**Programme Code: TU952**

**YEAR 3**

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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

<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/explore/university-calendar/>.

***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/>.

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/>.

**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 Services and support services located on the City Centre 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](https://www.tudublin.ie/for-students/student-services-and-support/).

**Student Health Centre**

TU Dublin City Campus health centres provide a 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/study/undergraduate/how-to-apply/entry-pathways/access-tu-dublin/>

**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. To find out more about the various assistance schemes available at <https://www.tudublin.ie/for-students/starting-at-tu-dublin/getting-started/grants--financial-aid/>

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 behavior, **except** those covered by the General Assessment Regulations (see above). In the case of an aalleged 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/>

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

# Welcome by the Head of School

Dear Student,

I would like to welcome you back to the School of Hospitality Management and Tourism. We are delighted that you have continued into third year. This year will present more opportunities, including work placement for you as you progress in your studies through the programme.

**Dr. Dominic Dillane**

# Welcome by Chairperson of the Programme Committee

Congratulations on making it into third year! Year three really represents the second phase of the programme where a lot more is expected of you in this year and next year, but also will be more rewarding for you. Please feel free to contact me at any stage of your studies with any questions, concerns or queries you may have. I would like to take the opportunity to wish you the very best of luck with your studies in third year and I know that you will continue to enjoy your time here as a student!

**Colin O’Connor**

Programme Chair

Phone: +353(0)1 2205781

e-mail: colin.oconnor@tudublin.ie

**Introduction – The School of Tourism and Hospitality Management @TU Dublin**

The School of Tourism & 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 TU Dublin City Campus. 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 master’s and PhD by research programmes.

The School actively engages with the hospitality industry through well-developed partnerships and associations as well as 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.

**School Structure:**

Head of School: Dr Dominic Dillane dominic.dillane@tudublin.ie

Head of Hospitality Discipline: Dr Ralf Burbach ralf.burbach@tudublin.ie

Programme Chair: Colin O’Connor colin.oconnor@tudublin.ie

Programme Year Tutor: Colin O’Connor

# Programme Information

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

Bachelor of Science (Honours) International Hospitality Management. This is an Honours Degree programme at Level 8 on the National Qualifications Authority of Ireland (NQAI) Framework.

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| Average Mark Band | Classification |
| Equal or greater than 70% | First Class Honours |
| 60% - 69% | Second Class Honours, Higher Division  |
| 50% - 59% | Second Class Honours, Lower Division |
| 40% - 49% | 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 award classification shall be calculated by reference to all modules provided for in the last two semesters of study under the programme structure. The weighting each module carries in the final award shall be in accordance with the number of credits it earns.

## **Programme Aims and Objectives**

**Programme Aim**

To prepare learners academically and professionally for a career in international hospitality management through a challenging and strategically focused programme. The programme also equips learners to undertake further studies.

**Programme Objectives**

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

* Demonstrate the disciplinary knowledge, competencies, personal and social responsibility required to be an effective hospitality manager.
* Adopt an analytical, creative and reflective approach to strategic problem‐solving and evaluation through independent thinking and critical self‐awareness.
* Cultivate an ethos of enthusiasm and passion, and a positive attitude through excellent communication in an ethical manner as part of a team.

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### **Level 3 Exit Award (B.A. International Hospitality Management) PROGRAMME AIM, OBJECTIVES AND LEARNING OUTCOMES**

A level 7 exit award (B.A. International Hospitality Management) is proposed on this level 8 programme aligned to the recent School review process and overall strategy for the provision of exit awards across programmes. The following Level 7 exit award programme aim and learning outcomes are specified below.

**Programme Aim**

The overall aim of the Level 7 exit award (B.A. International Hospitality Management) is to prepare learners academically and professionally leading to employment at management 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 an active participant 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 business.
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, 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.

**Programme Management Structure:**

**Programme Chair:** Colin O’Connor colin.oconnor@TUDublin.ie

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.

**Year 1 Tutor**: Colin O’Connor colin.oconnor@TUDublin.ie

**Year 2 Tutor**: Deirdre Quinn Deirdre.quinn@TUDublin.ie

**Year 3 Tutor**: Colin O’Connor colin.oconnor@TUDublin.ie

**Year 4 Tutor**: Davin Dunlea davin.dunlea@TUDublin.ie

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 timetable: <https://timetables.tudublin.ie/>
* Academic Calendar.<https://www.tudublin.ie/explore/university-calendar/>

**Student Orientation:**

Students must be registered to be able to attend classes, access timetables, logon to the TU Dublin City Campus 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 Hospitality Management and Tourism provides orientation for all years of all programmes on specified times and dates prior to the commencement of classes.

TU Dublin utilises a virtual learning platform called Brightspace. Access to Brightspace (Virtual Learning Environment) is at <https://www.tudublin.ie/for-students/starting-at-tu-dublin/starting-your-studies/>

**Erasmus /Study Abroad Opportunities:**

The programme is offered over four years, on a full-time basis. The programme will be delivered over a five-day week. An Erasmus semester abroad is offered as an option in semester two of year two. The Marriott Foundation Scholarship to Purdue University is offered as an option (through a competitive selection process) in semester one of year three. **Students are required to undertake one semester abroad as part of this international programme.** This requirement of this semester abroad can be satisfied through the above Erasmus option, the Marriott Scholarship or the professional Internship in semester two of year three.

## **Access, transfer and progression arrangements**

Access to Year 1 of this programme is by application to the Central Applications Office (CAO). Access to the first year of these programmes from Mature and non-standard applicants are considered by the school. Such applicants may be interviewed, and results advised to CAO.

FETAC students may access programmes as detailed on TU Dublin’s Admissions web page. The school has adopted a policy on the Recognition of Prior Learning (RPL) which is explained in more detail below.

Applications are also welcomed from students who wish to enter the programme at Year 2 or later using TU Dublin’s Advanced Entry system.

Upon successful completion students are eligible to apply for level 9 programme MSc Hospitality Management.

**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 greatly increase their chance of graduating successfully is to participate in their programme from the start of First Year. This means attending classes, tutorials and practicals 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

In order to record your attendance at classes, tutorials etc., please ‘swipe in’ using your student card at the door readers which should be located outside each room you will be using for teaching. We require you to ‘swipe’ in to record your attendance at every class you go to. If you don’t do so the participation grade may reflect this. The student dashboard is available at app.powerbi.com under the section called 'Shared with me' and we hope that you will find it useful. You will need to sign in with the TU Dublin log on details you have been provided with. By confirming your attendance at classes, you will be able to see your attendance patterns and check that you are giving yourself the best possible opportunity to be successful.

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

### **Assessment Guidelines**

### **Assessment Calendar**

An indicative assessment calendar for your programme will be provided by your year tutor for each year of the programme at the beginning each semester. Please familiarise yourself with the TU Dublin academic calendar for week dates for this year.

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.

**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. Iindividual module descriptors will provide module learning outcomes and assessment requirements. Further details, including specific assessment criteria where appropriate, will be provided when individual assessments are presented to the class by lecturers.

**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.

### **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 Chair. Please download and complete a nomination form from [www.TUDublinsu.ie](http://www.TUDublinsu.ie) to register a Class Representative with the student’s union, which holds regular class representative meetings. 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 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 Brightspace at the end of each module.

**External Examiners**

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.

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| **Part 3 – Programme information (Learning Outcomes)** |

**Programme Learning Outcomes**

**Programme Learning Outcomes: Disciplinary Knowledge**

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

* Demonstrate the knowledge and understanding of the pertinent theories, concepts and methods pertaining to the management of an international hospitality operation.
* Demonstrate detailed knowledge and understanding of several specialised areas to include: research; strategic problem‐solving; ethics and social responsibility; team building; cultural diversity, and communication, all of which are required to operate within a multi‐cultural international hospitality industry

**Programme Learning Outcomes: Know-How & Skill**

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

* Adapt their skills and self-awareness to lead across cultures and borders.
* Define and analyse a range of entrepreneurial approaches to hospitality business and strategic analysis, problem‐solving and evaluation through independent thinking, critical self-awareness and the application of ideas to international hospitality management.
* Demonstrate a range of abilities to work in a collaborative team environment, demonstrating emotional intelligence with an emphasis on international hospitality management

**Programme Learning Outcomes: Competence**

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

* Undertake independent and interdisciplinary research in the international hospitality industry; apply strategic problem‐solving and evaluation, through critical self‐awareness within hospitality organisations.
* Demonstrate the ability to interact and communicate effectively with all stakeholders and comprehend multiple perspectives on hospitality management issues.
* Take responsibility for his/her own learning and adopt learning skills from experiences gained in different contexts and be self -motivated to take personal responsibility for professional development in hospitality management.
* Operate ethically and decisively as a hospitality manager, contributing effectively as part of a team, demonstrating professional integrity and resilience utilising insights gained into the dynamic and competitive nature of the international hospitality industry.

### **Development of Graduate Attributes**

There are excellent pedagogical practices already occurring within the School of Hospitality Management and Tourism and within this programme. To consolidate and build on this solid foundation, the programme team has recently begun to use TU Dublin’s graduate attributes as a framework against which to examine and further develop module learning outcomes and embedded pedagogical practices. The set of TU Dublin graduate attributes was developed by a cross-University group set up for the purpose and it was envisioned that attributes would be made explicit within programme documents and strategies and would be put in place so that they are taught, practiced or assessed. The programme aims to do this. The attributes are illustrated below aligned to modules and programme objectives and learning

**Programme Objectives & Learning Outcomes to Graduate Attributes and Modules**

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| **Programme Aim** |
| To prepare learners academically and professionally for a career in international hospitality management through a challenging and strategically focused programme, which also equips learners to undertake further studies.  |
| **Programme Objectives (PO): On Completion of this programme the learner will be able to:** |
|  | **Graduate Attributes** | **Sample Modules and Year** |
| **PO1:**Demonstrate the disciplinary knowledge, competencies, personal and social responsibility required to be an effective hospitality manager | Disciplinary KnowledgeEmotionally Intelligent | **Year 1**TFHM1009 International Hospitality Industry Studies. TFMG1003 Management 1 for HTLE TFRD1001 Introduction to Rooms Division Management Y1TFMK1001 Marketing for HTLE (Yr 1)TFEC1001 Economics (Year 1)TFAC1007 (Yr 1) Fundamentals of Accounting **Year 2**TFRD1002 Front Office Management Y2TFFB1003 Food and Beverage Management (Yr 2 /3International HRM (Yr 2)TFIT3001 Hospitality Information Systems (Yr2)TFMK2001 Services Marketing and Customer Care (Yr 2 Opt)TFAC2003 (Yr 2) Management Accounting: costing and Decision-making.TFAC2004 (Yr 2) Financial Accounting for Companies**Year 3**TFRD3001 Rooms Division Management (Yr 3)TFAC3004 (Yr 3) Management Accounting: Planning and control.**Year 4**TFDS4001 Dissertation (Yr 4)  International Management Challenge.TFMK3003 Consumer Behaviour (Yr 4 Opt)HOSP1000 Environmental Sustainability for Hospitality ManagementTFMG3001 Strategic Management An Applied Approach  |
| **PO2:**Adopt an analytical, creative and reflective approach to strategic problem‐solving and evaluation through independent thinking and critical self‐awareness. | Reflective PractitionerProblem SolverCritical Thinker | **Year 1**TFEC1001 Economics (year 1)TFMK3003 Consumer Behaviour (Yr 4 Opt)**Year 2**TFMG2001 Management 2 for HTLEInternational HRM (Yr 2)TFMK2001 Services Marketing and Customer Care (Yr 2 Opt)TFHM2001 Hospitality Operations Management**Year 3**TFAC2003 (Yr 2) Management Accounting: Costing and Decision-making.TFAC3004 (Yr 3) Management Accounting: Planning and Control.TFRM3001 Research Methods for Undergraduate Thesis and Internship Report **Year 4**TFAC4001(year 4) Financial ManagementTFDS4001 Dissertation Yr 4) International Management ChallengeTFMG3011 Strategic Management An Applied ApproachStrategic Management Case Study |
| **PO3:**Cultivate an ethos of enthusiasm, passion and a positive attitude through excellent communication in an ethical manner as part of a team. | Excellent CommunicatorEthicalActive Team Player | **Year 1**TFHM1009 International Hospitality Industry Studies. **Year 2**TFFB2003 Managing Training and Development (Yr 2,3,)International HRM (Yr 2)TFMK2001 Services Marketing and Customer Care (Yr 2 Opt)TFAC2004 (Yr 2) Financial Accounting for CompaniesTFAC2003 (year 2) Management Accounting costing and Decision-makingTFHM2001 Hospitality Management Operations**Year 3**TFRD3001 Rooms Division Management Y3TFAC3004 (Yr 3) Management Accounting: Planning and Control.**Year 4**TFAC4001 (Yr 4) Financial ManagementTFMK3003 Consumer Behaviour (Yr 4 Opt)TFDS 4001 Dissertation (yr 4) International Management ChallengeTFRM3001 Research Methods for Undergraduate Thesis and Internship Report (Yr 4)TFMG3001 Strategic Management An Applied Approach |
| **Programme Learning Outcomes(LO):** **Disciplinary Knowledge: On successful completion of this programme the learner will be able to:**  |
| **LO1:**Demonstrate the disciplinary knowledge and understanding of the pertinent theories, concepts and methods pertaining to the management of an international hospitality operation.  | Disciplinary Knowledge | **Year 1**TFHM1009 International Hospitality Industry Studies. TFMK1001 Marketing for HTLE (Yr 1)TFEC1001 Economics (year 1)TFMG1003 Management 1**Year 2**TFFB2003 Managing Training and Development (Yr 2,3,)TFIT3001 Hospitality Information Systems (Yr2)TFCM1004 Communications and Strategic Customer Care Management (Yr1 / 2)TFMK2001 Services Marketing and Customer Care (Yr 2 Opt)FAC2004 (Yr 2) Financial Accounting for CompaniesTFAC2003 (year 2) Management Accounting costing and Decision-making**Year 3**TFAC3004 (Yr 3) Management Accounting: Planning and Control.**Year 4**HOSP1000 Environmental Sustainability for Hospitality Management International Management Challenge.TFAC4001 (Yr 4) Financial ManagementTFMG3011 Strategic Management An Applied ApproachTFMG3009 International Hospitality Management |
| **LO2:**Demonstrate detailed knowledge and understanding of several specialised areas to include: research; strategic problem‐solving;ethics and social responsibility; team building; cultural diversity, and communication, all of which are required to operate within a multi‐cultural international hospitality industry | Problem SolverEthicalActive Team PlayerExcellent Communicator | **Year 1**TFFB2003 Managing Training and Development (Yr 2,3,)**Year 2**TFMG2001 Management 2 for HTLEInternational HRM (Yr 2)TFMK2001 Services Marketing and Customer Care (Yr 2 Opt)TFHM2001 Hospitality Management Operations**Year 3**TFRD3001 Rooms Division Management (Yr 3)**Year 4**TFMK3003 Consumer Behaviour (Yr 4 Opt)HOSP1000 Environmental Sustainability for Hospitality ManagementTFDS4001Dissertation (yr 4)International Management ChallengeTFRM3001 Research Methods for Undergraduate Thesis and Internship Report (Yr 4)TFAC4001 (Yr 4) Financial ManagementStrategic Management Case Study |
| **Programme Learning Outcomes:** **Know-How & Skill: *On successful completion of this programme the learner will be able to:***  |
| **LO3:** Adapt their skills and self-awareness to lead across cultures and borders. | LeadershipMotivated Self Starter | **Year 1**Professional Business Communications 1 (YR 1)Professional Business Communications 2 (YR1)**Year 2**TFFB2003 Managing Training and Development (Yr2 / 3)International HRM (Yr 2) International Management Challenge**Year 3**Professional Internship**Year 4**TFMG3011 Strategic Management An Applied ApproachStrategic Management Case StudyTFMG3009 International Hospitality Management |
| LO4:Define and analyse a range of entrepreneurial approaches to hospitality business and strategic analysis, problem‐solving and evaluation through independent thinking, critical self-awareness and the application of ideas to international hospitality management.  | EntrepreneurProblem SolverCritical Thinker | **Year 1****Year 2**TFAC2003 (Yr 2) Management Accounting costing and Decision-makingFAC2004 (Yr 2) Financial Accounting for Companies**Year 3**TFAC3004 (Yr 3) Management Accounting: Planning and Control.**Year 4**TFAC4001 (Yr 4) Financial ManagementTFMG3011 Strategic Management An Applied ApproachStrategic Management Case studyTFMG3009 International Hospitality Management |
| **LO5:**Demonstrate a range of abilities to work in a collaborative team environment, demonstrating emotional intelligence with an emphasis on international hospitality management | Collaborative Team PlayerEmotional IntelligenceResilientDecision Maker | **Year 1**Professional Business Communications 2 (YR1)**Year 2**TFMK2001 Services Marketing and Customer Care (Yr 2 Opt)International HRM (Yr 2)**Year 3**TFFB2003 Managing Training and Development (Yr 3 / 4)**Year 4**Applied Conflict and Negotiation Resolution Management (YR 4) TFMK3003 Consumer Behaviour (Yr 4 Opt)TFDS4001Dissertation (yr 4)  International Management ChallengeTFRM3001 Research Methods for Undergraduate Thesis and Internship Report (Yr 4)TFMG30089 International Hospitality Management |

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| **Programme Learning Outcomes:** **Competence: On successful completion of this programme the learner will be able to:**  |
| **LO6:**Undertake independent and interdisciplinary research in the international hospitality industry; apply strategic problem‐solving and evaluation, through critical self‐awareness within hospitality organisations. | Motivated Self StarterCreator of New KnowledgeDecision maker | **Year 1****Year 2**TFAC2003 (year 2) Management Accounting costing and Decision-making**Year 3**TFAC3004 (Yr 3) Management Accounting: Planning and Control.TFAC4001 (Yr 4) Financial Management**Year 4**TFDS 4001Dissertation (Yr 4)TFRM3001 Research Methods for Undergraduate Thesis and Internship Report (Yr 4)Strategic Management Case Study |
| **LO7:**Take responsibility for his/her own learning and adopt learning skills from experiences gained in different contexts through reflective practice and be self -motivated to take personal responsibility for professional development in hospitality management. | Reflective PractitionerMotivated Self StarterResilientInnovatorDecision Maker | **Year 1**Professional Business Communications 1 (YR 1)**Year 2**Professional Business Communications 2 (YR2)TFFB2003 Managing Training and Development (Yr 2 / 3)International HRM (Yr 2)TFMK2001 Services Marketing and Customer Care (Yr 2 Opt)TFHM2001 Hospitality Management Operations**Year 3**Professional Internship**Year 4**TFRM3001 Research Methods for Undergraduate Thesis and Internship Report (Yr 4)TFMK3003 Consumer Behaviour (Yr 4 Opt)TFDS4001 Dissertation (yr 4) International Management ChallengeTFMG3011 Strategic Management An Applied Approach |
| **LO8:**Demonstrate the ability to interact and communicate effectively with all stakeholders and comprehend multiple perspectives on hospitality management issues.  | Excellent communicatorCollaborative WorkerActive Team Player |  **Year 1**Professional Business Communications 1 (YR 1)TFMG1003 Management 1Professional Business Communications 2 (YR1)**Year 2**TFFB2003 Managing Training and Development (Yr2 / 3) International HRM (Yr 2)TFHM2001 Hospitality Management OperationsFAC2004 (Yr 2) Financial Accounting for CompaniesTFAC2003 (year 2) Management Accounting costing and Decision-making**Year 3**TFAC3004 (Yr 3) Management Accounting: Planning and Control.**Year 4**TFAC4001 (Yr 4) Financial ManagementApplied Conflict and Negotiation Resolution Management (YR 4)TFDS4001 Dissertation (yr 4) International Management ChallengeStrategic Management Case Study |
| **LO9:**Operate ethically and decisively as a hospitality manager, contributing effectively as part of a team, demonstrating professional integrity and resilience utilising insights gained into the dynamic and competitive nature of the international hospitality industry. | EthicalDecision MakerActive Team PlayerResilientLife-Coping Skills | **Year 1**Professional Business Communications 2 (YR1)**Year 2**International HRM (Yr 2)FAC2004 (Yr 2) Financial Accounting for CompaniesTFAC2003 (Yr 2) Management Accounting costing and Decision-makingTFHM2001 Hospitality Management Operations**Year 3**TFAC3004 (Yr 3) Management Accounting: Planning and Control.TFMG3006 Managing Performance, Quality and Customer Yr 3 / 4)  TFRD3001 Rooms Division Management (Yr 3)Professional Internship**Year 4**TFAC4001 (Yr 4) Financial ManagementApplied Conflict and Negotiation Resolution Management (YR 4)HOSP1000 Environmental Sustainability for Hospitality ManagementTFDS4001 Dissertation (yr 4)International Management ChallengeStrategic Management Case Study |
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## **Programme Structure – BSc International Hospitality Management**

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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 Semester 1** |
| Digital 1: Fundamentals | TFIT1002 | 3 | 36 | 64 | 100 | 5 |
| Professional Business Communications 1 | TFCM1005 | 3 | 36 | 64 | 100 | 5 |
| Intercultural Awareness in HTLE | CULT1005 | 3 | 36 | 64 | 100 | 5 |
| Management 1 HTLE | TFMG1003 | 3 | 36 | 64 | 100 | 5 |
| Fundamentals of Accounting | TFAC1007 | 3 | 36 | 64 | 100 | 5 |
| International Hospitality Industry Studies | TFHM2001 | 3 | 36 | 64 | 100 | 5 |
| **Total** |  | 18 | 216 | 384 | 600 | **30** |
| **Year 1 Semester 2** |
| Marketing for HTLE | TFMK1001 | 3 | 36 | 64 | 100 | 5 |
| Food and Beverage Professional Practice | TFFB1001 | 3 | 36 | 64 | 100 | 5 |
| Restaurant Operations | REST1001 | 3 | 36 | 64 | 100 | 5 |
| Intro Rooms Division mgt. | TFRD1001 | 3 | 36 | 64 | 100 | 5 |
| Professional Business Communications 2 | TFCM1006 | 3 | 36 | 64 | 100 | 5 |
| Intercultural Competence /language | CULT1005 | 3 | 36 | 64 | 100 | 5 |
| **Total** |  | 18 | 216 | 384 | 600 | **30** |
| **Year 2 Semester 1** |
|  |
| Economics For HTLE | TFEC1001 | 3 | 36 | 64 | 100 | 5 |
| International Human Resource Management | TFMG2006 | 3 | 36 | 64 | 100 | 5 |
| Financial Accounting for companies | TFAC2004 | 3 | 36 | 64 | 100 | 5 |
| Management 2 | TFMG2001 | 3 | 36 | 64 | 100 | 5 |
| Digital 2: Literacy | TFIT2001 | 3 | 36 | 64 | 100 | 5 |
| Option/Language |  | 3 | 36 | 64 | 100 | 5 |
| **Total** |  | 18 | 216 | 384 | 600 | **30** |
| **Year 2 Semester 2** |
| Management Accounting Costing and Decision Making | TFAC2003 | 3 | 36 | 64 | 100 | 5 |
| Hospitality management Operations | TFHM2001 | 2 | 24 | 176 | 200 | 10 |
| Bar & Beverage Management Studies | TFBO3021 | 3 | 36 | 64 | 100 | 5 |
| Hospitality Information Systems | TFIT3001 | 3 | 36 | 64 | 100 | 5 |
| Option/Language |  | 3 | 36 | 64 | 100 | 5 |
| **Total** |  | 12 | 144 | 256 | 600 | **30** |
| **Year/Semester/Module** | **Module Code** | **Total Weekly Contact Hours** | **Total Contact Hours per Semester** | **Self** **Study/ Assessment** | **Total Hours** | **ECTS Credits** |
| **Year 3 Semester 1** |  |  |  |  |  |  |
|  |
| Managing Accounting – Planning & Control | TFAC3004 | 3 | 36 | 64 | 100 | 5 |
| Data Analysis | TFIT1003 | 3 | 36 | 64 | 100 | 5 |
| Hospitality Law 1 | TFLW3001 | 3 | 36 | 64 | 100 | 5 |
| Revenue Management and Distribution | TFHM3004 | 2 | 24 | 76 | 100 | 5 |
| Operations Mgt for Food and Beverage | TFFB3001 | 2 | 24 | 76 | 100 | 5 |
| Option |  | 2 | 24 | 76 | 100 | 5 |
| **Total** |  | 15 | 180 | 420 | 600 | **30** |
| **Year 3, Semester 2**  |
| Professional Internship | TFPL3001 |  |  |  |  | 30 |
| **Total** |  |  |  |  | 600 | **30** |
| **Year 4, Semester 1** |  |  |  |  |  |  |
| Strategic management – An Applied Approach | TFMG3011 | 2 | 24 | 76 | 100 | 5 |
| Research Methods for Undergraduate Thesis and Internship Report | TFRM3001 | 2 | 24 | 76 | 100 | 5 |
| Marketing Strategy | TFMK4004 | 2 | 24 | 76 | 100 | 5 |
| International Hospitality Management | TFMK3009 | 2 | 24 | 76 | 100 | 5 |
| Leadership | NC | 2 | 24 | 76 | 100 | 5 |
| Option |  | 2 | 24 | 76 | 100 | 5 |
| **Total** |  | 12 | 144 | 456 | 600 | **30** |
| **Year 4, Semester 2** |  |  |  |  |  |  |
| Financial Management | TFAC4001 | 3 | 36 | 64 | 100 | 5 |
| Strategic Management Case Study | NC | 2 | 24 | 76 | 100 | 5 |
| Dissertation  | TFDS4001 |  |  | 300 | 300 | 15 |
| Option  |  | 2 | 24 | 76 | 100 | 5 |
| **Total** |  | 7 | 84 | 516 | 600 | **30** |
| **Total for programme**  |  |  |  |  |  | **240** |

## Optional Modules

A list of optional modules (where appropriate) will be made available Options shall be chosen from a list determined by the School. The offering of a module(s) in a semester will be determined by the Head of School or their nominee. 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. A student cannot take as an option, a module which they have previously undertaken as part of their studies.

**Option Module Listing**

|  |  |  |
| --- | --- | --- |
| **Year 2** | **ECTS** | **Module Code** |
| Services Marketing and Customer Care | 5 | TFMK2001 |
| Managing Training and Development | 5 | TFFB2003 |
| Language | 5 |  |
| Front Office Management | 5 | TFRD1002 |
| Food and Beverage Management | 5 | TFFB1005 |
| Conference Management | 5 | TFCE3002 |
|  |  |  |
| **Year 3** |  |  |
| Managing People Practical Insights | 5 | NC |
| Digital 3: Channel Competency | 5 | NC |
| Rooms Division Management | 5 | TFRD3001 |
| Language | 5 |  |
|  |  |  |
| **Year 4** |  |  |
| Managing Sustainability | 5 | HOSP1000 |
| Consumer Behaviour | 5 | TFMK3003 |
| Applied Negotiation and Conflict Resolution | 5 | TFCM3001 |
| Digital 4: Transformation | 5 | NC |
| Language | 5 |  |
| International Management Challenge | 10 | NC |

## Exemption from Modules

TU Dublin acknowledges, and gives value to, learning achieved prior to registering for a TU Dublin programme or prior to seeking a TU Dublin award. This process is called Recognition of Prior Learning (RPL). 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.

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

* Current approved modules are listed under the programme structure in section three of this student handbook. Module descriptors for each of these modules including core and optional modules are available to students via the module catalogue and in Brightspace within the modules you are taking at that time.

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| **Project/Dissertation Supervision Guidelines** |

Student guidelines with respect to projects and dissertations will be available to you from members of staff responsible for such projects within modules and will be available within the relevant Brightspace modules.

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

Please note that in Semester 2 of year 3 you will undertake your professional internship. Your Internship Officer will work with you in the preparation of this important part of your studies and career. This module is worth 30 credits, an entire semester as per the programme structure above. A dedicated Placement officer supports your work placement process and will provide additional handbooks, materials and supports to you through Brightspace as you prepare for your work placement. All materials and information relevant for this module will be available to you in Brightspace.

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| **Study Abroad** |

* A Study abroad opportunity is available to students in year three of this programme (through a competitive selection process – five places available) under the Marriott Foundation Scholarship Initiative to undertake a semester abroad at Purdue University USA. Further details on this opportunity and process will be made available to you by your Programme Chair at the appropriate phase of your programme.