



香港學術及職業資歷評審局  
Hong Kong Council for Accreditation of  
Academic & Vocational Qualifications

**SUMMARY ACCREDITATION REPORT**

**YMCA COLLEGE OF CAREERS**

**LEARNING PROGRAMME ACCREDITATION**

**DIPLOMA IN HOTEL AND HOLIDAY BUSINESS**

**OPERATION**

**MAY 2019**

## 1. TERMS OF REFERENCE

1.1 Based on the Service Agreement (No.: VA962), the Hong Kong Council for Accreditation of Academic and Vocational Qualifications (HKCAAVQ), in the capacity of the Accreditation Authority as provided for under the Accreditation of Academic and Vocational Qualifications Ordinance (Cap 592) (AAVQO), was commissioned by the YMCA College of Careers (“Operator”), to conduct a Learning Programme Accreditation Exercise with the following Terms of Reference:

- (a) To conduct an accreditation test as provided for in AAVQO to determine whether the programme of the YMCA College of Careers (the Operator) meets the stated objectives and QF standard and can be offered as an accredited programme
  - (i) Diploma in Hotel and Holiday Business Operation
- (b) To issue to the Operator accreditation report setting out the results of the determination in relation to (a) by HKCAAVQ.

1.2 The accreditation exercise was conducted according to the relevant accreditation guidelines referred to in the Service Agreement. A site visit took place on 28 March 2019.

## 2. HKCAAVQ’S DETERMINATION

2.1 HKCAAVQ has determined that the Diploma in Hotel and Holiday Business Operation meets the stated objectives and QF standard at Level 3, and can be offered as an accredited programme with a validity period from 1 September 2019 to 31 August 2021.

### 2.2 Validity Period

2.2.1 The validity period will commence on the date specified in the table below.

2.3 The determinations on the Learning Programme Accreditation are specified as follows:

<b>Name of Operator(s)</b>	YMCA College of Careers 青年會專業書院
<b>Name of Award Granting Body</b>	YMCA College of Careers 青年會專業書院
<b>Title of Learning Programme</b>	Diploma in Hotel and Holiday Business Operation 酒店及旅遊業務營運文憑

<b>Title of Qualification(s) (Exit Award(s))</b>	Diploma in Hotel and Holiday Business Operation 酒店及旅遊業務營運文憑
<b>Primary Area of Study and Training</b>	Services
<b>Sub-area (Primary Area of Study and Training)</b>	Hotel and Tourism
<b>Other Area of Study and Training</b>	Not applicable
<b>Sub-area (Other Area of Study and Training)</b>	Not applicable
<b>Industry</b>	Not applicable
<b>Branch</b>	Not applicable
<b>QF Level</b>	Level 3
<b>QF Credits</b>	198
<b>Mode(s) of Delivery and Programme Length</b>	Full-time, 1 year Part-time, 2 years 1980 notional learning hours (including 545 contact hours and 720 hours of Industrial Placement)
<b>Validity Period</b>	1 September 2019 to 31 August 2021
<b>Number of Enrolment(s)</b>	One enrolment per year
<b>Maximum Number of New Students</b>	Full-time Maximum of 25 learners per class Maximum of 1 class per year  Part-time Maximum of 20 learners per class Maximum of 1 class per year
<b>Specification of Competency Standards-based Programme</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>Specification of Generic (Foundation) Competencies-based Programme</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

<b>Vocational Qualifications Pathway Programme</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>Notes to be indicated on the QR</b>	This programme includes Industrial Placement for 72 QF credits to be conducted in 720 hours 此課程包括 720 小時的實習，佔 72 資歷學分。
<b>Address of Teaching/ Training Venue(s)</b>	23 Waterloo Road, Kowloon 九龍窩打老道 23 號  <u>For practical training</u> (1) The Cityview (Hotel affiliated to Chinese YMCA of Hong Kong) 23 Waterloo Road, Kowloon 九龍窩打老道 23 號  (2) The Harbourview (Hotel affiliated to Chinese YMCA of Hong Kong) 4 Harbour Road, Wan Chai, Hong Kong 香港灣仔港灣道 4 號

#### 2.4 Recommendation(s)

HKCAAVQ offers the following recommendation(s) for continuous improvement.

Recommendation(s)
<ol style="list-style-type: none"> <li>1. The Operator should enhance the presentation of the programme objectives to avoid repetitions and better articulate the purpose of the programme.</li> <li>2. The Operator should review the design of the admission interview, in particular the tool in Part I to assess the applicant's English language proficiency, and the interview in Part II so as to enhance the efficiency and effectiveness in the student selection process.</li> <li>3. The Operator should review and formalise the external input procedure in the programme development process as part of the quality assurance mechanism so that external inputs could be properly channelled to enhance programme development.</li> </ol>

2.5 HKCAAVQ will subsequently satisfy itself whether the Operator remains competent to achieve the relevant objectives and the Programme continues to meet the standard to achieve the relevant objectives as claimed by the Operator by reference to, amongst other things, the Operator's fulfilment of any conditions and compliance with any restrictions stipulated in this Accreditation Report. **For the avoidance of**

**doubt, maintenance of accreditation status is subject to fulfilment of any condition and compliance with any restriction stipulated in this Accreditation Report.**

### **3. INTRODUCTION**

- 3.1 YMCA College of Careers is a non-profit making school formed in 1995 and sponsored by the Chinese YMCA of Hong Kong, with over 110 years of experience in providing multiple social services to the Hong Kong community, especially young people.

### **4. PROGRAMME DETAILS**

The following is the programme information provided by the Operator.

#### **4.1 Programme Objectives**

- (a) Graduates of the Diploma programme will be employable in hotel or holiday business companies or other broader hospitality industries;
- (b) Graduates of the Diploma programme will be prepared for further academic study in the discipline of hotel and tourism management; and
- (c) Graduates of the Diploma programme will have appropriate foundation skills and knowledge to become lifelong learners within the hotel and hospitality field.

#### **4.2 Programme Intended Learning Outcomes**

Upon completion of the Programme, learners should be able to:

HHB 1 (Knowledge and Intellectual Skills):

Apply knowledge and skills in the hotel and holiday business operation activities, demonstrating comprehension of relevant theories.

HHB 2 (Processes, Application, Autonomy & Accountability):

Access, organize and evaluate information independently and make reasoned judgments in relation to hotel and holiday business operation.

HHB 3 (Processes, Application, Autonomy & Accountability):

Work as team members in the hotel and holiday business, and able to communicate effectively among different stakeholders.

HHB 4 (Communication, IT and Numeracy):

Perform tasks in a broad range of predictable and structured hospitality contexts which may also involve some non-routine activities requiring a degree of individual responsibility.

#### **4.3 Programme Structure**

<b>Module</b>	<b>QF Credits</b>
Practical English in Hospitality (PTE301)	
Practical Chinese in Hospitality (PTC303)	
e-Business in Hospitality (EBH311)	
Professional Customer Service in Hospitality (PCS312)	
Understanding Hospitality Industry (UHI313)	
Introduction to Event Planning (IEP332)	
Health and Safety Control (HSC384)	
Food and Beverage Services (FBS333)	
Basic Food Production (BFP334)	
Introduction to Rooms Division (IRD335)	
Introduction to Tourism Planning (ITP381)	
Industrial Placement (IP300)	
<b>Total</b>	

#### 4.4 Graduation Requirements

To be eligible for graduation, students should:

- (a) Pass all modules required by the programme of study; and
- (b) Pass the Industrial Placement module as specified by their programme of study; and
- (c) Achieve at least 80% attendance in each module.

#### 4.5 Admission Requirements

For the admission of this Diploma programme, applicants must satisfy the following admission requirements:

- (a) Completion of Secondary 6 (HKDSE); or  
Completion of Secondary 5 (HKCEE); or  
Completion of Certificate or equivalent qualifications recognised by the College;  
or  
Mature students (21 or above by the start date of the programme) with a minimum of 1-year work experience in the field of hotel or holiday business operation; and
- (b) Pass College admission interview; and
- (c) Pass the job interview and obtain the job offer by the contractual partner organisation (for Part-time (Day) mode only).

## 5. IMPORTANT INFORMATION REGARDING THIS ACCREDITATION REPORT

### 5.1 Variation and withdrawal of this Accreditation Report

- 5.1.1 This Accreditation Report is issued pursuant to section 5 of the AAVQO, and contains HKCAAVQ's substantive determination regarding the accreditation, including the validity period as well as any conditions and restrictions subject to which the determination is to have effect.

- 5.1.2 HKCAAVQ may subsequently decide to vary or withdraw this Accreditation Report if it is satisfied that any of the grounds set out in section 5 (2) of the AAVQO apply. This includes where HKCAAVQ is satisfied that the Operator is no longer competent to achieve the relevant objectives and/or the Programme no longer meets the standard to achieve the relevant objectives as claimed by the Operator (whether by reference to the Operator's failure to fulfil any conditions and/or comply with any restrictions stipulated in this Accreditation Report or otherwise) or where at any time during the validity period there has/have been substantial change(s) introduced by the Operator after HKCAAVQ has issued the accreditation report(s) to the Operator and which has/have not been approved by HKCAAVQ. Please refer to the '*Guidance Notes on Substantial Change to Accreditation Status*' in seeking approval for proposed changes. These Guidance Notes can be downloaded from the HKCAAVQ website.
- 5.1.3 If HKCAAVQ decides to vary or withdraw this Accreditation Report, it will give the Operator notice of such variation or withdrawal pursuant to section 5(4) of the AAVQO.
- 5.1.4 The accreditation status of the Operator and/or Programme will lapse immediately upon the expiry of the validity period or upon the issuance of a notice of withdrawal of this Accreditation Report.

## 5.2 Appeals

- 5.2.1 If the Operator is aggrieved by the determination made in this Accreditation Report, then pursuant to Part 3 of the AAVQO the Operator has a right of appeal to the Appeal Board. Any appeal must be lodged within 30 days of the receipt of this Accreditation Report.
- 5.2.2 If the Operator is aggrieved by a decision to vary or withdraw this Accreditation Report, then pursuant to Part 3 of the AAVQO the Operator has a right of appeal to the Appeal Board. Any appeal must be lodged within 30 days of the receipt of the Notice of Withdrawal.
- 5.2.3 The Operator should be aware that a notice of variation or withdrawal of this Accreditation Report is not itself an accreditation report and the right to appeal against HKCAAVQ's substantive determination regarding accreditation arises only from this Accreditation Report.
- 5.2.4 Please refer to Cap 592A ([www.elegislation.gov.hk](http://www.elegislation.gov.hk)) for the appeal rules. Details of the appeal procedure are contained in section 13 of the AAVQO and can be accessed from the QF website at [www.hkqf.gov.hk](http://www.hkqf.gov.hk).

## 5.3 Qualifications Register

- 5.3.1 Qualifications accredited by HKCAAVQ are eligible for entry into the Qualifications Register ("QR") at [www.hkqr.gov.hk](http://www.hkqr.gov.hk) for recognition under the QF. The Operator should apply separately to have their quality-assured qualifications entered into the QR.
- 5.3.2 Only learners who commence the study of the named accredited learning programme during the validity period and who have graduated with the named qualification listed in the QR will be considered to have acquired a qualification recognised under the QF.

Ref: VA05/02/22

**HKCAAVQ Report No.: 19/71**