



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

**SUMMARY ACCREDITATION REPORT**

**HONG KONG COLLEGE OF TECHNOLOGY**

**LEARNING PROGRAMME RE-ACCREDITATION**

**HIGHER DIPLOMA IN TOURISM MANAGEMENT**

**FEBRUARY 2020**

## 1. TERMS OF REFERENCE

1.1 Based on the Service Agreement (No.: VA1047), 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 Hong Kong College of Technology (“Operator”), to conduct a Learning Programme Re-accreditation (re-LPA) 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 Hong Kong College of Technology (the Operator) meets the stated objectives and Hong Kong Qualifications Framework (HKQF, or in short QF) Level 4 standards and can continue to be offered as an accredited programme:

(i) Higher Diploma in Tourism Management

(b) To issue to the Operator accreditation report(s) 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. The Education Bureau’s *“Updated Revised Common Descriptors for Associate Degree and Higher Diploma Programmes under the New Academic Structure”* was also a guiding document used by the Panel and the Operator in conducting this exercise for the Higher Diploma programme. A site visit took place on 10 January 2020.

## 2. HKCAAVQ’S DETERMINATION

### **Learning Programme Re-accreditation**

2.1 HKCAAVQ has determined that Higher Diploma in Tourism Management meets the stated objectives and QF standard at Level 4, and can be offered as an accredited programme with a validity period from 1 September 2020 to 31 August 2023.

### **2.2 Validity Period**

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

2.2.2 The maintenance of the accreditation status within the specified validity period is subject to the fulfilment of all requirements set out in 2.4 by the specified fulfilment deadline.

2.3 The determinations on the Learning Programme Re-accreditation are specified as follows:

<b>Name of Operator(s)</b>	Hong Kong College of Technology 香港專業進修學校
<b>Name of Award Granting Body</b>	Hong Kong College of Technology 香港專業進修學校
<b>Title of Learning Programme</b>	Higher Diploma in Tourism Management 旅遊業管理高級文憑
<b>Title of Qualification(s) (Exit Award(s))</b>	Higher Diploma in Tourism Management (Airline Services) 旅遊業管理高級文憑 (航空服務) Higher Diploma in Tourism Management (Culinary) 旅遊業管理高級文憑 (西式廚藝) Higher Diploma in Tourism Management (Hospitality) 旅遊業管理高級文憑 (酒店款待) Higher Diploma in Tourism Management (Tourism and Event Management) 旅遊業管理高級文憑 (旅遊及項目管理)
<b>Primary Area of Study and Training</b>	Services
<b>Sub-area (Primary Area of Study and Training)</b>	Catering, Food and Beverage Services, Hotel and Tourism, MICE and Event Management
<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 4
<b>QF Credits</b>	332
<b>Mode(s) of Delivery and Programme Length</b>	Full-time, 24 months, 2 years 3315 notional learning hours (including 1605 contact hours)
<b>Intermediate Exit Award(s)</b>	Not applicable
<b>Validity Period</b>	1 September 2020 to 31 August 2023
<b>Number of Enrolment(s)</b>	One enrolment per year
<b>Maximum Number of</b>	Maximum of 160 learners per year

<b>New Students</b>	
<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 Internship of 75 QF credits. 此課程包括實習，佔 75 資歷學分。
<b>Address of Teaching/ Training Venue(s)</b>	(1) HKCT Jockey Club Undergraduate Campus 2 On Shing Street, Ma On Shan, Shatin, N.T. 新界沙田馬鞍山鞍誠街 2 號  (2) HKCT Jockey Club Ma On Shan Campus Yiu On Estate, Ma On Shan, Shatin, N.T. 港專賽馬會馬鞍山校園 新界馬鞍山耀安邨  (3) HKCT Ho Man Tin Campus 14 Princess Margaret Road, Ho Man Tin, Kowloon 港專何文田校園 九龍何文田公主道 14 號

2.4 **Condition(s) (including pre-conditions for obtaining the HKCAAVQ accreditation status as applied for within the validity period as specified in the above table; and requirements for maintenance of the accreditation status within the validity period)**

<b>Requirement(s)</b>	<b>Date of Fulfilment</b>
<p>The Operator is to review the positioning of the tourism and event management stream of the programme and to develop an implementation plan for addressing the enrolment issue of this stream. The plan should document the programme review, the measures implemented, their effectiveness, the decision as well as the onward action plan.</p> <p>The Operator is to submit a report on the plan and the review of the effectiveness of the measures as well as the decisions on onward actions to HKCAAVQ on or before 31 March 2021.</p>	31 March 2021

## 2.5 Recommendation(s)

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

Recommendation(s)
<ol style="list-style-type: none"><li>1. The Operator is recommended to formulate stream-specific intended learning outcomes explicitly so that stream-specific skillsets and knowledge that are expected of learners are clearly spelt out.</li><li>2. The Operator should consider including more practical sessions in the modules of “Front Office Operations”, “Cabin Services Management” and “Food Service and Production Operation” to further strengthen students’ hands-on skills and knowledge and to better equip them for careers in the hospitality and tourism industry.</li><li>3. The Operator is recommended to introduce more work-based learning activities in the programme to provide students with the opportunity for more real-world exposure in the hospitality and tourism industry.</li><li>4. The Operator should closely monitor the learning progress of students and implement appropriate measures in enhancing their English language proficiency. The Operator is also recommended to review the effectiveness of the measures during annual programme review to ensure students are properly supported in enhancing their English language ability throughout their learning journey.</li><li>5. The Operator is recommended to formally engage more External Advisors with a broader spectrum of expertise in the hospitality and tourism discipline who can advise on the currency of the programme for continuously enhancing the programme quality and ensuring that it meets the programme objectives.</li></ol>

- 2.6 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

Hong Kong College of Technology (HKCT) is a self-financed education institute that offers a variety of programmes from Certificate to Higher Diploma levels. HKCT

Group Limited, a registered charitable organization established under the Companies Ordinance, is the sponsoring body of HKCT.

#### **4. PROGRAMME DETAILS**

The following is the programme information provided by the Operator.

##### **4.1 Programme Objectives**

- Provide a broad base of Tourism and Hospitality modules to nurture students to be competent for employment and future study;
- Develop students' ability in Tourism and Hospitality industry through effective use and a combination of academic knowledge and practical skills gained in various parts of the programme; and
- Provide students with opportunities for pursuing further development in the hospitality and tourism industry.

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

**Upon completion of the programme, learners should be able to:**

- PILO-1. Employ the essential knowledge and operational competencies and skills in the hospitality and tourism industry and prepare students for a rewarding career;
- PILO-2. Recognize work ethics, professional service attitude, and self-directed learning and be able to apply these principles in practice;
- PILO-3. Exercise appropriate judgments in planning, selecting, presenting and evaluating information to resolve operational problems in hospitality and tourism industry; and
- PILO-4. Communicate effectively and apply varieties of technologies in the workplace to meet the industry needs.

##### **4.3 Programme Structure**

The programme has 63.3% of the curriculum consists of specialised contents related to the tourism and hospitality discipline. This percentage meets the requirement of a minimum of 60% in specialised contents for higher diploma programmes stipulated in the *“Updated Revised Common Descriptors for Associate Degree and Higher Diploma Programmes under the New Academic Structure”* promulgated by the Education Bureau of the HKSAR Government.

The majority of learning contents in terms of QF credits in the programme are pitched at QF Level 4. The details of the curriculum structure are as follows:

## Higher Diploma in Tourism Management (HDTM)

### (1) Airline Services Stream

Module Title	QF Credits
<b>Year 1</b>	
Academic English Skills	
Art of Reasoning	
Business Software Applications	
Introduction to Tourism and Hospitality	
Sales and Marketing for Tourism and Hospitality	
Human Resources Management for Tourism and Hospitality	
<b>Elective: Choose ONE</b>	
i) Accounting for Business Operations	
ii) Business Environment for Tourism and Hospitality	
Airline Product Knowledge and Planning	
Airlines Ground Service Operations	
Fare Calculation	
On-Board Entertainment Management	
Operation of Central Reservations System	
Airport Operations and Management	
<b>Year 2</b>	
Professional English Communication	
Professional Putonghua Communication	
Cabin Services Management	
On-board Catering Management	
<b>Elective: Choose TWO</b>	
i) Café Management	
ii) Catering and Event Planning	
iii) Customer Relationship Management	
iv) Facility Planning for Hospitality Organizations	
Internship	
<b>Total</b>	<b>332</b>

### 2) Culinary Stream

Module Title	QF Credits
<b>Year 1</b>	
Academic English Skills	
Art of Reasoning	
Business Software Applications	
Introduction to Tourism and Hospitality	
Sales and Marketing for Tourism and Hospitality	
Human Resources Management for Tourism and Hospitality	
<b>Elective: Choose ONE</b>	
i) Accounting for Business Operations	

<b>ii) Business Environment for Tourism and Hospitality</b>	
Food and Beverage Service	
Food Theory	
Food Service and Production Operation	
Gastronomy and Nutrition	
Culinary Skill Development	
Patisserie and Dessert	
<b>Year 2</b>	
Professional English Communication	
Professional Putonghua Communication	
Food and Beverage Management	
<b>Elective: Choose TWO</b>	
<b>i) Café Management</b>	
<b>ii) Catering and Event Planning</b>	
<b>iii) Customer Relationship Management</b>	
<b>iv) Facility Planning for Hospitality Organizations</b>	
Internship	
<b>Total</b>	<b>332</b>

### 3) Hospitality Stream

Module Title	QF Credits
<b>Year 1</b>	
Academic English Skills	
Art of Reasoning	
Business Software Applications	
Introduction to Tourism and Hospitality	
Sales and Marketing for Tourism and Hospitality	
Human Resources Management for Tourism and Hospitality	
<b>Elective: Choice ONE:</b>	
<b>i) Accounting for Business Operations</b>	
<b>ii) Business Environment for Tourism and Hospitality</b>	
Food and Beverage Service	
Food Theory	
Front Office Operations	
Food Service and Production Operation	
Housekeeping Operations	
Management in Hospitality Industry	
<b>Year 2</b>	
Professional English Communication	
Professional Putonghua Communication	
Food and Beverage Management	
Rooms Division Management	
<b>Elective: Choose TWO</b>	
<b>i) Café Management</b>	
<b>ii) Catering and Event Planning</b>	
<b>iii) Customer Relationship Management</b>	

iv) Facility Planning for Hospitality Organizations	
Internship	
<b>Total</b>	<b>332</b>

#### **(4) Tourism and Event Management Stream**

Module Title	QF Credits
<b>Year 1</b>	
Academic English Skills	
Art of Reasoning	
Business Software Applications	
Introduction to Tourism and Hospitality	
Sales and Marketing for Tourism and Hospitality	
Human Resources Management for Tourism and Hospitality	
<b>Elective: Choice ONE:</b>	
i) Accounting for Business Operations	
ii) Business Environment for Tourism and Hospitality	
Event Facilities Management	
International Events and Festivals	
Cruise Line Operation and Management	
Principle of Events Operations	
Itinerary Planning and Tour Packaging	
Tourism Policy and Planning	
<b>Year 2</b>	
Professional English Communication	
Professional Putonghua Communication	
Special Interest Tourism	
Meetings, Incentives, Conventions and Exhibitions Management	
<b>Elective: Choose TWO</b>	
i) Café Management	
ii) Catering and Event Planning	
iii) Customer Relationship Management	
Facility Planning for Hospitality Organizations	
Internship	
<b>Total</b>	<b>332</b>

#### 4.4 **Graduation Requirements**

- HDTM adheres to the Academic Regulations by which a student must pass all the required subjects of a programme and obtain an overall GPA 1.7 for meeting the requirements of graduation.

#### 4.5 **Admission Requirements**

- Attained Level 2 in 5 HKDSE subjects, including Chinese and English [each applicant is allowed to use not more than two Applied Learning subjects at

- “Attained” level as equivalent to Level 2 in the application]; or
- Pass in 1 A-Level or 2 AS-Level subjects (with 5 passes in HKCEE subjects, including Chinese Language and English Language); or
  - Holder of Diploma Yi Jin; or
  - Holder of Diploma for Tertiary Studies; or
  - Holder of Pre-Associate Degree; or
  - Holder of Diploma\*; or
  - Aged 21 or above with at least 1 year working experience; or
  - Equivalent qualifications; and
  - Pass in admission interview.

\* The qualification should be awarded by one of the local or overseas recognised tertiary institutions / post-secondary colleges, and the length of study is at least 450 teaching hours.

## **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 Variation or 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 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.

