



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

Higher Diploma in Hotel and Tourism Management

April 2018

1. TERMS OF REFERENCE

1.1 Based on the Service Agreement (No.: VA775), 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) (hereafter Ordinance), 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 the Ordinance 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) Higher Diploma in Hotel and 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(s). A site visit took place on 28 February 2018.

2. HKCAAVQ'S DETERMINATION

Learning Programme Accreditation

2.1 HKCAAVQ has determined that, subject to the fulfilment of the conditions set out below, the Higher Diploma in Hotel and 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 2018 to 31 August 2021.

2.2 Validity Period

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

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

Name of Operator(s)	YMCA College of Careers 青年會專業書院
Name of Award Granting Body	YMCA College of Careers 青年會專業書院
Title of Learning Programme	Higher Diploma in Hotel and Tourism Management 酒店及旅遊管理高級文憑
Title of Qualification(s) (Exit Award(s))	Higher Diploma in Hotel and Tourism Management 酒店及旅遊管理高級文憑
Primary Area of Study and Training	Services
Sub-area (Primary Area of Study and Training)	Hotel and Tourism
Other Area of Study and Training	Not applicable
Sub-area (Other Area of Study and Training)	Not applicable
Industry	Not applicable
Branch	Not applicable
QF Level	Level 4
QF Credits	423
Mode(s) of Delivery and Programme Length	Full-time 2 years; 4,230 notional learning hours (including 2,439 contact hours)
Intermediate Exit Award(s)	Not applicable
Validity Period	The validity period shall commence on 1 September 2018 and end on 31 August 2021.
Number of Enrolment(s)	One enrolment per year
Maximum Number of New Students	Maximum of 30 learners per year Maximum of 30 learners per class
Specification of Competency Standards-based Programme	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

Specification of Generic (Foundation) Competencies-based Programme	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Vocational Qualifications Pathway Programme	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Notes to be indicated on the QR	This programme includes Industrial Placement for 144 QF credits to be conducted in 6 months. 此課程包括 6 個月的實習，佔 144 資歷學分。
Address of Teaching/ Training Venue(s)	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 城景國際 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 灣景國際 香港灣仔港灣道 4 號

2.4 Recommendation(s)

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

Recommendations
<ol style="list-style-type: none"> 1. The Operator should invite more industry practitioners with hands-on Information Technology (IT) systems application experience to share the knowledge of up-to-date IT systems in the hotel and tourism industry so as to enrich the learning experience of students. 2. The Operator should enhance the staff development scheme to ensure adequate and relevant support are provided to the programme management team to continuously improve their competence to perform the programme management and monitoring activities effectively.

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 (YMCA CoC) is a non-profit-making school founded in 1995 and sponsored by Chinese YMCA of Hong Kong, the mother organisation with over 115 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

- Enable students to acquire necessary attitude, academic knowledge and practical skills and train as an entry-level professional in the hotel and tourism industry;
- Equip students with an understanding of the hotel and tourism industry from an interdisciplinary perspective;
- Enable students' awareness of the latest developments in the hotel and tourism industry;
- Provide students with the essential academic knowledge, professional competence and generic skills for further study in the discipline of hotel and tourism management.

4.2 Programme Intended Learning Outcomes

- PILO1. Demonstrate a mastery of the knowledge and skills required for functioning effectively as an entry-level professional in the hotel and tourism industry, and an ability to integrate and apply them effectively in the hotel and tourism operations.
- PILO2. Identify major management concepts in accounting, marketing, finance and management, and be able to manage and evaluate functional systems in hotel and tourism operations.
- PILO3. Demonstrate an understanding of the global and local issues in hotel and tourism industry and be able to analyze, evaluate and explore perspectives or alternatives solutions for specific problem in the industry.

- PILO4. Demonstrate professional attitudes in terms of sense of responsibility, integrity, self-confidence, initiative, teamwork and service attitude in life-long learning and career pursuit.
- PILO5. Demonstrate the ability to use professional written and oral communication skills and technology across a range of professional and personal contexts.

4.3 Programme Structure

Course Title	QF Credits	
Year 1 Study		
English in the Workplace I (ENG401)		
Putonghua for Business (PUB402)		
Business Accounting (BAC419)		
Introduction to Management (MGT412)		
Introduction to Marketing (MKG413)		
Cruise Line Operations and Management (CLO482)		
Theme Park and Visitor Attractions Management (TVM488)		
Front Office Operations (FOO433)		
Housekeeping Operations (HKO434)		
Food Production and Hygiene (FPH 435)		
Food Beverage Operations (FPH 436)		
Industrial Placement (IP400)		
Year 2 Study		
English in Workplace II (ENG403)		
Quality Management (QMT415)		
Financial Management (FMT416)		
Human Resources Management (HRM417)		
Procurement Management (PMT438)		
Airport and Airline Services (AAS485)		
Contemporary Hospitality and Tourism Management (HTM481)		
Banquet and Event Management (BEM440)		
Professional Bar Management (PBM441)		
Professional Wine Studies (PWS439)		
Total	423	

4.4 Graduation Requirements

- Obtain an overall GPA 2.0 or above;
- Achieve a total of 279 QF credits required by the programme and complete the 144-QF credit Industrial Placement module; and
- Achieve at least 80% attendance in each module.

4.5 Admission Requirements

1. Hong Kong Diploma of Secondary Education Examination (HKDSE)
 - a. Obtain “Level 2” or above in any FIVE Core Subjects / Elective Subjects (including Chinese Language and English Language); and
 - b. Pass the admission interview
2. Equivalent Qualification(s)
 - a. Pass in 1 AL or 2 AS-Level Subjects in Hong Kong Advanced Level Examination (HKALE), including Use of English, plus 3 passes in Hong Kong Certificate of Education Examination (HKCEE) and Level 2 /Grade E or above in Chinese and English or equivalent; or
 - b. Obtain relevant Qualifications Framework Level 3 (QF Level 3) qualification with at least 1 year full-time study load or equivalent from Hong Kong Council for Accreditation of Academic and Vocational Qualifications (HKCAAVQ); or
 - c. Satisfactory completion of Diploma in Hospitality Studies offered by YMCA College of Careers; or
 - d. Satisfactory completion of pre-Associate Degree / Diploma Yi Jin or an equivalent programme; or
 - e. Aged 21 or above will be considered on an individual basis; and
 - f. Pass the admission interview

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 (<http://www.legislation.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: <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 <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: VA05/02/20

HKCAAVQ Report No.: 18/71