



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 Travel & Tourism Training Centre

Learning Programme Re-accreditation

Diploma in Tourism and Airline Operations

December 2015

This accreditation report is issued by the Hong Kong Council for Accreditation of Academic and Vocational Qualifications (HKCAAVQ) in its capacity as the Accreditation Authority as provided for under the Accreditation of Academic and Vocational Qualifications Ordinance (Cap 592) (AAVQO). This report outlines the HKCAAVQ's determination, the validity period of the determination as well as any conditions or restrictions on the determination.

1. Introduction

- 1.1 Hong Kong Travel & Tourism Training Centre (HKTT) (香港旅遊專業培訓中心) is under the governance of the Board of Directors of the Hong Kong Travel & Tourism Training Centre Limited. Presently HKTT offers various vocational education and training programmes for target learners who would like to pursue careers in tourism and airline industries.
- 1.2 Based on the Service Agreement, HKCAAVQ was commissioned by Hong Kong Travel & Tourism Training Centre (香港旅遊專業培訓中心) (the Operator) to conduct a Learning Programme Re-accreditation exercise to assess and determine whether the Diploma in Tourism and Airline Operations continues to achieve the stated objectives and meets the Qualifications Framework (QF) standard at QF Level 3.

2. HKCAAVQ's Accreditation Determination

Having due consideration of the accreditation panel's observations and comments as presented in this Report, HKCAAVQ makes the following accreditation determination:

Approval

Name of Operator(s)	Hong Kong Travel & Tourism Training Centre 香港旅遊專業培訓中心
Name of Award Granting Body	Hong Kong Travel & Tourism Training Centre 香港旅遊專業培訓中心
Title of Learning Programme	Diploma in Tourism and Airline Operations 旅遊及航空業實務文憑
Title of Qualification(s) (Exit Award(s))	Diploma in Tourism and Airline Operations 旅遊及航空業實務文憑
Primary Area of Study / Training	Recreation, Leisure, Tourism and Hospitality
Other Area of Study / Training	Not applicable
Industry	Not applicable
Branch	Not applicable
QF Level	Level 3
QF Credits	122

Mode(s) of Delivery and Programme Length	Full-time, 10 months, 1220 notional learning hours (including 767.5 contact hours)
Intermediate Exit Award(s)	Not applicable
Validity Period	2 years (1 February 2016 to 31 January 2018)
Number of Enrolment(s)	A maximum of 100 learners in 2 intakes per year
Maximum Number of New Students	A maximum of 28 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
Special Notes to be included on the QR	This programme includes Industrial Placement for 29 QF credits to be conducted in 7 weeks. 此課程包括實習部分，佔 29 資歷學分，為期 7 星期。
Address of Teaching/ Training Venue(s)	5/F, Overseas Trust Bank Building, 160 Gloucester Road, Wan Chai, Hong Kong 香港灣仔告士打道 160 號海外信託銀行大廈 5 樓

Requirements	Date of Fulfilment
1. The Operator is to revise the appointment criteria for the Principal Lecturer and to recruit a suitable candidate to fill the job vacancy. The revised appointment criteria should ensure that there will be a competent staff member with relevant academic qualifications, industrial and training experience to oversee programme development, management and review. The Operator is to submit (i) revised appointment criteria for the Principal Lecturer to HKCAAVQ on or before 31 January 2016; (ii) evidence of the appointment of the Principal Lecturer to HKCAAVQ on or before 31 July 2016.	(i) 31 January 2016 (ii) 31 July 2016

2. The Operator is to strengthen the quality assurance mechanism to maintain the integration, consistency and coherence of the Diploma in Tourism and Airline Operations. The Operator is to submit a detailed description of the revised quality assurance mechanism with evidence of implementation, such as a programme review report, to HKCAAVQ on or before 31 July 2016	31 July 2016
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Recommendation

1. The Operator is to enhance the training in QF levels, standards, credit assignment and outcome-based education for all programme development and teaching staff.

3. Programme Details

The following is the programme information provided by the Operator.

3.1 Programme Objectives

The programme objective of the Diploma in Tourism and Airline Operations is to provide comprehensive training to those who would like to pursue the career as customer service frontline personnel in tourism and airline industries.

3.2 Programme Intended Learning Outcomes

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

- complete the booking of various kinds of travel products for a customer to fulfil his/her travel needs;
- handle passengers for departure, arrival or transit at the airport; and
- use effective communication and interpersonal skills in a customer-oriented manner.

3.3 Programme Structure

The Diploma in Tourism and Airline Operations programme has 20 modules. The majority of the modules are pitched at QF Level 3. The total number of QF credits is 122, including an Industrial Placement for 29 QF credits to be conducted in 7 weeks.

Module	QF Credits
Introduction to Tourism and Airline Industries	3
Tourism Knowledge and Operations	6
Airline Operations	8
Airline Reservation System - Abacus	5
E-commerce and Computer Applications	5

Presentation Skills	2
Professional Grooming & Social Etiquette	1
Customer Service & Selling Skills	3
Airline Ticketing I	6
Airline Ticketing II	6
Airline Reservation System - Galileo	5
Cruise Services	3
Airport Passenger Service and Airline Inflight Service	5
Hotel Operations	5
Tour Escorting and Guiding	6
Interview Skills	1
Putonghua	10
Tourism & Airline English	12
Theme Seminar	1
Industrial Placement	29
Total	122

3.4 Graduation Requirements

- To fulfil the attendance rate of 80% or above in each module; and
- Get a pass in both Continuous Assessment and Final Examination (if any) for each module.

3.5 Admission Requirements

- Secondary school graduates[^] or equivalent qualifications; and
- Pass the admission interview.

Acceptance is subject to the discretion of HKTT.

[^] *Definition of Secondary School Graduates:*

- Completion of Form 5 under the old secondary curriculum (5-2-3 education system); or*
- Completion of Form 6 under the new senior secondary curriculum (3-3-4 education system); or*
- Successful completion of Project Yi Jin or Yi Jin Diploma.*

4. Substantial Change

- Maintenance of the HKCAAVQ accreditation status during the validity period is subject to no substantial change being made without prior approval by HKCAAVQ.

5. Qualifications Register

- Qualifications accredited by HKCAAVQ are eligible for entry into the Qualifications Register (QR) at <http://www.hkqr.gov.hk> for recognition under the Qualifications Framework (QF). Operators should apply separately to have their quality-assured qualifications entered into the QR.

- 5.2 Only learners who are admitted to the named accredited learning programme during the validity period and who have graduated with the named qualification uploaded in the QR will be considered to have acquired a qualification recognised under the QF.

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