

Information about the Diploma in Tourism Operations 2021/2022

Introduction to the programme

The Diploma in Tourism Operations is a one year programme offered in the English medium during two semesters. The first semester will cover the four core courses. The courses for the second semester depend on the stream that you have selected. There are two streams; Stream in Tourism and Hotel Operations and Stream in Tourism and Travel Operations. Stream selection takes place during registration.

Objective of the Diploma Programme

The programme is designed to

- Provide the conceptual and practical training needed at operational levels in the field of travel, tourism and the hospitality industry.
- Provide a nationally recognized qualification that would enable those in the field to pursue higher level training within the field.
- Enhance the knowledge and experience of those who are already employed in the industry.

Target Group

- Those with G.C.E. Advanced Level seeking an appropriate qualification to enter a career in the travel, tourism and hotel industry.
- Those who are already employed in the travel, tourism and hospitality industry seeking a qualification to enhance their career.

Duration and Medium of Instructions

This will be a one year Diploma programme with 30 credits (SLQF) at level 3 and conducted in English.

Entry Requirements

- a) Three passes in any discipline at the General Certificate of Education (Advanced Level) Examination, Sri Lanka, or,
- b) Six passes at the General Certificate of Education (Ordinary Level) Examination, Sri Lanka and five years of certified work experience in the relevant field, or,
- c) Six passes at the General Certificate of Education (Ordinary Level) Examination, Sri Lanka and successfully completed the Short Course in Tourism and Hotel Operations of the Open University of Sri Lanka, with three years of certified work experience in the relevant field, or,
- d) Successful completion of any SLQF level 2 programme with minimum 30 (thirty) credits offered by a Higher Educational Institution acceptable by the Senate, or,
- e) Successful completion of National Vocational Qualification (NVQ) Level 4 in Tourism and Hospitality field, or,
- f) an equivalent or higher qualification acceptable to the Senate of the OUSL.

Method of Evaluation

The performance of students will be evaluated through Continuous Assessment components and Final Examinations at the end of each semester and the successful completion of the practical component. Awards will be made in the categories of Distinction, Merit or Pass depending on the final marks obtained.

Programme Outcomes

In designing the programme the various main components of the tourist industry have been taken into consideration. These components or sub sectors are essential elements of a tourist destination. As such during the first semester the core concepts and theories relating to the planning, development, socio-economic, environmental and marketing aspects of the tourist destination will be covered. In the second semester, the qualification ensures that the student is equipped with necessary knowledge, skills and attitudes to work in the sub sectors of his/her choice. The specific programme learning outcomes of the Diploma are as follows:

PLO1 - Demonstrate knowledge and understanding of key concepts and principles of the tourist industry.

PLO2 – Critically interpret key concepts and principles in the development of tourism.

PLO3 - Apply knowledge and principles to maintain the sustainability of the tourist industry.

PLO4 - Acquire skills and competencies to work in the hospitality operations sector of the tourist industry.

PLO5 - Acquire skills and competencies to work in the travel/tour operation sector of the tourist industry.

PLO6- Acquire knowledge in Development and Management of Tourism and Leisure resources.

Mode of Delivery

Content delivery methodologies will include soft copies of course materials available online. The teaching methodologies will include day schools, online sessions using ZOOM, guest lectures, video presentations and discussion classes online.

The course structure - Level 3

The academic year is divided into TWO (02) SEMESTERS. In the first semester, all students will offer the same courses. They are called the core courses and are as follows:

1st Semester (about 4 months)

DSD3309 Introduction to Tourism

DSD3410 Geography and History of Tourism

DSD3411 Tourism Economics

DSD3412 Tourism Marketing

2nd Semester (about 4 months)

In the second semester, course selection will differ depending on your chosen stream.

Type A: Stream in Tourism and Hotel Operations

DSD3413 Accommodation and Reception Operations

DSD3414 Food & Beverages Operations

- DSD3415 Food Production and Culinary Art
- DSD3516 Practical Training – Tourism & Hotel Operations

Type B: Stream in Tourism and Travel Operations

- DSD3417 Leisure and Tourism Resources
- DSD3418 Travel and Tourism Operations
- DSD3219 Airline Ticketing
- DSD3520 Practical Training – Tourism & Travel Operations

Practical Training (DSD3516 and DSD3520)

Students should provide a certificate of completion of 500 hours of practical training based on a competencies training schedule. The training could be carried out either at a recognized training institution or an approved tourism establishment. Proof of employment of at least 6 months from any recognized accommodation unit, restaurant, travel agency or airline is also acceptable on submission of a certified report based on a given format, from the place of work. The assessment of the practical training will be based on a written Proposal considered as a Continuous Assessment (CA) and a Learning Journal which will be considered as the Final Examination.

Day school sessions

Traditionally day-schools (face to face contact sessions with the lecturers) was held at the various centres. However, since this is an online programme, the sessions will be conducted using ZOOM. Through the use of a computer or a smart phone, you can follow the sessions from anywhere. Therefore you need not be physically present at the centre to follow these sessions. The ZOOM sessions will help you to discuss academic issues with your tutor and your peers. We strongly advise you to participate in these discussions.

What is the course Fee?

The total course fee for academic year 2021/2022 will be Rs. 44,800 paid in 2 instalments. It includes Registration fee, Facility fee, Library Facilities Fee and Course fee per Credit. The first instalment has to be paid at the time of registration.

For further information contact:

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