BSc (Hons) International Tourism and Hospitality Management

(Awarded by the University of Chichester)

PROGRAMME SPECIFICATION

www.lsme.ac.uk

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For prospectus details about the programme, please see www.lsme.ac.uk

AWARD DETAILS

Title and Name of Final Award(s) & Credits

BSc (Hons) International Tourism and Hospitality Management – Top-up	120 Credits
BSc (Hons) International Tourism and Hospitality Management (Full) with Foundation Year	360 Credits
BSc (Hons) International Tourism and Hospitality Management (Full Degree)	360 Credits

Course Duration

Top-up: One Year
Full Degree: Three Years
Full Degree with Foundation Year: Four Years

Level of the Programme

All awards offered under these programmes are at Level 6 and Levels 4, 5 and 6 of the Framework for Higher Education Qualifications in England, Wales & Northern Ireland (FHEQ) for the full degree and top-up qualifications respectively.

https://www.qaa.ac.uk/the-quality-code/qualifications-frameworks

Relevant Subject Benchmark Statement

Learners must develop the following skills during the programme of study:

- Cognitive skills of critical thinking, analysis and synthesis
- Effective problem solving and decision making using appropriate quantitative and qualitative skills, including identifying, formulating and solving business problems
- Effective communication, oral and in writing, using a range of media widely used in business e.g. the preparation and presentation of business reports
- Numeric and quantitative skills including data analysis, interpretation and extrapolation; the use of models of business problems and phenomena
- Effective use of communication and information technology for business applications
- Effective self-management in terms of time, planning and behaviour, motivation, self-starting, individual initiative and enterprise
- Developing an appropriate learning style

- Self-awareness, openness and sensitivity to diversity in terms of people, cultures, business and management issues
- Effective performance within a team environment including leadership, team building, influencing and project management skills
- Interpersonal skills of effective listening, negotiating, persuading and presentation
- Abilities to conduct research into business and management issues.

For more information on subject benchmarking, please see *https://www.qaa.ac.uk/docs/qaa/subject-benchmark-statements/subject-benchmark-statement-events-leisure-sport-tourism.pdf*

Awarding Institution

University of Chichester

Language of Study and Assessment

English

Please see 'English language requirements' further below regarding the standard required for entry.

ADMISSION INFORMATION

General Entry Requirements

Students who wish to undertake this BSc Programme should:

- Be at least 18 years of age
- Have a level 3 qualification, such as BTEC National Diploma in Tourism and Hospitality, or other equivalent Level 3 qualifications
- Have a GCE Advanced level profile which demonstrates strong performance in a relevant subject or an adequate performance in more than one GCE subject. This profile is likely to be supported by GCSE grades at A* to C.
- Equivalent T Level Qualification
- Pass an initial assessment test (CEFR Level B2) in Literacy and Numeracy with in-depth proficiency in academic writing) at LSME.

Acceptance on the course will be subject to a face to face interview.

Students who wish to undertake the top-up qualification should:

- Have an approved HND with a Merit Profile or either
- The applicant presents an HND transcript demonstrating a consistent improvement in attainments as they progressed through the two years of their HND programme.
  Or
- The applicant demonstrates a good level of understanding of the programme of study and shows enthusiasm during the one-hour interview. Their personal statement must demonstrate evidence of reflection, critical thinking and understanding of their programme of choice and the national context.

English Language Requirements

It is essential to have an excellent command of the English language to benefit from studying for the programme. Students applying for the full degree will be required to obtain an acceptable grade in their approved English language test (GCSE or equivalent) if their first language is not English. Applicants who have not studied in English for the final two years of their qualification may also achieve an IELTS minimum score of 5.5 in the written, listening, reading and speaking component of the test or equivalent. LSME will also request that an applicant take our internal Initial Assessment Numeracy and Literacy test even if the above conditions have been met, must achieve at CEFR Level B2 and show competence in academic writing.

In most cases, applicants with acceptable HND qualification will not need to take an English test before undertaking a top-up degree. If there is any doubt about a top-up applicant's English language ability, the application process will include the initial assessment literacy test and applicant must pass at CEFR Level B2. Those who fail to pass

at level B2 will be required to take and pass LSME's English language course alongside their degree studies.

Financial Requirements

All students are required to have sufficient funds to cover programme tuition fees and maintenance costs for the duration of their studies. For self-funded students, the College should receive a minimum of 50% of their tuition fees to qualify for an admission letter. The remaining fees are payable in full on registration. Students offered admission will be required to sign a financial declaration form confirming that they understand this situation and will have sufficient financial support for the duration of their studies. Evidence of available funds may be required.

UK/EU nationals can apply for a student loan through the SLC to cover their tuition and maintenance costs for the duration of the course. The College is not able to provide financial assistance to any student whose funds prove to be inadequate at any stage during the programme.

For more information on SLC application visit www.slc.co.uk &
https://lsme.ac.uk/students/student-finance/
For information on tuition fee amounts read the prospectus at www.lsme.ac.uk. Also read our policy on student tuition fee and refunds.

Students with Disabilities (including Dyslexia and Mental Health Issues)

LSME welcomes applications from students with disabilities – which may include mobility or dexterity impairment, chronic medical conditions (e.g. diabetes, HIV, epilepsy, asthma) or chronic pain/fatigue, mental health difficulties, specific learning difficulties (e.g. dyslexia or dyspraxia), Asperger's Syndrome and other autism spectrum disorders, or any other condition which has a long-term and adverse effect on studying.

The College aims to offer as much appropriate assistance as possible to accommodate individual needs and will take all reasonable steps to ensure that both the application procedure and the programme itself are organised and delivered to offer all students the opportunity to participate fully.

Applicants are encouraged to disclose any specific disability at the time of application (via the 'Equal Opportunities' and 'College Application' form), and let the administration know if anything further can be done to make the application and selection process as accessible as possible. This helps the College to ensure that applicants' specialist needs can be understood, and any obstacles minimised, throughout the application and admission process.

Once registered, the College can provide specific support to students with disabilities throughout their studies. Students are encouraged to disclose any disability from as early as possible; the Student Welfare Officer can answer queries and provide confidential advice at any point. Any special arrangements may be made via the Student Welfare Officer.

Please see further information at
www.lsme.ac.uk (under our policy on student learning support).

Intake Quota

There is no specific intake quota for the programme, but the numbers admitted each year are very limited. Applications for places are reviewed and any offer letters are issued in the order in which they arrive. Prospective students are therefore encouraged to apply as early as possible, as admittance to the programme may close up to several months ahead of the start of each new academic year.

PROGRAMME AIMS AND OBJECTIVES

Educational Aims of the Programme

These qualifications offer a strong, sector-related emphasis on practical skills development in the hospitality and tourism industry alongside the development of requisite knowledge and understanding.

The course aims to:

- Provide students with knowledge and understanding in the key functional areas of organisations, the external environment and management.
- Provide students with knowledge, concepts and principles of the main functional areas of tourism and hospitality.
- Develop knowledge and understanding of the main principles and practices of management with the ability to apply these skills to the solution of work-based problems.
- Prepare students with the skills and competencies needed for a successful career in international tourism and hospitality management.

Learning, Teaching and Assessment Methods

Programme delivery includes; lectures, face-to-face training days, one to one tutorials, discussions, case study discussions, research work, group work, among others. All students will be guided at every step towards achieving their goals.

Students will be assessed using centre devised written assignments/ reports, presentations, both individual and group.

Broad Learning Outcomes

By the end of the programme, students will be expected to achieve the following learning objectives drawing on material taught across different elements and assessed in a variety of ways.

Learning Outcomes – Knowledge and Understanding

On successful completion of the programme, students will be able to demonstrate knowledge and understanding of:

- Key theoretical and contemporary issues involving tourism and hospitality management.
- Generic management issues that can be applied in real world contexts.
- Knowledge and understanding of investigative techniques in organisational research with an appreciation of diverse managerial contexts.
- The research process and how to undertake an independent and rigorous study of research.

Learning Outcomes – Subject Specific Intellectual and Research Skills

On successful completion of the programme students will be able to:

- Understand how effective tourism and hospitality management enables a diverse range of organisations to create economic and social value.
- Demonstrate knowledge and understanding of the theories, concepts, tools and techniques used in tourism and hospitality management.
- Critically assess the management challenges inherent in delivering new types of services and ways of working.
- Apply analytical tools and techniques associated with tourism and hospitality management.

Learning Outcomes – Transferable and Generic Skills

On successful completion of the programme students will be able to:

- Collect and critically evaluate qualitative and quantitative information.
- Communicate ideas and arguments coherently and effectively in a variety of formats.
- Work effectively as an individual or part of a team and recognise problems associated with group working.
- Use library and other resources effectively applying appropriate bibliographical skills.

The broad learning outcomes and expectations aligned with intermediate and final degree level awards are:

Level 4

This is an introductory level where students develop a knowledge of basic concepts. In terms of skills development, students will have mastered techniques in areas such as problem-solving, critical thinking and developing skills that enable them to communicate accurately and effectively. Students leaving the programme having completed Level 4 would be eligible for the award of Certificate in Higher Education.

Level 5

This is an intermediate level where students learn to effectively engage with the programme content by applying principles within a range of contexts and are able to evaluate the appropriateness of different approaches to solving problems. Students leaving the programme having completed both Levels 4 and 5 would be eligible for the award of Diploma in Higher Education.

Level 6

This is the final honours level where students develop the professional skills and understanding necessary to make an immediate and effective impact in the workplace. They will develop an understanding of a complex body of knowledge, and through an ability to evaluate evidence, arguments and assumptions, will be able to use analytical and problem-solving techniques to understand complex situations and assist with their management. Students will also have developed the skills that allow them to communicate either formally or informally in a range of styles appropriate to a given situation.

LEARNING TIMES

Modes of Study and Duration of Study

The main part of the programme is taught 'face-to-face' at LSME.

The programme may be taken on a full-time as follows:

Mode	Standard Period of Registration
BSc (Hons) International Tourism and Hospitality Management (Top-up)	1 Academic Year
BSc (Hons) International Tourism and Hospitality Management (Full Degree)	3 Academic Years
BSc (Hons) International Tourism and Hospitality Management (Full Degree) with Foundation Year	4 Academic Years

Estimated Number of Guided Learning Hours

The programme comprises a total of 3600 notional learning hours for the three-year programme, 4800 notional learning hours for the full degree with Foundation year and 1200 notional learning hours for the top-up qualification. Based on a mix of contact teaching time, directed study, and self-directed study time plus assessment. It is generally expected that full-time students will spend on average 35 to 50 hours a week on study, including face-to-face sessions and private study. During term-time, each week will typically include 15 hours of contact time within the College, 10 hours of placement activity and 10-25 hours of self-directed study as follows:

Year 0 (Optional Foundation Year at Level 4)

Timetabled teaching and learning activity Teaching, learning and assessment: 288 hours
Independent learning: 912 hours

Year 1 (Level 4)

Timetabled teaching and learning activity Teaching, learning and assessment: 288 hours
Independent learning: 912 hours

Year 2 (Level 5)

Timetabled teaching and learning activity Teaching, learning and assessment: 240 hours
Independent learning: 960 hours

Year 3 (Level 6)

Timetabled teaching and learning activity Teaching, learning and assessment: 192 hours
Independent learning: 1008 hours

ASSESSMENT AND GRADING

Students will be assessed by handing in written coursework for each Module. The assessor grades the assignment individually and assigns a numerical grade in percentage.

A pass is awarded for the achievement of outcomes against the specified outcome criteria. Course work is graded as follows.

- 0 - 39% Fail. Insufficient level of work.
- 40 - 49% Third Class. Basic level of work.
- 50 - 59% Lower Second. Good level of work.
- 60 - 69% Upper Second. Very good level of work.
- 70 - 79% First Class. Excellent work overall.
- 80% + High First. Exceptional work overall.

Students who fail to achieve a pass will be given another opportunity for reassessment. For further guidance on assessment regulations for undergraduate programmes visit www.lsme.ac.uk.

CALENDAR AND CURRICULUM

Study Calendar

The academic year is broken up into three terms. Students are also expected to continue their studies (through reading, revision etc.) during the breaks between terms.

Term 1 (Autumn) runs from September to December (14 weeks total).

There is a compulsory orientation and induction for new students at the very beginning of the term for 2 weeks. Formal teaching then runs for 9 weeks, which is interspersed with 3 weeks of assignment preparation and submission, making a total of 14 weeks.

Term 2 (Spring) runs from January to March/April (11-13 weeks total).

There is a compulsory orientation and induction of new students at the beginning of the term for 2 weeks.

Formal teaching then runs for 6 weeks, which is interspersed with 2 weeks of assignment preparation and submission, making a total of 11-13 weeks.

Term 3 (Summer) runs from April to July (14 weeks). There is a compulsory orientation and induction of new students at the beginning of the term for 2 weeks.

Formal teaching then runs for 9 weeks, which is interspersed with 3 weeks of assignment preparation and submission, making a total of 14 weeks.

PROGRAMME MODULES AND ROUTE MAP

The structure of the BSc (Hons) International Tourism and Hospitality Management with the optional Foundation Year programme is shown below. The Foundation course takes one year to complete and develops knowledge and understanding in six core areas. On successful completion, students progress to year one the of the degree programme. Although the Foundation Course consists of six, 20 credit Level 4 modules the credits themselves do not count towards the award of the degree. Progression to the first year of the degree is based on passing all six modules with a minimum grade of 40%.

Year Zero (The Foundation Year is optional and does not count towards the award of the final credit)

TERM 1	
English for Academic Purposes	(20 cr.)
Study Skills	(20 cr.)
TERM 2	
Using Numeracy and ICT skills in Research	(20 cr.)
Evolution of Management Theory and Practice	(20 cr.)
TERM 3	
Social Psychology in Organisations	(20 cr.)
Development of the Tourism and Hospitality Industry	(20 cr.)

Year One: Certificate in Higher Education – 120 credits at Level 4

TERM 1	
Critical Thinking Skills	(20 cr.)
Personal and Professional Skills for Management	(20 cr.)
TERM 2	
Organisation Theory	(20 cr.)
Operations Management in Tourism and Hospitality	(20 cr.)
TERM 3	
The Tourism and Hospitality Industry	(20 cr.)
Tourism and Hospitality Policies and Planning	(20 cr.)

Year Two: Diploma in Higher Education – 120 credits at Level 5

TERM 1	
Strategic Management	(20 cr.)
Strategic Human Resource Management	(20 cr.)
TERM 2	
Marketing in International Tourism and Hospitality	(20 cr.)
Customer Service	(20 cr.)
TERM 3	
Business Finance	(20 cr.)
Research Methodology	(20 cr.)

Year Three: Honours Level – 120 credits at Level 6*

TERM 1	
Leadership	(20 cr.)
The Future of Tourism and Hospitality	(20 cr.)
TERM 2	
Managing Risk	(20 cr.)
Managing Change	(20 cr.)
TERM 3	
Research Project	(40 cr.)

*Direct entry to Level 6 of the programme is available to those who have already gained 240 credits on a suitable course at Levels 4 and 5.

Additional Student Support

Training sessions covering areas like the introduction to computing, basic numeracy skills, English for academic purposes, study skills, academic referencing and more are offered during the programme. Further details of these will be found on the Canvas Platform VLE of the College.

Research Project Report

As a major component of the programme, students undertake a research project on a relevant topic – assessed through a written-up report. The project should be an independent piece of work, appropriately guided and supported by a supervisor and other relevant staff. The topic should be selected and a project proposal drawn up by the end of Term 3, for approval by the personal tutor. Substantive work, including any travel or fieldwork, should start after in the summer.

STUDENT SUPPORT, GUIDANCE AND RESOURCES

Student Charter

LSME has a student charter which summarises the standards of service the College expects and aspires to offer students, as well as the standards of conduct which students should expect and aspire to follow in turn. Students and prospective students are encouraged to read this.

For further information on the student charter please visit www.lsme.ac.uk

The Student Community

All students in the College have an elected representative whose main role is to act on behalf of the entire student body, provide a focus for student opinion and identity across LSME, through representation on committees and by acting as a link between staff and students. In addition, the student body organizes LSME-wide social events occasionally.

Personal Tutors

Students on the programme are allocated a personal tutor who can provide both academic guidance and more general support or pastoral care. The personal tutor relationship is not only about direct teaching in the classroom. They can also recommend or arrange for their tutee to see other specific members of staff regarding specific non-academic and academic matters. Personal tutors mainly act as a point of contact to discuss practical issues or questions regarding the programme, such as module choices or project selection, or as a first-line sympathetic ear for personal problems.

Student Welfare and Support

The Student Welfare officer offers advice and support for any practical or emotional issues students may experience during their time at LSME. The Officer is available to talk to any student who is experiencing anxiety or stress, study-related or otherwise. All appointments with the Student Welfare Officer are strictly confidential, and no information volunteered by a student will be passed on to anyone else without permission.

Visit www.lsme.ac.uk for further information and advice on student welfare provision

Learning Resources and Facilities

Students on the programme have access to a library, Canvas VLE and IT (computing) resources and facilities, as well as many other standard facilities such as common room, canteen and outdoor space for recreation.

Careers Advice and Resources

The College's Careers Service can provide confidential advice and guidance appropriate to the diverse needs of students at the College, from those with established careers who wish to change direction to those who have come from level 3 and are looking to establish a career. We assist on an individual basis (including help with career planning, CV writing and interview technique), in small groups, or through College-wide events (arranging regular careers events and forums, talks by speakers from relevant organisations). We provide career services via our Employability and Enterprise Hub (EEH) which is also linked to the Graduate First portal for independent learning for further employability Skills development.

For further information, please visit www.lsme.ac.uk.

PROGRAMME QUALITY

Quality Evaluation and Enhancement

The programme is subject to LSME's rigorous internal quality assurance processes, including standard annual monitoring, internal verification by LSME, External moderation by the University of Chichester and overall annual college review. Exam Boards will be held by the University of Chichester to agree on final awards, extenuating circumstances, academic malpractice and overall programme quality assurance. As students reach the end of the term and also at the end of the year or programme, they are asked to give specific feedback both via class discussion sessions and a survey. Feedback on other topics, including the content of specific modules as well as more general issues like library facilities, will also be sought throughout the period of study. Such feedback is anonymised, analysed, discussed and followed up by appropriate committees and functions within the College.

Operation of the programme itself is overseen by a dedicated departmental committee. A range of further LSME committees and functions are responsible for identifying and resolving any problems, improving programme quality and enhancing the student experience on an ongoing basis.

AFTER GRADUATION

Possible Routes to Further Study

The degree qualifications provide the opportunity for further studies at Level 7 including MBA qualifications.

Possible Routes to Employment

On successful completion of the degree programmes, students can develop their careers in the hospitality and tourism sector through entering employment, continuing existing employment, linking with the appropriate professional body and committing to Continuous Professional Development (CPD).

Learners can progress in employment in administrative, marketing human resource personnel, sales, customer service, accounts etc in the tourism and hospitality sector in a supervisory or managerial capacity.

ABOUT THIS DOCUMENT

This programme specification applies for the Academic Year 2024-25 and has been developed in line with the nationally agreed reference points for assuring the quality and standards of higher education in the United Kingdom, known as the Academic Infrastructure.

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