



INTERNATIONAL
HOTEL SCHOOL
ONLINE

Higher Certificate in Hospitality Management



ADMISSION REQUIREMENTS

National Senior Certificate
with Higher Certificate entry
or equivalent.



DURATION

24 Months,
5 – 10 hours per week.



CERTIFICATION

Higher Certificate in
Hospitality Management
(SAQA ID No: 88062, NQF Level 5)

Introduction

The hospitality industry makes a significant contribution to the national and global economy. As such, the industry requires competent managerial staff who possess the required skills and knowledge for successful hospitality management.

Students achieving this qualification are competent to apply hospitality-specific frontline and management skills with specific focus on hospitality management. Students will learn about housekeeping and front office operations and demonstrate an understanding of hospitality-related financial management, accounting, and inventory.

What will I learn?

- Managing Front Office operations, efficiency, revenue management, and technology applications.
- Managing housekeeping operations, managing staff, planning, and organising the daily activities.
- Developing effective managerial skills, staff employment and training.
- Effective communication, time management techniques, manage conflict and change.
- Planning, implementation, and evaluation of food and beverage operations
- Planning and control to satisfy food-quality, maximising service and productivity through the use of technology.
- Hospitality facilities management, functional spaces and design within a property.
- Managing beverage operations, beverage service, control systems, hiring and training.

Work Integrated Learning (WIL)



DURATION

16 to 20 weeks per year

Work Integrated Learning (WIL) is part of the modules a student will complete during their studies. These modules will require a student to spend a requisite number of practical hours in various departments within a hospitality establishment. These departments may include, but are not limited to, Food and Beverage, Kitchens, Front Office, House Keeping, Events and Banqueting.

Whilst in work integrated learning, a student will need to submit a Portfolio of Evidence (POE) which is evidence of their practical hours completed. In accordance with the number of hours for the specific programme, a student will need to submit shift schedules, manager evaluations, self-evaluations, and activities or assignments.

It is important to note, that your practical learning must be completed at an establishment that forms part of the hospitality industry. Online students are required to find their own WIL placements for each WIL module.

Should a student currently be working in the hospitality industry and have the required work experience, a student can apply for Recognition of Prior Learning (RPL) for up to 50% of the Work Integrated Learning (WIL) modules. If a student is not working in the hospitality industry, we will advise on the number of hours to be completed for the required WIL modules.