



香港學術及職業資歷評審局
Hong Kong Council for Accreditation of
Academic & Vocational Qualifications

ACCREDITATION REPORT

**TECHNOLOGICAL AND HIGHER EDUCATION
INSTITUTE OF HONG KONG**

LEARNING PROGRAMME REACCREDITATION

**BACHELOR OF ARTS (HONOURS) IN
HOTEL OPERATIONS MANAGEMENT**

MAY 2024

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1. TERMS OF REFERENCE

1.1 Based on the Service Agreement (No.: AA955), 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 (AAVQO) (Cap. 592), was commissioned by Technological and Higher Education Institute of Hong Kong, Vocational Training Council (THEi / the Operator) to conduct a Learning Programme Re-accreditation with the following Terms of Reference:

- (a) To conduct an accreditation test as provided for in the AAVQO to determine whether the Bachelor of Arts (Honours) in Hotel Operations Management (the BAHOM programme) of the Operator meets the stated objectives and QF standard and can continue to be offered as an accredited programme; and
- (b) To issue to the Operator an accreditation report setting out the results of the determination in relation to (a) by HKCAAVQ.

1.2 Specifications of the programme seeking accreditation status

Programme title (English and Chinese)	Award Title on exit (English and Chinese)	Mode of study	Mode of Language	Programme length	Major(s) leading to distinctive awards, if any	Claimed QF level
Bachelor of Arts (Honours) in Hotel Operations Management 酒店營運管理 (榮譽)文學士	Bachelor of Arts (Honours) in Hotel Operations Management 酒店營運管理 (榮譽)文學士	Full- time	English and Chinese (Putonghua)	4 years	N/A	5
		Part- time	English	4 years	N/A	5
	*Higher Diploma in Hotel Operations Management 酒店營運管理 高級文憑	Full- time	English and Chinese (Putonghua)	5 semesters	N/A	4

2. HKCAAVQ'S DETERMINATION

2.1 HKCAAVQ has determined that, subject to the fulfilment of the conditions set out below, the Bachelor of Arts (Honours) in Hotel Operations Management (the BAHOM programme) meets the stated objectives and QF standards at Level 5, the Programme can continue to be offered as an accredited programme with a validity period of five years.

2.2 Validity Period

2.2.1 The validity period will commence on the date specified in Para. 2.3. Operators may apply to HKCAAVQ to vary the commencement date of the validity period. Applications will be considered on a case-by-case basis.

2.3 The determinations on the Programme are specified as follows:

Name of Operator(s)	Technological and Higher Education Institute of Hong Kong, Vocational Training Council 職業訓練局 - 香港高等教育科技學院
Name of Award Granting Body	Vocational Training Council 職業訓練局
Title of Learning Programme	Bachelor of Arts (Honours) in Hotel Operations Management 酒店營運管理（榮譽）文學士
Title of Qualification(s) [Exit Award(s)]	Bachelor of Arts (Honours) in Hotel Operations Management 酒店營運管理（榮譽）文學士
Primary Area of Study and Training	A13 Services
Sub-area (Primary Area of Study and Training)	A1307 Hotel and Tourism
Other Area of Study and Training	A03 Business and Management
Sub-area (Other Area of Study and Training)	A0305 General Business Management

QF Level	Level 5
QF Credits	554
Mode(s) of Delivery and Programme Length	<p>1. Full-time, 4 years using English as MOI</p> <p>2. Full-time, 4 years using Putonghua as MOI</p> <p>3. Part-time (PT), 4 years (part-time entry to Year 3 of the Programme (using English as MOI))</p>
Intermediate Award(s)	<p>Exit</p> <p><u>Title of Qualification:</u> Higher Diploma in Hotel Operations Management 酒店營運管理高級文憑</p> <p><u>QF Level:</u> Level 4</p> <p><u>QF Credits:</u> 315</p> <p><u>Programme Length (for HD award of full-time mode only):</u> 5 semesters</p>
Start Date of Validity Period	1 September 2024
End Date of Validity Period	31 August 2029
Number of Enrolment(s)	Two enrolments per year
Maximum Number of New Students	<p><u>Full-time Year-1 Entry</u> English MOI mode: 60 per year Putonghua MOI mode: 40 per year</p> <p><u>Full-time Year-3 Entry</u> English MOI mode: 90 per year Putonghua MOI mode: 120 per year</p> <p><u>Part-time: Year-3 Entry</u> English MOI mode: 20 per year</p>
Specification of Competency	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

Standards-based Programme	
Address of Teaching / Training Venue(s)	<p>Technological and Higher Education Institute of Hong Kong (Chai Wan Campus) 133 Shing Tai Road, Chai Wan, Hong Kong</p> <p>Technological and Higher Education Institute of Hong Kong (Tsing Yi Campus) 20A Tsing Yi Road, Tsing Yi Island, New Territories, Hong Kong</p> <p>Hotel and Tourism Institute (Tin Shui Wai) 6/F, 11 Tin Ho Road, Tin Shui Wai, New Territories, Hong Kong</p> <p>Hong Kong Institute of Vocational Education (Haking Wong) 702 Lai Chi Kok Road, Cheung Sha Wan, Kowloon</p>

2.4 Requirements

- 2.4.1 The Operator is to devise an action plan stipulating the remedial actions to be taken to (i) redress the impact due to the non-compliance with the policy related to the admission of Mainland students, and (ii) prevent reoccurrence.

For the fulfilment of the requirement, the Operator is to submit to HKCAAVQ by **31 December 2024** an action plan that can effectively redress the impact due to the non-compliance, and to prevent reoccurrence. (Para. 4.2.2)

- 2.4.2 The Operator is to review and revise their mechanisms and procedures in admission, including credit accumulation and transfer, to ensure
- (a) adherence to the minimum general entrance requirements in admission via the standard entry route and with advanced standing into Year 3 of the Programme; and
 - (b) waiving the requirement to complete a particular course is based on the learner having completed an equivalent course,

with due assessment of the volume of study and content of the course, and validation of learning outcomes.

For the fulfilment of the above requirement, the Operator is to submit to HKCAAVQ by **31 December 2024**

- (1) the revised mechanisms and procedures with justifications on how they can ensure adherence and proper granting of waiver as stated in (a) and (b) respectively;
- (2) the documentation on processes undertaken that have led to the revision, including an action plan and records of its implementation; and
- (3) a revised mapping between the Industry / Profession-Specific (IPS) modules in Year 1 and Year 2 of the Programme and individual higher diploma qualifications awarded by the Vocational Training Council for advanced standing entry to Year 3 of the Programme in line with the revised mechanism and procedures in credit accumulation and transfer. (Para. 4.2.5)

2.4.3 The Operator is to review and revise their mechanism and procedures in standardisation in learning, teaching and assessment to ensure comparability in learning, teaching and assessment conditions and standards across different language modes and across different instructors / assessors.

For the fulfilment of the above requirement, the Operator is to submit to HKCAAVQ by **31 December 2024** the revised mechanism and procedures with justifications on how they can ensure the comparability, together with the documentation on processes undertaken that have led to the revision, including an action plan and records of its implementation. (Para. 4.4.5)

2.4.4 The Operator is to strengthen their mechanism and procedures in quality assurance (QA) to ensure adherence to QA procedures regarding programme changes.

For the fulfilment of the above requirement, the Operator is to submit to HKCAAVQ by **31 December 2024** the revised internal procedures and mechanism with justifications on how they can ensure adherence to QA procedures, together with the documentation on processes undertaken that have led to the revision, including an action plan and records of its implementation. (Para. 4.7.8)

2.5 Recommendations

HKCAAVQ also offers the following recommendation for continuous improvement of the Programme.

- 2.5.1 The Operator is **recommended** to strengthen their mechanism and procedures to ensure adherence to the Government's policy on non-standard admission for degree programmes. (Para. 4.2.6)
- 2.5.2 The Operator is **recommended** to enhance internal training to the admission team to develop their knowledge and skills:
- to distinguish between "standard entry" and "non-standard entry",
 - to assess the equivalence of various qualifications to the HKDSE Qualification in terms of (i) qualification level, (ii) attainment level and (iii) volume of learning,
 - to assess credit transfer under the fair recognition approach, and
 - to heighten their awareness of relevant government policies. (Para. 4.2.7)
- 2.5.3 The Operator is **recommended** to have in place a staffing plan detailed with assumptions and calculations to substantiate that human resources had been planned and managed in line with the developmental needs of the Programme. (Para. 4.5.6)
- 2.5.4 The Operator is **recommended** to have in place a financial plan with breakeven numbers to substantiate the financial viability of the Programme, and a resources plan detailed with assumptions and calculations to substantiate that physical resources had been planned and managed in line with the developmental needs of the Programme. (Para. 4.6.3)
- 2.5.5 The Operator is **recommended** to review and enhance the timeliness of the employer survey, closely monitor the non-response rates of both the employer survey and the Student Feedback Questionnaire, and to take remedial action to boost the response rate of these stakeholder surveys. (Para. 4.7.4)
- 2.5.6 The Operator is **recommended** to review the feasibility of having all Industry / Profession Specific and General Education elective modules reviewed by external examiners once every 3 years, or strengthen their mechanism and procedures in quality assurance

(QA) to ensure adherence to the academic policies and regulations regarding external reviews of these modules. (Para. 4.7.7)

2.6 **Advice**

2.6.1 The Operator is **advised** to review the suitability of credit transfer and course exemption for those applicants with sub-degree qualifications in the more general business disciplines (e.g. business administration and accounting) admitted to the Year 3 of the BAHOM programme. (Para. 4.2.8)

2.6.2 The Operator is **advised** to review the design of the Graduate Survey to obtain information on the actual education pathways of the graduates. (Para. 4.7.5)

2.7 HKCAAVQ will subsequently satisfy itself on 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 stipulated in this Accreditation Report. For the avoidance of doubt, maintenance of accreditation status is subject to the fulfilment of any conditions stipulated in this Accreditation Report.

3. **INTRODUCTION**

3.1 The Technological and Higher Education Institute of Hong Kong (THEi) was established in 2011 as a member institution of the Vocational Training Council (VTC). THEi mainly operates local self-financed bachelor degree programmes and was granted Institutional Review status by HKCAAVQ in September 2012. According to the Qualifications Register in April 2024, THEi is offering 23 Bachelor's Degree programmes, 21 Higher Diploma (HD) programmes, 6 Professional Diploma programmes, and 2 Professional Certificate programmes.

3.2 The Operator commissioned HKCAAVQ to conduct a Learning Programme Re-accreditation for the BAHOM programme. HKCAAVQ formed an expert panel (the Panel) for this exercise (Panel Membership at **Appendix 1**). A site visit was conducted from 14 to 15 March 2024. HKCAAVQ's *Manual for the Four-stage Quality Assurance Process under HKQF (Version 1.2, November 2020)*

served as the guiding document for the Operator and the Panel in conducting this exercise.

- 3.3 In consideration of the track record of THEi established from previous accreditation exercises, and in accordance with HKCAAVQ's Differentiation Approach, THEi is not required to provide information on general education (GE) courses and institute-wide quality assurance processes and mechanisms in the accreditation document for demonstration of meeting the domains of competence in LPA-3 Programme Structure and Content and LPA-7 Programme Approval, Review and Quality Assurance respectively.

4. PANEL'S DELIBERATIONS

The following presents the Panel's deliberations on a range of issues pertinent to its major findings. For aspects of the accreditation standards where no observations are made they are considered to be appropriately addressed by the Operator.

4.1 Programme Objectives and Learning Outcomes

The learning programme must have objectives that address community, education and/or industry needs, with learning outcomes that meet the relevant HKQF standards, for all exit qualifications from the programme.

- 4.1.1 The Operator provided the following documents to the Panel to demonstrate that the Programme addresses community, education and/or industry needs, and that the Programme meets the relevant HKQF standards:

- (a) Programme Objectives (POs);
- (b) Programme Learning Outcomes (PLOs);
- (c) Mapping of PLOs against POs;
- (d) Mapping of PLOs of the Higher Diploma exit award against GLD at the QF Level 4;
- (e) Mapping of IPS Modules to PLOs and GLDs in AY2023-24;
- (f) Quantitative indicators demonstrating the market demand of the Programme (e.g. applications to places ratio, i.e. the ratio of number of applicants to number of students admitted; take-up rate, i.e. the ratio of number of students enrolled to number of offers);
- (g) Evidence showing recognition of professional bodies in the hospitality, leisure and tourism industries; and

- (h) Graduate survey demonstrating the actual employment pathways of the graduates and showing graduate destinations are commensurate with POs.

4.1.2 The Programme is offered by the Department of Hospitality and Business Management. The objectives of the Programme are as follows:

BAHOM:

PO1	<p>Equip students with a solid foundation in knowledge and skills in key hotel operations areas, namely food and beverage management, and accommodation management that will prepare them to ultimately assume managerial roles in the wider hotel industry;</p> <p>在餐飲管理、住宿管理等關鍵的酒店運營領域上裝備好學生，幫助他們打下知識和技能的紮實基礎，為日後在更廣闊的酒店行業內擔任各種管理角色做好準備；</p>
PO2	<p>Build up students' abilities in professional practice on work ethics, teamwork, communication, management, and entrepreneurship, and their conceptual and cognitive skills for solving complex hotel operations and management challenges;</p> <p>培養學生在職業道德、團隊合作、溝通、管理和創業等方面的專業實踐能力，以及訓練他們相關的概念和認知能力，以解決各種複雜的酒店運營及管理之挑戰；</p>
PO3	<p>Develop students' tactical perspectives on contemporary issues in the areas of hotel food and beverage management and hotel accommodation management locally, regionally and globally, and their consequent responsibilities relevant to the growth and betterment of the Hong Kong hotel industry; and</p> <p>對處理當地、區域，以至全球酒店餐飲管理和酒店住宿管理等領域所遇到的當代問題上，培養學生建立戰術性觀點，並為改善香港酒店業的發展前景肩負責任；以及</p>
PO4	<p>Strengthen students' abilities to keep abreast of developments in their chosen profession and to pursue independent and lifelong learning.</p> <p>加強學生對所選專業發展的關注，從而提升他們獨立和終身學習的能力。</p>

4.1.3 Upon completion of study, students should be able to achieve the following Programme Learning Outcomes (PLOs):

BAHOM:

PLO1	Apply knowledge and skills of food and beverage management, and accommodation management to the hotel industry in supervisory and managerial contexts; 在督導及管理環境中將餐飲管理和住宿管理的知識和技能應用於酒店業內；
PLO2	Plan, organise and execute intellectual and creative activities in hotel operations management for the expanding needs and continued development of the hotel industry; 規劃、組織和執行酒店運營管理中的智慧和創意活動，以滿足酒店業不斷擴大和持續發展的需求；
PLO3	Perform management functions effectively in multi-disciplinary settings concerning professional ethics, practice and responsibilities in the hotel industry and related sectors; 在涉及酒店業及相關行業等多門學科環境中有效地履行管理職能，並展現正確的職業道德、操守和責任感；
PLO4	Critically analyse and evaluate hotel operations management problems and contemporary issues in order to formulate feasible solutions with supporting evidence; 批判性地分析和評估對於當代酒店管理中所遇到的問題和挑戰，制訂具可行的解決方案，並輔以相關證據支持；
PLO5	Communicate effectively with hotel and related industry practitioners on complex practical and managerial issues in hotels; and 就酒店複雜的實務和管理問題上，與酒店及相關行業從業人員進行有效溝通；以及
PLO6	Reflect on personal career goals and plans for career development and lifelong learning.

	反思個人職業目標，以及制訂職業發展和終身學習計劃。
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- 4.1.4 For students who choose to exit the BAHOM programme with an exit award in Higher Diploma in Hotel Operations Management (HDHOM) after successful completion of the required credits and other stipulated requirements, they should be able to achieve the following Programme Learning Outcomes (PLOs):

HDHOM:

PLO1	Apply knowledge and skills of food and beverage management, and accommodation management to the hotel industry in supervisory contexts; 在督導環境中將餐飲管理和住宿管理的知識和技能應用於酒店業內；
PLO2	Assist in the planning, organisation and execution of activities in hotel operations departments; 協助規劃、組織和執行酒店運營管理活動；
PLO3	Perform supervisory functions in multi-disciplinary settings concerning professional ethics, practice and responsibilities in the hotel industry and related sectors; 在涉及酒店業及相關行業等多門學科環境中有效地履行督導職能，並展現正確的職業道德、操守和責任感；
PLO4	Communicate effectively verbally and in written form, and demonstrate numerical and soft skills so that they can work in a team as an individual member or leader and independently in the workplace; and 有效地進行口頭和書面溝通，展示數字和軟實力，使其在工作場所中既能做作為成員或領導者與團隊協作，又能獨當一面；並且
PLO5	Reflect on personal learning needs and construct a personal development plan for employment and/or further study based on learning experience gained throughout the programme. 反思個人學習需求，根據在課程中獲得的學習經驗構建就業和/或進修的個人發展計劃。

- 4.1.5 Having reviewed the above documents and discussed them with staff, students, graduates, and external examiners, the Panel noted that the Programme generally succeeded in enhancing the employability of the graduates upon completion of study, and meeting the industry needs for manpower in hotel operations. In addition, the Programme has received the accreditation of the Institute of Hospitality, and it has served as an education pathway for holders of sub-degree in relevant disciplines.
- 4.1.6 In view of the above, the Panel formed that view that the BAHOM programme has objectives and learning outcomes designed to address community needs in serving as an articulation pathway, and also with MILOs at the appropriate standard of QF Level 5.

4.2 **Learner Admission and Selection**

The minimum admission requirements of the learning programme must be clearly outlined for staff and prospective learners. These requirements and the learner selection processes must be effective for recruitment of learners with the necessary skills and knowledge to undertake the programme.

- 4.2.1 The Operator provided the following information regarding the learner admission and selection of the Programme:
- (a) Minimum admission requirements for Year-1 and Year-3 entries to the Programme;
 - (b) Proposed maximum yearly student intake at different entry points for both English and Putonghua MOI modes;
 - (c) Yearly student intake since the last re-accreditation mapped against the approved enrolment numbers;
 - (d) Admission Interview Assessment Form (for Year-3 entry); and
 - (e) Records of students granted exemption, advance standing and/or admitted through non- standard entry.

Minimum General Entrance Requirements		
Standard Entry Route		Non-Standard Entry Route
Local Qualification	Non-local Qualification	
<p><u>HKDSE (Four Core Subjects and One Elective Subject)</u></p> <p><u>Core Subjects</u></p> <ul style="list-style-type: none"> • Level 3 in Chinese Language; and • Level 3 in English Language; and • Level 2 in Mathematics; and • “Attained” in Citizenship and Social Development [or Level 2 in Liberal Studies]. <p>AND</p> <p><u>Elective Subject</u></p> <ul style="list-style-type: none"> • Level 2 in one Elective Subject or one Applied Learning (ApL) Subject[#]. <p>[#] An “Attained” in a relevant ApL Subject is regarded as equivalent to an Elective Subject at Level 2. A maximum of two ApL subjects (excluding APL(C)) will be considered in admission selection.</p> <p><u>HKALE</u></p> <ul style="list-style-type: none"> • Grade E in HKALE AS-Level Chinese Language & Culture or A-Level Chinese Literature or Grade D in an HKCEE language other than Chinese and English; and • Grade E in HKALE AS-Level Use of English; and • Grade E in one other HKALE A-Level or two other AS-Level subjects; and • Grade E / Level 2 in five HKCEE subjects, including English Language and Chinese Language [HKCEE English Language taken in 2006 or before should be at Grade E in Syllabus B / Grade C in Syllabus A]. 	<p><u>Academic Qualification</u></p> <p><u>Mainland China</u></p> <ul style="list-style-type: none"> • A score for admission to Mainland 2nd-tier universities in the National College Entrance Examination (全國普通高等學校統一招生考試) (NCEE) or equivalent; or <p><u>International Baccalaureate (IB)</u></p> <ul style="list-style-type: none"> • Holder of an International Baccalaureate Diploma; or <p><u>Business and Technology Education Council (BTEC)</u></p> <ul style="list-style-type: none"> • Holder of a BTEC Level 3 Diploma of “MM” Grades or a BTEC Level 3 Extended Diploma of “MPP” Grades (“M” stands for Merit and “P” stands for Pass); or <p><u>Other Non-local Qualifications</u></p> <ul style="list-style-type: none"> • Other equivalent HKDSE qualifications. <p>AND</p> <p><u>English Language Requirements</u></p> <ul style="list-style-type: none"> • Grade E in GCE (A-Level / AS-Level) English Language; or • Grade C / Grade 4 in GCSE / IGCSE / GCE (O-Level) English Language; or • Grade E in HKALE (AS-Level) Use of English; or • A score of 100 out of 150 in English language subject of NCEE or equivalent; or • An overall score of 5.5 in IELTS; or • A score of 79 (internet-based test) or 213 (computer-based test) or 550 (paper-based test) in Test of English as a Foreign Language (TOEFL); or • Grade 4 in International Baccalaureate (IB) Higher- level English Language (Syllabus B) / Grade 4 in Standard- / Higher-Level English Language (Syllabus A) / Language and Literature (Syllabus A) / Literature (Syllabus A) / Grade 4 in Standard-Level English Literature and Performance / Grade 5 in Standard- level English Language (Syllabus B); or • Have obtained an equivalent qualification. 	<p>To be determined by the Vice President (Academic) on a case-by-case basis</p>
<p>Admission with Advanced Standing into Year 3 of Bachelor’s Degree Programme of THEi</p>		
<p>Normally, applicants with a VTC HD or equivalent sub-degree qualifications / studies in the relevant streams may be admitted into Year 3 of the degree programme, if they pass an interview to assess their suitability.</p>		

- 4.2.2 The Operator confirmed in the response to the *Summary of Initial Comments* that the number of Mainland, Macao and Taiwan (MMT) students enrolled in full-time undergraduate degree programmes in AY2023/24 had exceeded the allowable 10% of the total student enrollment in such programmes offered by the Operator in the preceding academic year.

Requirement

The Operator is to devise an action plan stipulating the remedial actions to be taken to (i) redress the impact due to the non-compliance with the policy related to the admission of Mainland students, and (ii) prevent reoccurrence.

For the fulfilment of the requirement, the Operator is to submit to HKCAAVQ by **31 December 2024** an action plan that can effectively redress the impact due to the non-compliance, and to prevent reoccurrence.

- 4.2.3 The Operator proposed an increase in the maximum intake of new students per year from 20 to 40 and from 80 to 120 respectively for entry to the Year 1 and Year 3 of the Programme in Putonghua MOI mode for AY2024/25 and onwards. The Panel endorsed the proposed increase in the maximum intake of new students in Putonghua MOI mode on the understanding that the Operator will adhere to the prevailing government policy on the admission of MMT students, or will obtain approval from the government on such increase prior to exceeding the stipulated quota in the admission of MMT students.
- 4.2.4 For the English MOI mode, in addition to the newly proposed maximum intake of 20 new students for entry to Year 3 of the Programme in the part-time mode, the Operator also proposed to maintain the maximum intake of new students per year at 60 and 90 respectively for entry to the Year 1 and Year 3 of the Programme for AY2024/25 and onwards. The Panel generally considered the proposed maximum intake of new students in English MOI mode for different entry points appropriate.
- 4.2.5 The Operator should note that the assessment of the equivalence of other acceptable qualifications to the HKDSE Qualification should be performed in terms of (i) qualification level, (ii) attainment level and (iii) volume of learning, while demonstrating such equivalence with traceable evidence when taken as the standard entry route. Through the discussion with the representatives at the site visit as well, the

Panel noted the non-compliance with the approved minimum general entrance requirements for Year-1 and Year-3 entries.

With reference to *the Policy, Principles and Operational Guidelines for Credit Accumulation and Transfer (CAT) under Qualifications Framework in Hong Kong* issued in 2024, it is a generally accepted practice under the “fair recognition” approach that two courses / modules are of a substantial degree of comparability and may be accepted for credit transfer if there is a 70% to 80% syllabus match. The Operator should note that to ensure the programme integrity, credit transfer for students admitted should be granted on the condition of a successful mapping between the courses in the College’s degree curriculum and students’ prior learning by the holistic consideration of (i) the intended learning outcomes, (ii) the learning volume, (iii) the coverage of the topics, (iv) the qualification level and (v) the level of difficulty (with reference to, for example, the year of studies the student takes the course and any prerequisites for the course). Students are required to take additional courses which they do not have prior learning.

Requirement

The Operator is to review and revise their mechanisms and procedures in admission, including credit accumulation and transfer, to ensure

- (i) adherence to the minimum general entrance requirements in admission via the standard entry route and with advanced standing into Year 3 of the Programme; and
- (ii) waiving the requirement to complete a particular course is based on the learner having completed an equivalent course, with due assessment of the volume of study and content of the course, and validation of learning outcomes.

For the fulfilment of the above requirement, the Operator is to submit to HKCAAVQ by **31 December 2024**

- (1) the revised mechanisms and procedures with justifications on how they can ensure adherence and proper granting of waiver as stated in (i) and (ii) respectively;
- (2) the documentation on processes undertaken that have led to the revision, including an action plan and records of its implementation; and

- (3) a revised mapping between the Industry / Profession-Specific (IPS) modules in Year 1 and Year 2 of the Programme and individual higher diploma qualifications awarded by the Vocational Training Council for advanced standing entry to Year 3 of the Programme in line with the revised mechanism and procedures in credit accumulation and transfer.

4.2.6 Notwithstanding the Panel's observations in admission of applicants falling short of the minimum entrance requirements, the Operator confirmed in its response to the *Summary of Initial Comments* that the Programme had not adhered to the Government's policy on non-standard admission for degree programmes in AY2022/23 that applicants falling short of the minimum entrance requirements or other acceptable qualifications (including language qualifications) can be admitted on special consideration via the non-standard entry route but should not account for more than 5% of the total intake on a programme basis, and not more than 3% on an institutional basis.

The Operator is **recommended** to strengthen their mechanism and procedures to ensure adherence to the Government's policy on non-standard admission for degree programmes.

4.2.7 The Operator is **recommended** to enhance internal training to the admission team to develop their knowledge and skills:

- to distinguish between "standard entry" and "non-standard entry",
- to assess the equivalence of various qualifications to the HKDSE Qualification in terms of (i) qualification level, (ii) attainment level and (iii) volume of learning,
- to assess credit transfer under the fair recognition approach, and
- to heighten their awareness of relevant government policies.

4.2.8 The Operator is **advised** to review the suitability of credit transfer and course exemption for those applicants with sub-degree qualifications in the more general business disciplines (e.g. business administration and accounting) admitted to the Year 3 of the BAHOM programme.

4.2.9 Notwithstanding the requirements set for the BAHOM programme above, the Panel considered that the minimum admission requirements of the Programme have been clearly outlined.

4.3 Programme Structure and Content

The structure and content of the learning programme must be up-to-date, coherent, balanced and integrated to facilitate progression in order to enable learners to achieve the stated learning outcomes and to meet the programme objectives.

4.3.1 The Operator provided the following information regarding the content and structure of the Programme:

- (a) Industry / Profession-Specific (IPS) modules Syllabi of Hospitality Operations Management (English MOI Mode & Putonghua MOI Mode);
- (b) Programme structure of the intermediate award and the terminal exit award;
- (c) Number of credits and notional learning hours of the Programme and individual modules;
- (d) Existing Distribution of Modules and Credit Points (CPs) by Type and QF Level (Degree Programme) in AY2023/24;
- (e) Revised Distribution of Modules and Credit Points (CPs) by Type and QF Level (Degree Programme) in AY2024/25 and Onwards;
- (f) Existing Distribution of Modules and Credit Points (CPs) by Type and QF Level (HD Exit Award) in AY2023/24;
- (g) Revised Distribution of Modules and Credit Points (CPs) by Type and QF Level (HD Exit Award) in AY2024/25 and Onwards;
- (h) Existing Programme Structure for IPS Modules of the BA (Hons) in Hotel Operations Management in AY2023/24;
- (i) List of Existing Programme Elective Modules in AY2023/24;
- (j) Revised Programme Structure of the BA (Hons) in Hotel Operations Management (Full-time) in AY2024/25 and Onwards;
- (k) Proposed Programme Structure of the BA (Hons) in Hotel Operations Management (Part-time) (English MOI Mode) Year 3 entry in AY2024/25 and Onwards;
- (l) Proposed Changes in Programme Structure (modules) for the Programme in AY2024/25 and Onwards;
- (m) Mapping of Revised IPS Modules to PLOs and GLDs in AY2024-25 and Onwards; and
- (n) Minutes of the Periodic Programme Review Meeting held on 6 October 2023.

4.3.2 The Operator noted the revised distribution of modules and credit points (CPs) by type and QF Level for the BAHOM programme and the HD exit award in AY2024/25 and onwards.

BAHOM:

Module Type		Year 1 & 2 CP		Year 3 & 4 CP		No. of Modules	Total Institute CP	
		QF-L4	QF-L5	QF-L4	QF-L5		No.	%
General Education (GE) Modules	GE Core (English)	3	-	-	6	3	9	26.7
	GE Core (Chinese)	3	-	-	3	2	6	
	GE Core	9	-	-	-	3	9	
	GE Elective	-	3	-	9	4	12	
Industry / Profession Specific (IPS) Modules	Programme Core	24	24	-	30	26	81	73.3
	Programme Elective	-	-	-	15	5	15	
	Work-Integrated Learning	-	-	3*	-	1	3	
Total		66 (50%)		66 (50%)		44	132 [^]	
Total Number of QF Credits							554 [^]	

HDHOM:

Module Type		Year 1 & 2 CP*		Fifth Semester CP		No. of Modules	Total Institute CP	
		QF-L4	QF-L5	QF-L4	QF-L5		No.	%
General Education (GE) Modules	GE Core (English)	3	3	-	-	2	6	24.4
	GE Core (Chinese)	3	-	-	-	1	3	
	GE Core	6	-	-	-	2	6	
	GE Elective	-	3	-	-	1	3	
	GE Core (<i>English for Workplace Communication</i>)	-	-	1*	-	1	1	
Industry / Profession Specific (IPS) Modules	Programme Core	24	24	6	-	17	51	75.6
	Programme Elective	-	-	3		1	3	
	Work-Integrated Learning	-	-	2*	-	1	2*	
Total		66 (84.6%)		12 (15.4%)		26	75 [^]	
Total Number of QF Credits							315 [^]	

4.3.3 The courses to be offered in the Programme for different years of study are presented in the following table.

Year	Module	QF Level	Credit Size	Notional Learning Hours
Programme Core Modules (26 modules)				
1	Business Management Fundamentals 商業管理入門	4	3	126
	Food & Beverage Operations 餐飲營運	4	3	126
	Food & Beverage Practices 餐飲實務	4	3	126
	Food Hygiene & Safety 食物衛生與安全	4	3	126
	Hotel Operations Fundamentals 酒店營運入門	4	3	126
	Wine, Spirits & Food Affinities 餐酒、烈酒及食物配搭	4	3	126
	Front Office Management 前堂管理	4	3	126
	Tourism Studies 旅遊導論	5	3	126
2	Housekeeping Management 房務管理	4	3	126
	Hospitality Property & Facilities Management 款待業設施管理	5	3	126
	Accounting for Management 行政會計	5	3	126
	eBusiness for Hotels 酒店業營運與電子商務	5	3	126
	Human Resources Management 人力資源管理	5	3	126
	Marketing Management 市場管理學通	5	3	126
	Food & Beverage Planning and Simulations 餐飲設計與運作	5	6	252
3	Work-integrated Learning 工作綜合學習單元	4	3	-*
	Research Methods & Data Analysis	4	3	126

	研究方法與數據分析			
	Entrepreneurship 創業概念研究	5	3	126
	Hotel Revenue Management 酒店盈收管理	5	3	126
	Staff Training & Development 員工培訓及發展	5	3	126
4	Business Ethics & Law 商業道德與法律	5	3	126
	Catering Events Management 餐飲活動管理	5	3	126
	Contemporary Issues in Hotel 現代酒店業務探討	5	3	126
	Customer Services Management 顧客服務管理	5	3	126
	Final Year Project (Part 1) 專題作業 (一)	5	3	126
	Final Year Project (Part 2) 專題作業 (二)	5	3	126
List of Existing Programme Elective Modules in AY2023/24				
3 & 4	Public Relations Theory & Practice* 公共關係導論和實踐	4	3	126
	Quality Evaluation of Foods & Beverages 食品飲料質量評估	5	3	126
	Branding for Dining 餐飲品牌	5	3	126
	Food Supply Chain Management 食物供應鏈管理	5	3	126
	Mass Catering Food Production 規模化食物生產	5	3	126
	Departmental Budgeting & Control 酒店部門財務收支與管理	5	3	126
	Cruise Business Management 郵輪業務管理	5	3	126
	Hotel, Resort & Destination Project Management 酒店、度假村及目的地項目管理	5	3	126
	Environmental Management in the Hospitality Industry 酒店業環境管理	5	3	126
	Global Hospitality Issues	5	3	126

國際款待問題			
Introduction to Aviation Industry 航空業概論	5	3	126
Events Planning & Management 活動策劃及管理	5	3	126
Strategic Management 策略管理	5	3	126
Facilities Management in Sports & Recreation 康體設施管理	5	3	126
Operation & Management in Clubhouse & Spa 會所營運與管理	5	3	126
Park, Pool & Horticulture Management 公園、泳池及樹木管理	5	3	126
MICE Business & Operations Management 會展業務與運營管理	5	3	126
Hospitality & Catering Entrepreneurial Project 酒店及餐飲創技管理項目	5	3	126
Bar & Beverage Management 酒吧與飲品管理	5	3	126
Guangdong Dim Sum Culinary Skills & Culture 廣東點心烹飪工藝與文化	5	3	126
Social Media Advertising 社交媒體廣告	5	3	126
Digital Marketing 數字營銷	5	3	126

* The Work-integrated Learning module consists of a minimum of 480 hours of Industrial Attachments or Co-operative Projects sponsored / initiated by industry partners.

4.3.4 Based on the information provided and discussions with the representatives at the site visit, the Panel observed that:

- (a) six new elective modules had been introduced from AY2019 to AY2024 to meet the latest needs of industry and students; and
- (b) The Panel of the Periodic Programme Review acknowledged the alignment among the Programme Intended Learning

Outcomes (PILOs), the learning and teaching activities, and the assessment.

4.3.5 The Panel generally considered the *Proposed Programme Structure of the BA (Hons) in Hotel Operations Management (Part-time) (English MOI Mode) Year 3 entry in AY2024/25 and Onwards* appropriate for implementation, given that principles of credit transfer has been duly observed, and students are required to take additional courses which they do not have prior learning.

4.3.6 In summary, the Panel considered that the content and structure of the Programme have been kept updated and balanced while maintaining coherence and has been able to enable students to achieve the stated learning outcomes and the required standards.

4.4 **Learning, Teaching and Assessment**

The learning, teaching and assessment activities designed for the learning programme must be effective in delivering the programme content and assessing the attainment of the intended learning outcomes.

4.4.1 The following documents on the Programme's learning, teaching and assessment activities were provided to the Panel:

- (a) Industry / Profession-Specific (IPS) modules Syllabi of Hospitality Operations Management (English MOI Mode & Putonghua MOI Mode);
- (b) Module syllabus of the newly revised module for implementation in AY2024/25;
- (c) Actual enrolment figures in each course for AY2020/21 to AY2022/23;
- (d) A full set of module materials, test and examination papers, marking schemes, 2 samples of graded student scripts and mark statistics per language mode of the courses (1) Business Management Fundamentals and (2) Hotel Operations Fundamentals for classes in Putonghua and English modes for AY2023/24;
- (e) Grading distribution of modules offered in the BAHOM programme from AY2020/21 to AY2022/23;
- (f) Sample module materials, assessment instructions, assessment tasks, assessment rubrics and graded assignments with mark statistics;
- (g) Sample internal moderation forms; and

- (h) A list of the topics of final year projects, the corresponding supervisors and the grade awarded for AY2019/20 to AY2022/23.
- 4.4.2 The Programme employs the Outcome-Based Teaching and Learning (OBTL) approach. It adopts a variety of teaching approaches, such as lectures, tutorials, workshops, laboratory activities, fieldworks, site visits, project-based learning, problem-based learning and the use of a web-based learning platform for interactive learning and teaching to equip graduates with professional and generic skills and a solid foundation in hotel operations management, as defined by the Programme Learning Outcomes.
- 4.4.3 Various assessment methods, such as tests, examinations, presentations and project reports, are used to collect evidence on students' attainment of the module learning outcomes.
- 4.4.4 Having reviewed the above documents, the full set of module materials, test and examination papers, marking schemes, 2 samples of graded student scripts and mark statistics per language mode of the two sampled courses for classes in Putonghua and English modes for AY2023/24, the Panel had the following observations:

Business Management Fundamentals

- (a) The assessment components for the same course differed for the Putonghua and English modes. For the course in Putonghua mode, the final assessment was an individual written examination accounting for 40% of the subject results, while for the same course in English mode, the final assessment was a group project accounting for 40% of the subject results.
- (b) For the same written test accounting for 30% of the subject results, there were 30 multiple-choice questions in the test paper in the English version, while there were only 20 multiple-choice questions in the test paper in the Chinese version.

Hotel Operations Fundamentals

- (c) For the same assessment component in different semesters, comprising 20 multiple-choice questions and 3 long questions, one was held on 16 Oct 2023 and one held on 19 Mar 2024.

The bilingual test papers were largely identical in order and in content, except for the last multiple-choice question.

4.4.5 Having discussed with the external examiner and the Work-integrated Learning (WIL) partners, the Panel had the following observations:

- (a) The WIL partners had not been enabled for sufficient understanding of the outcome standards of HKQF Level 4. The Panel was concerned with whether they would be able to provide corresponding learning opportunities and the learning context for the students to achieve the intended learning outcomes;
- (b) The WIL partners shared with the Panel that they would consistently apply their own corporate standards, such as punctuality and attitudes, to assess the performance of students from different institutions and universities. The Panel was concerned with whether the Operator had agreed with the WIL partners on which specific areas in the Programme's intended learning outcomes would match with the placement goals and assessment standards in the context of the workplace, referencing the Generic Level Descriptors at HKQF Level 4;
- (c) Despite the moderation by the academic supervisors, the Panel held the view that such moderation would not be able to rectify the rank order when assessment validity could not be ensured in the first marking conducted by the industry placement supervisors, and it could not substitute the need for the industry placement supervisors to assess the WIL students in terms of the Programme's intended learning outcomes mapped to the outcome standards of HKQF Level 4;
- (d) While the Operator was well aware of the importance of briefing the placement supervisors about the new arrangements of the WIL and having in place the required documents, such as assessment rubrics and guidelines to students, supervisors and employers for placement, the Operator was not able to demonstrate to the Panel how they would standardise the grading standards of different industry placement supervisors.

Requirement

The Operator is to review and revise their mechanism and procedures in standardisation in learning, teaching and assessment

to ensure comparability in learning, teaching and assessment conditions and standards across different language modes and across different instructors / assessors.

For the fulfilment of the above requirement, the Operator is to submit to HKCAAVQ by **31 December 2024** the revised mechanism and procedures with justifications on how they can ensure the comparability, together with the documentation on processes undertaken that have led to the revision, including an action plan and records of its implementation.

- 4.4.6 The Panel was informed that the implementation details of the credit-bearing WIL were still under development, and they would share with HKCAAVQ the finalised arrangement and seek further advice before implementation.
- 4.4.7 In summary, the Panel held the views that, notwithstanding the specified requirement for this domain, the learning and teaching activities are considered as appropriately designed to deliver the learning outcomes and programme content.

4.5 **Programme Leadership and Staffing**

The Operator must have adequate programme leader(s), teaching/training and support staff with the qualities, competence, qualifications and experience necessary for effective programme management, i.e. planning, development, delivery and monitoring of the programme. There must be an adequate staff development scheme and activities to ensure that staff are kept updated for the quality delivery of the programme.

- 4.5.1 The following documents about the Operator's programme leadership and staffing were reviewed by the Panel in forming the accreditation judgement:
- (a) Appointment criteria for different ranks of teaching staff;
 - (b) Ratio of teaching staff to students for the Programme;
 - (c) Updated teaching staff profile;
 - (d) Actual Composition of teaching staff including break-down of full-time and part-time staff numbers;
 - (e) Number of teaching staff planned for the Programme corresponding to the planned number of students in the next five academic years;

- (f) A list of staff development activities in AY2019/20 to AY2023/24 of staff who taught industry / profession specific (IPS) modules;
- (g) The amount of professional development hours and the number of staff members attending in each professional development activity;
- (h) Annual Programme Review and Improvement Report for AY2019/20 to AY2021/22; and
- (i) Minutes of Staff-Student Consultative Committee (previously titled as Programme Committee) for AY2019/20 to AY2022/23.

4.5.2 The Panel noted from the *Main Submission* that the Programme Leader is the academic leader of the BAHOM Programme, who is responsible for the Programme's day-to-day operation, quality assurance and improvement, and answers to the Department Head for its quality, as indicated by student evaluations, enrolment and completion rates and graduate outcomes. The Programme Leader provides academic and organisational leadership for the Programme, and works with the Module Convenors, teaching staff, and Year Tutors. The Department Head is accountable for the strategic direction, management, development and performance of the department, and reports to the Vice President (Academic).

4.5.3 The Programme Leader would compile an Annual Programme Review and Improvement (APRI) Report to identify the Programme's strengths and areas for improvement, taking into consideration inputs from the previous APRI Report, issuing arising in the year, and feedback from stakeholders, such as WIL employers, students, external examiners and programme team members, as well as referencing three-year comparisons of various Key Performance Indicators (KPIs), including enrolment rate, annual retention rate, dropout rate, pass rate, WIL completion rate, throughput rate, graduate employment rate, level of student satisfaction and level of employer satisfaction.

4.5.4 The Staff-Student Consultative Committee, previously titled as the Programme Committee, chaired by the Programme Leader, would review the teaching progress reported by module lecturers, and serve as a channel to collect feedback from student representatives to identify strengths and areas for improvement for the Programme.

4.5.5 The Panel noted from the *minutes of the Periodic Programme Review Panel Meeting* that "the number of academic staff was based on a full-time equivalent staff-student ratio of 1:20. The staffing provision was also based on the average teaching load per

week of 3, 6, 9 and 15 hours for staff at the ranks of Professor, Associate Professor, Assistant Professor and Lecturer respectively, and the maximum project supervision load per staff member at these ranks was set at 8 to 15”.

- 4.5.6 The Panel has concerns over whether sufficient staff with the required expertise (including the language proficiency level for teaching with English and Putonghua MOI) and experience of different ranks can be recruited to cope with the large-scale expansion of the Programme in a short period of time. In case of any shortfall in recruiting a sufficient number of teaching staff, the Panel also has concerns about the workload of incumbent staff in taking up teaching workload, supervising WIL and final-year projects, and meeting other duties.

The Operator is **recommended** to have in place a staffing plan detailed with assumptions and calculations to substantiate that human resources had been planned and managed in line with the developmental needs of the Programme.

- 4.5.7 Notwithstanding the recommendation above, the Panel considered that the Operator has adequate teaching staff with appropriate qualifications and experience necessary for the effective management and delivery of the BAHOM programme.

4.6 **Learning, Teaching and Enabling Resources/Services**

The Operator must be able to provide learning, teaching and enabling resources/services that are appropriate and sufficient for the learning, teaching and assessment activities of the learning programme, regardless of location and mode of delivery.

- 4.6.1 The following documents about the Programme’s learning, teaching and enabling resources/services were provided to the Panel:
- (a) Income and expenditure statement for AY2019/20 to AY2022/23;
 - (b) Estimated income and expenditure for AY2023/24 to AY2027/28;
 - (c) A list of specialised facilities and equipment for the Programme and utilisation rate;
 - (d) Projected utilisation rates of specialised facilities and equipment for the Programme from AY2024/25 to AY2028/29;

- (e) A list of scholarships awarded to students since the last accreditation;
- (f) A description of the teaching facilities for the Programme;
- (g) A list of study or field trips / industry visits for BA (Hons) in Hotel Operations Management since the last accreditation; and
- (h) A list of industry providers offering work-integrated learning (WIL) by year and by area of hotel operations that students are exposed to.

4.6.2 While the Operator did not provide the Panel with the requested breakeven number and the capital expenditure plan of the Programme, the limited evidence brought concerns over financial viability and sustainability of the Programme.

4.6.3 The Panel noted from the Operator's response that the projected utilisation rates of the Spring Restaurant would remain constant at 35.0% and 40.0% for Semester 1 and Semester 2 respectively from AY2024 to AY2029, while those of the Western Cuisine Kitchen would remain constant at 30.0% and 45.0% respectively. Based on such estimates, the Operator considered that the existing facilities and equipment would be sufficient to cope with the proposed increase in the maximum number of new students in the coming five years. Without sufficient details on the assumptions and calculation of the utilisation rates, the Panel has concerns over the reasonableness of these projected utilisation rates.

The Operator is **recommended** to have in place a financial plan with breakeven numbers to substantiate the financial viability of the Programme, and a resources plan detailed with assumptions and calculations to substantiate that physical resources had been planned and managed in line with the developmental needs of the Programme.

4.6.4 During the site visit, the Panel further confirmed the financial commitment of the Institute that students of both English and Putonghua MOI, once enrolled in the coming validity period, would receive their education in this Programme at the same quality till their graduation, in terms of maintaining the specified teacher-and-student ratio and a stable teaching team, and providing all the essential physical resources at the current resource-to-student ratio.

4.6.5 In view of the above, the Panel considered that the Programme, with the Institute's financial commitment, would have appropriate and sufficient resources in place for its learning, teaching and assessment activities.

4.7 Programme Approval, Review and Quality Assurance

The Operator must monitor and review the development and performance of the learning programme on an on-going basis to ensure that the programme remains current and valid and that the learning outcomes, learning and teaching activities and learner assessments are effective to meet the programme objectives.

4.7.1 The following documents about the Operator's programme approval, review and quality assurance (QA) processes were provided to the Panel:

- (a) The Operator's follow-up with the recommendations in the Accreditation Report in the *Accreditation Documents*;
- (b) Results of Student Feedback Questionnaire (SFQ) for each module in each semester for the AY2020 to AY2023 including details of the total number of students in each module, the response rate, and the qualitative feedback from students;
- (c) A list of previous and existing external examiners for the BAHOM programme since the last accreditation;
- (d) External examiner reports for AY2019/20 to AY2022/23;
- (e) Minutes of the Periodic Programme Review Meeting held on 6 October 2023, including the Programme Team's response to the recommendations from the Periodic Programme Review Panel; and
- (f) Minutes of the Faculty Advisory Committee for AY2019/20 to AY2022/23.

4.7.2 Apart from the Annual Programme Review, Staff-Student Consultative Committee and Periodic Programme Review covered in previous sections, the Panel also noted the following mechanisms to collect and analyse the feedback and needs of different stakeholders for the continuous improvement of the Programme:

- (a) Student Feedback Questionnaire (SFQ);
- (b) Employer's survey; and
- (c) Review by External Examiners.

4.7.3 Having reviewed the results of Student Feedback Questionnaire (SFQ), the Panel had the following observations and comments:

- (a) Student feedback on individual modules were generally positive. Students provided both their appreciation to teachers and suggestions for improvement in their qualitative feedback; and

- (b) The response rates for a number of modules were generally low.

4.7.4 The Panel held the view that the questionnaire for employers could be reviewed and finalised concurrently when graduates were filling in the employment surveys. Subsequent procedures hence can be completed at an earlier time.

The Operator is **recommended** to review and enhance the timeliness of the employer survey, closely monitor the non-response rates of both the employer survey and the Student Feedback Questionnaire, and to take remedial action to boost the response rate of these stakeholder surveys.

4.7.5 The Panel observed that the Graduate Survey did not collect the disciplines of further studies pursued by the graduates. Thus, the Operator was unable to provide the actual education pathways of the graduates.

The Operator is **advised** to review the design of the Graduate Survey to obtain information on the actual education pathways of the graduates.

4.7.6 The Panel noted from the *Academic Policies and Regulations for Degree Programmes* of the Operator that “*the External Examiner / External Module Examiner will normally examine, the end-of-semester examination paper before it is finalised and a sample of the examination answer scripts and assignment, on a rotational basis, all General Education core module once every 2 years and all Industry / Profession Specific and General Education elective modules once every 3 years*”.

4.7.7 Having reviewed the external examiner reports, the Panel had the following observations and comments:

- (a) Not all Industry / Profession Specific and General Education elective modules had been subject to external reviews, as stipulated for once every 3 years; and
- (b) The assignment of courses for review was uneven for different external examiners across the years.

The Operator is **recommended** to review the feasibility of having all Industry / Profession Specific and General Education elective

modules reviewed by external examiners once every 3 years, or strengthen their mechanism and procedures in quality assurance (QA) to ensure adherence to the academic policies and regulations regarding external reviews of these modules.

- 4.7.8 Having reviewed the Accreditation Documents and discussed them with staff, the Panel noted well the Operator's efforts to introduce 6 new elective modules during the validity period to meet the latest needs of industry and students. Meanwhile, the Panel also noted that the Operator did not seek prior approval from HKCAAVQ before implementing these changes at programme level, leading to modification of the approved scope of the accreditation of the BAHOM programme.

Requirement

The Operator is to strengthen their mechanism and procedures in quality assurance (QA) to ensure adherence to QA procedures regarding programme changes.

For the fulfilment of the above requirement, the Operator is to submit to HKCAAVQ by **31 December 2024** the revised internal procedures and mechanism with justifications on how they can ensure adherence to QA procedures, together with the documentation on processes undertaken that have led to the revision, including an action plan and records of its implementation.

- 4.7.9 Notwithstanding the above recommendations and requirement, the Panel concluded that the Operator has quality assurance mechanisms in place for the ongoing review and monitoring of the performance of the Programme.

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 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 <https://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 <https://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: 72/27/03

7 May 2024

JoH/AnC/JcC/KiL

**Technological and Higher Education Institute of Hong Kong,
Vocational Training Council**

**Learning Programme Re-accreditation for Bachelor of Arts (Honours) in
Hotel Operations Management**

14 – 15 March 2024

Panel Membership

Panel Chair

Professor Thomas George BAUM
Professor of Tourism Employment
Head of Department
Department of Work, Employment and
Organisation
University of Strathclyde
THE UNITED KINGDOM

Panel Secretary*

Mr Jacky CHAN
Registrar
Academic Accreditation and
Assessment
Hong Kong Council for Accreditation of
Academic and Vocational
Qualifications
HONG KONG

Panel Members

Professor WAN Chun-ying, Lisa
Associate Professor
Acting Director, School of Hotel and
Tourism Management
Co-Director, Centre for Hospitality and
Real Estate Research
The Chinese University of Hong Kong
HONG KONG

Dr KWAN Mun-yee, Stella
Former Managing Director
Ngong Ping 360 Ltd
HONG KONG

* The Panel Secretary is also a member of the Accreditation Panel.

**Graduate Profile of
Bachelor of Arts (Honours) in Hotel Operations Management**

Qualification Title	Bachelor of Arts (Honours) in Hotel Operations Management
Qualification Type	Degree
QF Level	5
Primary Area of Study and Training	A13 Services
Sub-area (Primary Area of Study and Training)	A1307 Hotel and Tourism
Other Area of Study and Training	A03 Business and Management
Sub-area (Other Area of Study and Training)	A0305 General Business Management
Programme Objectives	<p>The aims of this programme are to:</p> <ol style="list-style-type: none">a. equip students with a solid foundation in knowledge and skills in key hotel operations areas, namely food and beverage management, and accommodation management that will prepare them to ultimately assume managerial roles in the wider hotel industry;b. build up students' abilities in professional practice on work ethics, teamwork, communication, management, and entrepreneurship, and their conceptual and cognitive skills for solving complex hotel operations and management challenges;c. develop students' tactical perspectives on contemporary issues in the areas of hotel food and beverage management and hotel accommodation management locally, regionally and globally, and their consequent responsibilities relevant to the growth and betterment of the Hong Kong hotel industry; andd. strengthen students' abilities to keep abreast of developments in their chosen profession and to pursue independent and lifelong learning.

<p>Programme Intended Learning Outcomes</p>	<p>Upon completion of this programme, students should be able to:</p> <ol style="list-style-type: none"> a. apply knowledge and skills of food and beverage management, and accommodation management to the hotel industry in supervisory and managerial contexts; b. plan, organise and execute intellectual and creative activities in hotel operations management for the expanding needs and continued development of the hotel industry; c. perform management functions effectively in multi-disciplinary settings concerning professional ethics, practice and responsibilities in the hotel industry and related sectors; d. critically analyse and evaluate hotel operations management problems and contemporary issues in order to formulate feasible solutions with supporting evidence; e. communicate effectively with hotel and related industry practitioners on complex practical and managerial issues in hotels; and f. reflect on personal career goals and plans for career development and lifelong learning.
<p>Education Pathways</p>	<p>Graduates of the Programme will have the opportunities to further their studies in hospitality/hotel-related programmes at the postgraduate level offered by local and overseas universities.</p>
<p>Employment Pathways</p>	<p>Graduates of the Programme will be capable of assuming positions, such as management trainees in the tourism and hospitality-related industry. They can advance to senior and managerial positions, such as restaurant managers, catering managers, front office managers, housekeeping managers and revenue managers, etc., with accumulated working experience and/or professional qualifications.</p>
<p>Minimum Admission Requirements</p>	<p>The minimum admission requirements of this Programme are set out as below:</p> <p><u>Standard Entry Route</u> Local Qualification <i>HKDSE (Four Core Subjects and One Elective Subject)</i> <i>Core Subjects</i></p> <ul style="list-style-type: none"> • Level 3 in Chinese Language; and • Level 3 in English Language; and • Level 2 in Mathematics; and

- “Attained” in Citizenship and Social Development [or Level 2 in Liberal Studies].

AND

Elective Subject

- Level 2 in one Elective Subject or one Applied Learning (ApL) Subject#.

An “Attained” in a relevant ApL Subject is regarded as equivalent to an Elective Subject at Level 2. A maximum of two ApL subjects (excluding APL(C)) will be considered in admission selection.

HKALE

- Grade E in HKALE AS-Level Chinese Language & Culture or A-Level Chinese Literature or Grade D in an HKCEE language other than Chinese and English; and
- Grade E in HKALE AS-Level Use of English; and
- Grade E in one other HKALE A-Level or two other AS-Level subjects; and
- Grade E / Level 2 in five HKCEE subjects, including English Language and Chinese Language [HKCEE English Language taken in 2006 or before should be at Grade E in Syllabus B / Grade C in Syllabus A].

Academic Qualification

Mainland China

- A score for admission to Mainland 2nd-tier universities in the National College Entrance Examination (全國普通高等學校統一招生考試) (NCEE) or equivalent; or

International Baccalaureate (IB)

- Holder of an International Baccalaureate Diploma; or

Business and Technology Education Council (BTEC)

- Holder of a BTEC Level 3 Diploma of “MM” Grades or a BTEC Level 3 Extended Diploma of “MPP” Grades (“M” stands for Merit and “P” stands for Pass); or

Other Non-local Qualifications

- Other equivalent HKDSE qualifications.

AND

English Language Requirements

- Grade E in GCE (A-Level / AS-Level) English Language; or
- Grade C / Grade 4 in GCSE / IGCSE / GCE (O-Level) English Language; or
- Grade E in HKALE (AS-Level) Use of English; or

	<ul style="list-style-type: none"> • A score of 100 out of 150 in English language subject of NCEE or equivalent; or • An overall score of 5.5 in IELTS; or • A score of 79 (internet-based test) or 213 (computer-based test) or 550 (paper-based test) in Test of English as a Foreign Language (TOEFL); or • Grade 4 in International Baccalaureate (IB) Higher-level English Language (Syllabus B) / Grade 4 in Standard- / Higher-Level English Language (Syllabus A) / Language and Literature (Syllabus A) / Literature (Syllabus A) / Grade 4 in Standard-Level English Literature and Performance / Grade 5 in Standard-level English Language (Syllabus B); or • Have obtained an equivalent qualification. <p><i>Admission with Advanced Standing into Year 3 of Bachelor's Degree Programmes of THEi</i></p> <ul style="list-style-type: none"> • Normally, applicants with a VTC HD or equivalent sub-degree qualifications / studies in the relevant streams may be admitted into Year 3 of the degree programme, if they pass an interview to assess their suitability. <p><u>Non-Standard Entry Route</u></p> <ul style="list-style-type: none"> • To be determined by the Vice President (Academic) on a case-by-case basis
Operator	Technological and Higher Education Institute of Hong Kong, Vocational Training Council

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