



TOURISM & HOSPITALITY

Diploma in Tourism Management
Tourist Guides Programme (SKM3)

TOURISM & HOSPITALITY



The travel and tourism industry is one of the largest and most dynamic industries in today's global economy. Tourism provides a significant contribution to cities, regions, societies and countries. Academic lectures are combined with field trips and site visits providing students with an up-to-date and relevant education possibility giving them a detailed appreciation of the unique features and challenges of the tourism and hospitality industries.

This practical philosophy enables SENTRAL College Penang's graduates to be knowledgeable, confident and highly employable. The program is career oriented for the travel and hospitality sector, supporting learners with industry wide knowledge and skills.



**EXPLORE THE WORLD.
TRAVEL IN STYLE.**

TOP-NOTCH CAMPUS FACILITIES



ONLINE COMPUTER ROOMS

As technology continues to expand, the College offers well-equipped networked computer laboratories on the IT floor for all its IT related subjects.

The smaller labs accommodate 20 terminals at minimum while larger labs accommodate up to 42 terminals.



VIBRANT STUDENT LIFE



OPEN-LAB

The College aims to provide a service that fully supports its students in their studies.

The Open Lab at Level 11 is freely accessible to students to conduct their research, write assignments and discuss and complete projects.

EXPLORE THE WORLD



The Library

The Library offers a wide selection of resources and learning materials for all students and staff for reference and borrowing. Located at Level 11, it provides a conducive ambience for learning. The private discussion room within the Library offers a place for students to discuss, plan and write their assignments.



THEATRE ROOM

The Theatre Room 1 at Level 9 seats 38 in comfort while Theatre Room 2 at Level 11 has 30 seats. Each Theater Room is equipped with LCD projector, motorize screen, sound system, dimmer switch and power outlet at every seat.



SENTRAL FITNESS CENTRE

The College is committed to produce wholesome graduates who excel academically as well as be fit physically. The gymnasium at Level 8 gives the students an opportunity to make healthy lifestyle choices for achieving their maximum potential.

TOP-NOTCH CAMPUS FACILITIES



Auditorium



Counseling Area



Multipurpose Hall



Shuttle Service



Multi-storey Car Park



Recreational Area



Recreational Area



Students' Hostel



Students' Hostel



Students' Hostel

DIPLOMA IN TOURISM MANAGEMENT

Awarded by
SENTRAL COLLEGE PENANG

JPT/BPP(K)1000- 600/P712 Jld.5(6) (FA 7018) 1/26

The travel and tourism industry is one of the largest and most dynamic industries in today's global economy. The Diploma in Tourism Management will give you the skills and knowledge to work in all facets of the tourism industry. You'll enjoy a number of field trips, discover a variety of tourism and travel operations and put your skills and knowledge to the test.

This exciting programme prepares you for executive, supervisory and junior management level roles not only in the travel and tourism industry, but also in other related industries such as hospitality and event management.

PROGRAMME STRUCTURE

- Tourism Geography
- Essentials of Tourism
- Fundamentals of Hospitality
- Principles of Management
- Travel Formalities and Packages
- Transportation Operations
- Computer Applications
- Principles of Marketing
- Fundamentals of Accounting
- Tour Guiding Skill
- Principles of Economics
- Principles of Human Resource
- Airfare and Ticketing
- Customer Service
- Travel Agency Management
- Business Communication
- Cruise Operations Management
- Events Management
- The Business of Tourism
- Tourism Law
- Tourism Cultural and Heritage
- Entrepreneurship
- Industrial Training

ELECTIVE

- Basic Japanese or
- Basic French

DURATION

- 2 Years 4 Months

ENTRY REQUIREMENTS

- Passed SPM/SPMV/O-Level with a minimum of 3 credits; or
- Passed UEC with at least a grade B in 3 subjects; or
- Sijil Kemahiran Malaysia (in tourism) or its equivalent; or
- MOE/MQA Recognized Certificate in a related field, or other equivalent qualifications.

MPU SUBJECTS

- Professional Ethics / Bahasa Kebangsaan A
- Community Service
- Falsafah and Isu Semasa
- Fundamentals of Lifelong Learning

INTAKES

- January
- April
- June
- August
- October

STUDY PATHWAY/ CAREER OPPORTUNITIES

Graduates can progress into the second year of a 3+0 UK degree programme currently offered at SENTRAL or any other relevant degree programme in Malaysian, Australian or UK universities.

Employment opportunities are abundant in the government or private organizations in the following fields or area:-

- Travel agencies
- Airlines
- Cruises
- Hotels
- Car rentals
- Event management
- Government agencies such as Ministry of Tourism & Culture, Tourism Malaysia
- Entrepreneur of Tourism or Travel related business

PROGRAMME STRUCTURE

TOURIST GUIDES PROGRAMME (SKM 3)

JPKL01299/HT-023-3 2012-2/27

Tour guiding is a rewarding, exciting and challenging profession. As a Tourist Guide, you will be leading a group of local or foreign tourists within Malaysia for the purpose of sightseeing, adventure and other activities. We impart years of tour guiding experience to our students. Our trainers use a variety of effective training methods such as lecture, slides presentation, role-play, case studies, practical training on coach and site to various places in Malaysia to ensure high percentage of student passes. SENTRAL has on many occasions achieved a 100% passes in the examination conducted by Ministry of Tourism, Arts and Culture.

WHAT CAN TOURIST GUIDE PROGRAMME (SKM 3) DO FOR YOU

The Tourist Guide Programme (SKM 3) equips you with highly specialized skills and knowledge needed in the travel and tourism industry. As a proud ambassador of Malaysia, you have the chance to share the country's history and interesting tourist spots with the tourists. It allows you to combine work and travel together – get paid while you are travelling, full time or freelancing!

PROGRAMME STRUCTURE

11 Core Modules

- Tour Job Assignment Acceptance
- Tour Arrangement Reconfirmation
- Tourist Arrival Execution
- Tour Commentary Delivery
- Tour Itinerary Execution
- Tourist Health, Safety, Security and Emergency Handling
- Tourist Departure Execution
- Customized Tourist Services Execution
- Tour Payment Arrangement
- Optional Tours Execution
- Post Tour Reporting

INTAKES

- March
- July
- November

ENTRY REQUIREMENTS

- Pass SPM with a minimum of 6 passes; or
- Minimum 5 years of working experience as a front-liner in travel agencies / hotels
- Diploma / degree recognized by MOE / MQA

EXAMINATIONS

Examinations are conducted in April, August & December.

Examination consists of written test & practical test. Upon successful completion of the programme, you will be awarded:

- Tourist Guide Certificate by the Ministry of Tourism, Arts and Culture Malaysia
- Sijil Kemahiran Malaysia Pemandu Pelancong, Tahap 3 by Jabatan Pembangunan Kemahiran
- Certificate of Attendance by SENTRAL College Penang
- "Mesra Malaysia" Certificate by the Ministry of Tourism, Arts and Culture Malaysia

CAREER OPPORTUNITIES

Tourist Guide graduates can look forward to exciting careers in the travel and tourism industry:

- National City Tour Guide
- Tour Leader
- Tour Executive / Manager
- Tour Consultant
- Vocational Trainer / Instructor
- Tourism Researcher / Consultant

PRACTICAL SESSION

- Training on Coach
- Training on Site

DURATION

- 6 months



SENTRAL'S MERIT SCHOLARSHIP

The scholarship awarded is based on academic merits. The students submit the scholarship form with supporting documents to confirm their academic achievements. This scholarship is applicable to selected programmes at SENTRAL College Penang.

Diploma Programmes:

SPM	Entitlement
9A's / Above	100% Tuition Fee Waiver
8A's	50% Tuition Fee Waiver
7A's	40% Tuition Fee Waiver
6A's	30% Tuition Fee Waiver
5A's	15% Tuition Fee Waiver
4A's	15% Tuition Fee Waiver

*Terms and conditions apply/ Subject to change without prior notice

Degree Programmes:

Diploma/ STPM	A-Levels/ UEC	Entitlement
CGPA \geq 3.50	2A's	30% Tuition Fee Waiver
CGPA \geq 3.00	1A	20% Tuition Fee Waiver

*Terms and conditions apply/ Subject to change without prior notice

Recognition of Distinction:



Member of StudyPENANG:



A College Certified by:



Contact Us

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10200 Penang.

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☎ 0111 0937 968

🌐 sentral.edu.my

📍 SENTRAL College Penang

Opening Hours

Monday – Friday:
9:00 a.m. – 7:00 p.m.
Saturday:
9:00 a.m. – 5:00 p.m.
Sunday:
10:00 a.m. – 4:00 p.m.

*Closed on Public Holidays

College Location

