



KEMENTERIAN PENDIDIKAN TINGGI
JABATAN PENDIDIKAN POLITEKNIK DAN KOLEJ KOMUNITI

POLITEKNIK
MALAYSIA
TAWAU



BUKU PANDUAN PELAJAR ***STUDENT HANDBOOK***

DIPLOMA PENGURUSAN PELANCONGAN
DIPLOMA PELANCONGAN REKREASI
POLITEKNIK TAWAU SABAH

2022/2023





BUKU PANDUAN PELAJAR ***STUDENT HANDBOOK***

BUKU PANDUAN PELAJAR INI MENGANDUNGI
PANDUAN **AKADEMIK** BAGI PROGRAM PENGAJIAN
DIPLOMA PENGURUSAN PELANCONGAN (DUP)
DIPLOMA PELANCONGAN REKREASI (DRT)
JABATAN PELANCONGAN DAN HOSPITALITI (JPH)

POLITEKNIK TAWAU SABAH (PTS)

BERTUJUAN UNTUK MEMBERI

PENDEDAHAN DAN RUJUKAN AKADEMIK

PROGRAM PENGAJIAN DUP

KEPADA PELAJAR PTS

PANDUAN-PANDUAN LAIN AKAN / TELAH DIBERITAHU DI
TAKLIMAT MAJLIS SUAI KENAL (MSK) PELAJAR BAHARU PTS

ATAU RUJUK PENASIHAT AKADEMIK,

APLIKASI CIDOS, PAPAN KENYATAAN, PORTAL RASMI DLL.

BUKU INI BERDASARKAN KURIKULUM VERSI JUN 2019



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ALUAN KETUA JABATAN PELANCONGAN DAN HOSPITALITI



PN. LIZA LONGGAT
Ketua Jabatan
Jabatan Pelancongan & Hospitaliti
Politeknik Tawau Sabah

Salam sejahtera.

Saya sukacitanya mengalu-alukan dan mengucapkan tahniah kepada semua pelajar baru kerana ditawarkan kemasukan ke Program Diploma Pengurusan Pelancongan (DUP) dan Program Diploma Pelancongan Rekreasi (DRT) di Jabatan Pelancongan dan Hospitaliti (JPH), Politeknik Tawau Sabah (PTS). Saya harap peluang yang diberikan akan membantu anda mengembangkan pengetahuan, minat, bakat dan kemampuan anda.

Buku Panduan ini mengandungi maklumat ringkas PTS, program DUP, program DRT kurikulum dan sukatan pelajaran yang digunakan untuk pengambilan pelajar JPH PTS. Ia juga berfungsi sebagai sumber rujukan utama anda berkaitan dengan urusan akademik anda dan menyediakan maklumat yang diperlukan oleh para pelajar terutama pada pentadbiran jabatan, pelaksanaan program dan kursus yang ditawarkan. Buku panduan ini boleh digunakan oleh pelajar untuk merancang pembelajaran mereka serta rujukan untuk struktur program yang ditawarkan oleh jabatan.

Bagi pihak jabatan, saya ingin mengambil kesempatan ini untuk mengucapkan terima kasih kerana memilih PTS sebagai tempat untuk menyambung pendidikan tinggi anda. Semoga ianya memberi manfaat kepada semua yang berkaitan. Sekian, terima kasih.

VISI & MISI



Visi

Menjadi peneraju institusi TVET yang unggul



Misi

- Menyediakan akses yang meluas kepada program TVET berkualiti dan diiktiraf.
- Memperkasa komuniti melalui pembelajaran sepanjang hayat.
- Melahirkan graduan holistik berciri keusahawanan dan seimbang.
- Memanfaatkan sepenuhnya perkongsian pintar dengan pihak berkepentingan



LOGO



POLITEKNIK MALAYSIA



Direka oleh

Diana binti Jais
Jabatan Rekabentuk & Komunikasi Visual
Politeknik Muadzam Shah (PMS)



Penerangan

4 **bucu** mewakili teras yang terkandung dalam Halatuju Transformasi Politeknik dan juga 4 komponen utama dalam TVET iaitu Teknikal, Vokasional, Pendidikan & Latihan

Arah lengkungan ke atas melambangkan peningkatan kemahiran dan tahap kebolehpasaran pelajar serta peranan politeknik sebagai peneraju TVET.

Fon yang digunakan bagi POLITEKNIK adalah Dodge Font yang berkonsep futuristik melambangkan kesediaan JPP dalam memandu organisasi ke arah teknologi global. Perkataan MALAYSIA menggunakan fon Abeatby Kai bagi memperlihatkan elemen kemodenan. Cambria Bold pula digunakan bagi perkataan yang mewakili nama-nama politeknik yang ada. Rupa huruf Serif yang lebih formal digunakan bagi memperlihatkan kesungguhan politeknik dalam melahirkan graduan berkualiti dan berdaya saing.



Warna merah melambangkan keberanian dan kegagahan. Warna hitam pula mewakili aspek profesionalisma.

INSTITUSI PENGAJIAN TINGGI



Nama Institusi:

Politeknik Tawau Sabah (PTS)

Alamat Institusi:

KM 36, Jalan Balung,
91009 Tawau, Sabah.

No. Telefon : +608 995 0500
No. Faksimili : +608 995 0501
Emel : admin@politawau.edu.my
Portal Rasmi : <https://politawau.mypolycc.edu.my/>

PENAWARAN PROGRAM AKADEMIK



Nama Program:

Diploma Pengurusan Pelancongan (DUP)
Diploma Pelancongan Rekreasi (DRT)

Mod Pengajian:

Sepenuh masa

Jangka Masa Pengajian:

3 tahun / 6 semester

PENGENALAN



POLITEKNIK TAWAU SABAH

Politeknik Tawau Sabah (PTS) secara rasminya memulakan operasinya pada 29 September 2017 di Institut Pendidikan Guru Kampus Tawau (IPGK Tawau) apabila IPGK Tawau diarahkan untuk bertukar fungsi sebagai sebuah politeknik. Bagaimanapun pada akhir tahun 2018, PTS dan IPGK Tawau menjadi dua buah organisasi pendidikan tinggi di bawah Kementerian Pendidikan Malaysia bersama-sama menjalankan operasi (co exist) di kampus IPGK Tawau.

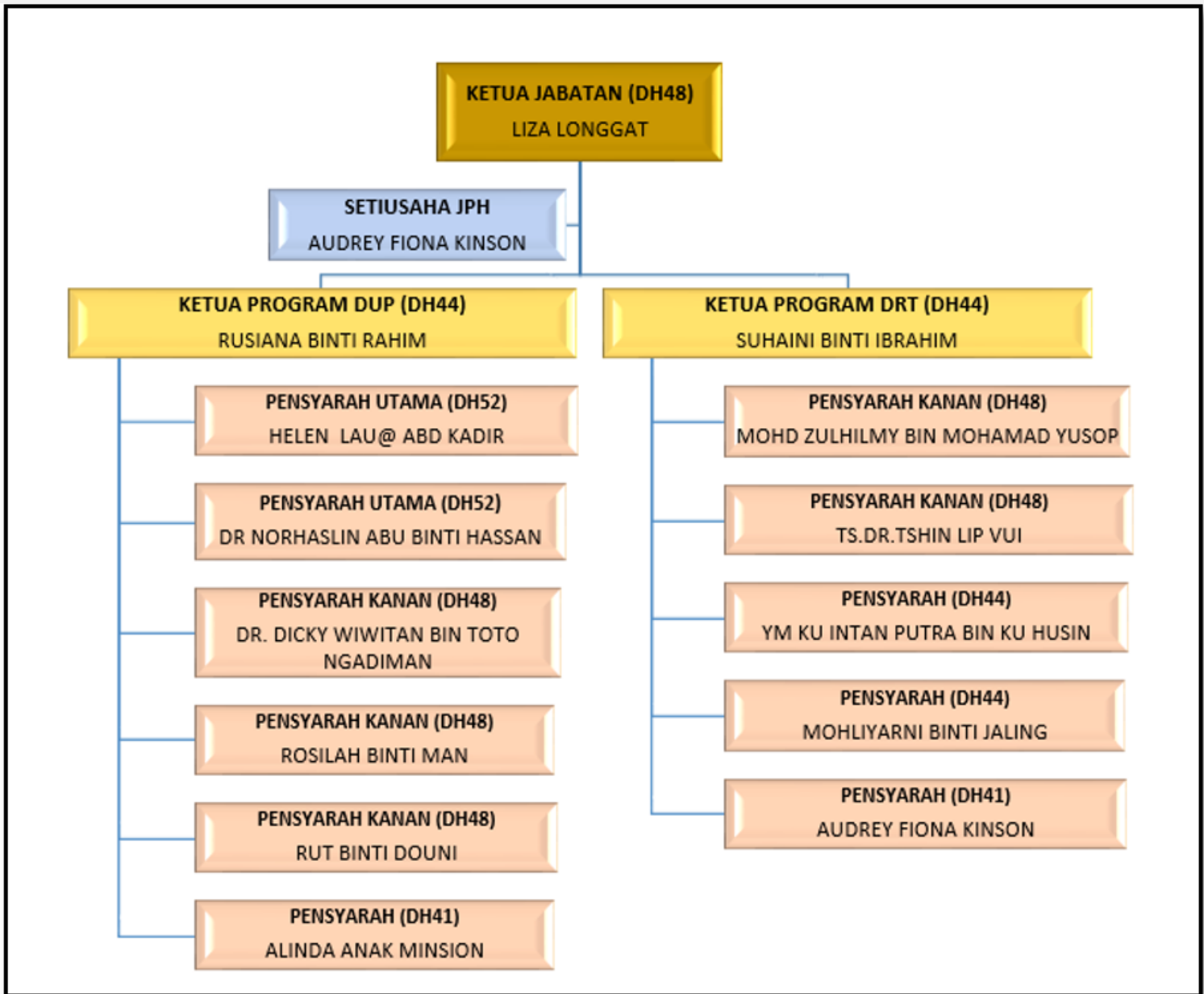
PTS menerima kemasukan pelajar baharu secara julung kalinya pada 3 Disember 2018, sesi Disember 2018 yang mengikuti program pengajian **Diploma Pengurusan Pelancongan (DUP)** selama 3 tahun, di bawah Jabatan Akademik iaitu **Jabatan Pelancongan dan Hospitaliti (JPH)**. Disusuli program pengajian lain iaitu **Diploma Pelancongan Rekreasi (DRT)** pada sesi II 2022/2023.

Program pengajian ini direka secara home-grown, bersifat hands-on serta application-oriented education and training. Selain itu program ini menekankan penghasilan pelajar ready-to-work dan Diploma yang dianugerahkan mempunyai komponen yang besar dalam aspek pembelajaran berasaskan pekerjaan atau Latihan Industri - Work Based Learning (LI-WBL).

Program pengajian ini dilaksanakan di PTS bertujuan memperluaskan penawaran program yang sesuai berdasarkan ekonomi setempat iaitu dalam industri pelancongan dan hospitaliti, membuka peluang orang ramai melanjutkan pelajaran ke peringkat pengajian yang lebih tinggi, serta memberi peluang pekerjaan yang luas kepada bakal graduan.



CARTA ORGANISASI JPH



DIKEMASKINI PADA: 30 JANUARI 2023

PEJABAT & KEMUDAHAN



Antara pejabat & kemudahan di PTS (sedia ada DAN dalam perancangan*)

i. Blok Pentadbiran / Pengurusan

- -Pejabat Pengarah, TPA & TPSA
- -Pejabat Pentadbiran, Unit HEP & Unit Peperiksaan
- -Pejabat Pensyarah
- -Bilik Mesyuarat
- -Stor Pusat
- -Bilik Perolehan

ii. Blok Akademik

- -17 buah Bilik Kuliah
- -1 buah Dewan Kuliah (Al-Jabbar)
- -1 buah Global Distribution Centre (GDC) / Makmal Komputer
- -1 buah Tourism Recreational Resource Centre (TRRC)
- -1 buah Perpustakaan

iii. Ruang sedia ada (sedang dan akan dinaiktaraf)

- 1 buah Tourism Simulation Centre (TSC)
- 1 buah Tourism Interpretation Centre (TIC)
- 1 buah Restoran Komersil Latihan
- 1 buah Technology-enabled Collaborative Classroom (TeCC)
- 4 buah Bilik Seminar
- 1 buah Bilik Tayangan
- 1 buah Bilik Keusahawanan

Antara kemudahan lain di IPGK Tawau secara usahasama

i. Pusat Sumber

ii. Medan Selera

iii. Masjid

iv. Kafeteria Asrama

v. Astaka & Gelanggang Sukan

vi. Gimnasium

vii. Dewan Serbaguna Datuk Amir Bek

DIPLOMA PENGURUSAN PELANCONGAN (DUP)



SINOPSIS PROGRAM

Diploma Pengurusan Pelancongan (DUP) khusus dibangunkan untuk menyediakan liputan komprehensif mengenai pelbagai komponen industri pelancongan dan aktiviti kecekapan yang diperlukan seperti dalam perjalanan dan operasi pelancongan, acara pengurusan, pelancongan rekreasi, pemasaran pelancongan dan perkhidmatan tafsiran pengunjung.

Kecekapan asas lain dalam industri pelancongan seperti pelancongan dan perhotelan asas, perkembangan profesional, komunikasi, keselamatan dan kesihatan, pembangunan keusahawanan dan juga tertanam dalam program ini. Pengetahuan dan kemahiran meliputi pengurusan pelancongan yang menyediakan graduan dengan lebih luas peluang pekerjaan. Selain pengetahuan dan kemahiran teknikal, program ini juga memberi penekanan kepada perkembangan potensi individu pelajar dalam sesuatu bersepadu dan holistik melalui kursus seperti pengajian Islam, kajian moral, kurikulum, kemahiran lembut dan keusahawanan.

DIPLOMA PENGURUSAN PELANCONGAN (DUP)



PROSPEK KERJAYA GRADUAN

Sebaik menamatkan pengajian, graduan program ini mempunyai pilihan dan laluan kerjaya, antaranya seperti berikut:

- Pegawai Pelancongan
- Ketua Lawatan
- Kakitangan Pengembaraan dan Lawatan
- Pegawai Pembangunan Pakej Pengembaraan
- Perunding Percutian
- Kakitangan Jualan dan Pemasaran Pelancongan
- Kakitangan Taman Tema
- Kakitangan Tarikan Taman
- Kakitangan Operasi Tarikan
- Kakitangan Hiburan dan Rekreasi
- Kakitangan Rekreasi
- Kakitangan Kemudahan Rekreasi
- Usahawan dalam Perniagaan Pelancongan, Pengembaraan dan Lawatan

MATLAMAT PROGRAM (PAi)



Program ini percaya bahawa setiap individu mempunyai potensi dan program ini bertujuan untuk memupuk Eksekutif Pelancongan yang bertanggungjawab dan menyesuaikan diri untuk menyokong aspirasi negara menjadi destinasi pelancongan dan budaya kelas dunia*

* Sila gunakan versi Bahasa Inggeris untuk maksud lebih tepat. Rujuk CIDOS dan pensyarah kursus.

OBJEKTIF PROGRAM (PEO)

Program diploma ini akan melahirkan pekerja separa professional, iaitu: *

1. Eksekutif Pelancongan yang menggunakan pengetahuan asas, pemahaman dan pelancongan prinsip operasi dalam menyediakan penyelesaian untuk isu pelancongan dan cabaran;
2. Eksekutif Pelancongan yang menggunakan tahap tertentu kemahiran praktikal, prosedur, aplikasi digital dan data berangka (numerical) untuk melaksanakan tugas yang berkaitan dalam pelancongan industri;
3. Eksekutif Pelancongan yang secara bergantian mengadopsi peranan seorang pemimpin atau ahli pasukan dan berkomunikasi dengan berkesan dalam membantu dan menyediakan penyelesaian komprehensif dan lestari di tempat kerja pelancongan; dan
4. Eksekutif Pelancongan yang memperoleh pengetahuan baharu dan kemahiran keusahawanan untuk kemajuan kerjaya dan mematuhi etika organisasi dan profesional dalam persekitaran kerja dan sosial.

* Sila gunakan versi Bahasa Inggeris untuk maksud lebih tepat. Rujuk CIDOS dan pensyarah kursus.

HASIL PEMBELAJARAN PROGRAM (PLO)



Selepas tamatnya program, graduan akan dapat: *

1. Mengaplikasikan **pengetahuan** pengurusan pelancongan dalam operasi dan pengurusan aktiviti pelancongan;
2. Menganalisiskan isu dan cabaran dalam **membantu dan menyediakan penyelesaian** yang sesuai untuk pengurusan pelancongan;
3. **Melaksanakan kemahiran** dalam industri pelancongan;
4. Menunjukkan kemahiran **komunikasi dan interaksi** yang berkesan, sama ada secara individu atau sebagai anggota pasukan dengan penyelia, rakan sebaya dan orang bawahan;
5. Memaparkan keupayaan untuk menggunakan **aplikasi digital** dan mentafsir **data berangka (numerical)** dalam tugas yang berkaitan;
6. Menunjukkan **keimpinan, autonomi dan tanggungjawab** dengan mengambil alternatif peranan sama ada sebagai pemimpin atau ahli pasukan yang pelbagai;
7. Menunjukkan kemahiran **keusahawanan dan pengurusan** yang baik dalam masyarakat; dan
8. Mengintegrasikan **profesionalisme, sikap dan nilai positif** dalam melibatkan diri dengan masyarakat dan pihak berkepentingan.

* Tulisan yang di-bold kan adalah domain pembelajaran (clusters).

Sila gunapakai versi Bahasa Inggeris untuk maksud lebih tepat. Rujuk CIDOS dan pensyarah kursus.

PENGAJARAN DAN PEMBELAJARAN



Pengajaran dan pembelajaran (PdP) dalam kelas adalah berasaskan penyampaian syarahan, aktiviti simulasi, main-peranan (roleplay), perbincangan, pembentangan, ceramah, projek dan amali (di makmal komputer, pejabat simulasi, dapur latihan, restoran dan di luar kelas seperti aktiviti acara dan rekreasi) berteraskan sistem pendidikan secara Outcome-Based Education (OBE). Bahasa Inggeris adalah medium utama dalam PdP bagi program DUP kecuali bagi beberapa kursus di bawah Unit Pengajian Am (UPA).

Kelas dilakukan pada setiap minggu (Isnin-Jumaat) mengikut jadual waktu yang telah ditetapkan dan setiap program itu mempunyai komposisi yang berbeza daripada kursus yang ditawarkan seperti kombinasi berikut: wajib, teras umum, teras disiplin dan latihan industri (latihan praktikal / praktikum). Manakala kelas Kursus Secara Sambilan (KSS) dilakukan pada setiap Sabtu dan Ahad. Buat masa ini KSS tidak ditawarkan di PTS. Walau bagaimanapun, pada hari cuti juga kadang kala pelajar hadir untuk menyiapkan tugas yang diberi seperti acara atau projek.

Penilaian pelajar termasuklah kuiz, ujian bertulis, tugas, laporan, amali dan sebagainya yang dilaksanakan secara berterusan sepanjang semester akademik. Penilaian berterusan ini bernilai 50% manakala peperiksaan akhir (bertulis) bernilai 50% daripada jumlah keseluruhan sebanyak 100% atau 100% penilaian berterusan tanpa peperiksaan akhir. Manakala penilaian untuk latihan industri dilakukan oleh penyelia syarikat latihan industri dan pensyarah Politeknik Malaysia (mengikut zon) yang dilantik berdasarkan format penilaian yang ditetapkan.

KLASIFIKASI KURSUS PROGRAM



Bil.	Klasifikasi	Jam Kredit	Peratus (%)
i.	(a) Wajib	14	15
	(b) Bhs. Kebangsaan A**	2	0
ii.	Teras Umum	19	20
iii.	Teras Disiplin	51	54
iv.	Pengkhususan	0	0
v.	(a) Elektif	2	2
	(b) Elektif **	2	0
v.	Latihan Industri	9	9
	Jumlah Kredit	95	100

Bil.	Klasifikasi	Jumlah Jam	Peratus (%)
i.	Kuliah	36	37
ii.	Praktikal	60	61
iii.	Tutorial	2	2
	Jumlah Jam Pertemuan	98	100

BIDANG PENGAJIAN



SEMESTER 1

- Pengajian Malaysia
- Communicative English 1
- Unit Beruniform 1
- Occupational Safety & Health
- Fundamentals of Tourism & Hospitality
- Customer Service for Tourism & Hospitality
- Tourism in Malaysia
- Tourism Geography

SEMESTER 2

- Pelancongan & Hospitaliti dalam Islam (ATAU) Nilai Masyarakat Malaysia
- Entrepreneurship
- Unit Beruniform 2
- Tourism & Hospitality Marketing
- Travel & Tour Management
- Tourism Transportation
- Terrestrial Recreational Tourism

SEMESTER 3

- Communicative English 2
- Muslim Friendly Hospitality Practice
- Travel & Tour Operation
- Tourist Behaviour
- Tourist Guiding Techniques
- Marine Recreational Tourism

BIDANG PENGAJIAN



SEMESTER 4

- Principles of Accounting for Tourism & Hosp.
- Green Technology Compliance
- e-Tourism
- Tourism Expedition
- Event Operation & Management

SEMESTER 5

- Communicative English 3
- Sustainable Tourism
- Visitor Interpretation Services
- Tourism Project
- Elective

SEMESTER 6

- Industrial Training

RINGKASAN KURSUS



SEMESTER 1

FUNDAMENTALS OF TOURISM AND HOSPITALITY exposes students to the foundation of tourism and hospitality sectors, including the significance of tourism to the host and global communities. Students are also introduced to the career, academic and entrepreneurial prospects which exist in the industry. The reality of workplace demands and employability skills in the tourism and hospitality profession are also shown. Students are exposed to the importance of sustainable tourism practice in tourism and hospitality. Students are given the opportunity to gain experience through talks on tourism and hospitality industry delivered by invited guest speakers.

TOURISM IN MALAYSIA exposes students to the tourism scenario in Malaysia which covers the history of Malaysian tourism while instilling a sense of appreciation and pride towards Malaysia and the importance of sustainable tourism in managing tourist destination in Malaysia. Students' depth of knowledge and understanding of Malaysia will leave a significant and positive impact to the tourism industry in Malaysia and also exposed to the various tourism products and attractions available as well as not forgetting the demands and existing supply.

TOURISM GEOGRAPHY exposes the students to the basic geographical components of tourism. Students are also exposed to the resources, physical features, attractions, transportation, climatic variations, study of world maps, time difference, international date line and the importance of geography in tourism. This course also aims to introduce the students to the tourist generating countries to Malaysia.

RINGKASAN KURSUS



CUSTOMER SERVICE FOR TOURISM AND HOSPITALITY exposes students to skills required for establishing a specific career path offered through personal and professional development. Student should be given knowledge and basic understanding on how customer service being established practiced and organized in the hospitality and tourism industry. Students also should be able to demonstrate positive and hospitable attitude that has been practiced in hospitality and tourism industry and how the public sector is responding to them.

OCCUPATIONAL SAFETY AND HEALTH course is designed to impart understanding of the self-regulatory concepts and provisions under the Occupational Safety & Health Act (OSHA). This course presents the responsibilities of workers in implementing and complying with the safety procedures at work. Understanding of notifications of accidents, dangerous occurrence, poisoning and diseases and liability for offences will be imparted upon students. This course will also provide an understanding of the key issues in OSH management, incident prevention, Emergency Preparedness and Response (EPR), fire safety, Hazard Identification, Risk Control and Risk Assessment (HIRARC) and guide the students gradually into this multi-disciplinary science.

SEMESTER 2

ENTREPRENEURSHIP focuses on the fundamentals and concept of entrepreneurship in order to inculcate the value and interest in students to choose entrepreneurship as a career. This course can help students to initiate creative and innovative entrepreneurial ideas. It also emphasizes a preparation of a business plan framework through business model canvas.

RINGKASAN KURSUS

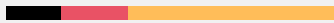


TOURISM AND HOSPITALITY MARKETING provides knowledge on theories, concepts and strategies applied in marketing tourism and hospitality product and services. The current practices and methods of professional selling provide opportunities to practice and develop communication skills, organizational skills, and other skills necessary to succeed in any career particularly in the profession of selling. The course focuses on the use of eight marketing mix (8Ps) strategies, consumer behavior, marketing research, market segmentation and positioning and marketing plan in tourism and hospitality industry.

TRAVEL AND TOUR MANAGEMENT is a course that exposes students to the purpose and role of travel and tour agencies. Topics will cover aspects of history, function, establishment and related laws in Malaysia as well as businesses that are directly involved with the operation of a travel agency. The course will also discuss the role of Global Distribution System (GDS) used by travel agencies to make reservations on various airline reservation systems and also entrepreneurial opportunities and sustainable elements in travel and tour businesses.

TOURISM TRANSPORTATION provide students with the basic understanding regarding the modes of transportation, systems, types of transportation service operation, organisation and planning in relation to tourism operations. The course emphasis on the importance of the various types of transportation and its role as one of vital component in tourism industry. Students will explore the various aspect of the development and management of tourist transportation. Current issues and future challenges facing in the transportation business will also be explored.

RINGKASAN KURSUS



SEMESTER 3

TOURIST GUIDING TECHNIQUES expose students to the major aspects of professional tour guiding such as public speaking, communication skills, interpretation and tour commentary. Students will gain hands-on experience in preparing tour commentary, execute tour itinerary, guiding and managing a tour, delivering tour commentary on-site, conducting a group tour operation to completion and prepare tour report.

SEMESTER 4

PRINCIPLES OF ACCOUNTING FOR TOURISM AND HOSPITALITY provides basic accounting concepts and principles as well as green accounting in various business transactions. This course gives emphasis on fundamental accounting system and accounts recording procedures generally used within the tourism and hospitality industry.

GREEN TECHNOLOGY COMPLIANCE course is designed to introduce students with fundamentals of green technology, green practices, and green compliances towards the ultimate target of sustainable living. Students will be exposed to different feasible technologies in achieving goals that show developments in rapidly growing fields such as sustainability, innovation, viability and natural sources reduction. Students will also learn other areas where green technology is implemented such as energy, transport, building, water and waste management.

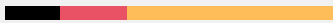
RINGKASAN KURSUS



TOURISM EXPEDITION equips students with real life experience on planning, organizing and managing domestic and international tourism expedition. Students are required to plan activities for fundraising and sponsorship for tourism expedition. This course emphasizes on tourism expedition proposal preparation, conducting a trip to the tourist attraction area, conducting tourism survey, preparing report and presentation whereby students are required to conduct tourism expedition programme at the selected destination area.

EVENT OPERATION AND MANAGEMENT covers the knowledge and understanding of planning and management skills of an event. Effective planning and preparation are crucial to the success of an event therefore students are required to prepare the necessary skills by learning event budgets, set event objectives, plan and manage a successful event. This course lead students to look at the operational and marketing plan as well as managing, implementing and evaluating the event.

RINGKASAN KURSUS



SEMESTER 5

SUSTAINABLE TOURISM exposes students to the techniques in managing tourism resources and ways to reduce the negative impact of tourism development. Students are exposed to the topics on sustainable development progress such as conservation and preservation, carrying capacity, environmental impact assessment and visitor management techniques that are used to minimise the negative impact caused by tourism activities. Students are also required to organize activities to enhance their understanding of sustainable tourism knowledge in tourism industry.

TOURISM PROJECT exposes the students on knowledge and skills in management, marketing, accounting and interpretation. The types of the project consist of research, design and product development related to tourism field. Students will be supervised by lecturer who acts as their project supervisor. For assessment purposes, students are required to plan and implement the project. Students are also required to produce a project proposal and report in a professional manner.

SEMESTER 6

INDUSTRIAL TRAINING

DIPLOMA PELANCONGAN REKREASI (DRT)



SINOPSIS PROGRAM

Diploma Pelancongan Rekreasi (DRT) khusus dibangunkan untuk menyediakan liputan komprehensif mengenai pelbagai komponen industri rekreasi pelancongan dan aktiviti kecekapan yang diperlukan seperti dalam operasi aktiviti rekreasi, rekabentuk kemudahan rekreasi dan penyelenggaraan, pengurusan resort, interpretasi alam semulajadi. Kecekapan asas lain dalam industri pelancongan seperti asas pelancongan dan hospitaliti, perkembangan profesional, komunikasi, keselamatan dan kesihatan, pembangunan keusahawanan dan juga tertanam dalam program ini. Pengetahuan dan kemahiran meliputi pengurusan pelancongan yang menyediakan graduan dengan lebih luas peluang pekerjaan. Selain pengetahuan dan kemahiran teknikal, program ini juga memberi penekanan kepada perkembangan potensi individu pelajar dalam sesuatu bersepadu dan holistik melalui kursus seperti pengajian Islam, kajian moral, kurikulum, kemahiran lembut dan keusahawanan.

DIPLOMA PELANCONGAN REKREASI (DRT)



PROSPEK KERJAYA GRADUAN

Sebaik menamatkan pengajian, graduan program ini mempunyai pilihan dan laluan kerjaya, antaranya seperti berikut:

- Pegawai Pelancongan Rekreasi
- Ketua Lawatan Pelancongan
- Penyelaras Acara Rekreasi
- Penyelia resort
- Penyelia taman hiburan/tema
- Perunding Pengurusan Riadah
- Jurulatih Rekreasi Luar
- Pemandu pelancong alam semulajadi
- Penyelia kemudahan rekreasi
- Usahawan dalam pelancongan rekreasi dan pernagaan Pelancongan

MATLAMAT PROGRAM (PAi)



Program ini percaya bahawa setiap individu mempunyai potensi dan program ini bertujuan untuk memupuk Pegawai Rekreasi yang bertanggungjawab dan beribawa untuk menyokong aspirasi negara menjadi destinasi pelancongan dan budaya kelas dunia.

* Sila gunakan versi Bahasa Inggeris untuk maksud lebih tepat. Rujuk CIDOS dan pensyarah kursus.

OBJEKTIF PROGRAM (PEO)

Program diploma ini akan melahirkan pekerja separa professional, iaitu: *

1. Pegawai Rekreasi yang menggunakan pengetahuan asas, pemahaman dan pelancongan prinsip operasi dalam menyediakan penyelesaian untuk isu pelancongan rekreasi dan cabaran;
2. Pegawai Rekreasi yang menggunakan tahap tertentu kemahiran praktikal, prosedur, aplikasi digital dan data berangka (numerical) untuk melaksanakan tugas yang berkaitan dalam industry rekreasi pelancongan
3. Pegawai Rekreasi yang secara bergantian mengadopsi peranan seorang pemimpin atau ahli pasukan dan berkomunikasi dengan berkesan dalam membantu dan menyediakan penyelesaian komprehensif dan lestari di tempat kerja pelancongan; dan
4. Pegawai Rekreasi yang memperoleh pengetahuan baharu dan kemahiran keusahawanan untuk kemajuan kerjaya dan mematuhi etika organisasi dan profesional dalam persekitaran kerja dan sosial.

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HASIL PEMBELAJARAN PROGRAM (PLO)



Selepas tamatnya program, graduan akan dapat: *

1. Mengaplikasikan **pengetahuan** pelancongan rekreasi dalam mengendalikan bidang pelancongan dan rekreasi
2. Menunjukkan **pengurusan rekreasi dan kemahiran operasi** dalam bidang pelancongan dan rekreasi.
3. **Melaksanakan pengurusan rekreasi dan kemahiran operasi dalam industri pelancongan.**
4. Mengamalkan **kemahiran komunikasi** yang berkesan, secara individu atau sebagai ahli pasukan dengan penyelia, rakan sebaya dan orang bawahan dalam menyampaikan perkhidmatan berkualiti tinggi dalam bidang pelancongan dan rekreasi.
5. Memaparkan keupayaan untuk **menggunakan aplikasi digital dan mentafsir data berangka (numerical)** dalam tugas yang berkaitan;
6. Menunjukkan **kemahiran dan tanggungjawab sosial** dengan mengambil peranan ganti sebagai ketua atau ahli pasukan yang pelbagai
7. Menunjukkan kemahiran **keusahawanan dan pengurusan** yang baik dalam masyarakat; dan
8. Mengintegrasikan **profesionalisme, sikap dan nilai positif** dalam melibatkan diri dengan masyarakat dan pihak berkepentingan.

* Tulisan yang di-bold kan adalah domain pembelajaran (clusters).

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PENGAJARAN DAN PEMBELAJARAN



Pengajaran dan pembelajaran (PdP) dalam kelas adalah berasaskan penyampaian syarahan, aktiviti simulasi, main-peranan (roleplay), perbincangan, pembentangan, ceramah, projek dan amali (di makmal komputer, pejabat simulasi, dapur latihan, restoran dan di luar kelas seperti aktiviti acara dan rekreasi) berteraskan sistem pendidikan secara Outcome-Based Education (OBE). Bahasa Inggeris adalah medium utama dalam PdP bagi program DUP kecuali bagi beberapa kursus di bawah Unit Pengajian Am (UPA).

Kelas dilakukan pada setiap minggu (Isnin-Jumaat) mengikut jadual waktu yang telah ditetapkan dan setiap program itu mempunyai komposisi yang berbeza daripada kursus yang ditawarkan seperti kombinasi berikut: wajib, teras umum, teras disiplin dan latihan industri (latihan praktikal / praktikum). Manakala kelas Kursus Secara Sambilan (KSS) dilakukan pada setiap Sabtu dan Ahad. Buat masa ini KSS tidak ditawarkan di PTS. Walau bagaimanapun, pada hari cuti juga kadang kala pelajar hadir untuk menyiapkan tugas yang diberi seperti acara atau projek.

Penilaian pelajar termasuklah kuiz, ujian bertulis, tugas, laporan, amali dan sebagainya yang dilaksanakan secara berterusan sepanjang semester akademik. Penilaian berterusan ini bernilai 50% manakala peperiksaan akhir (bertulis) bernilai 50% daripada jumlah keseluruhan sebanyak 100% atau 100% penilaian berterusan tanpa peperiksaan akhir. Manakala penilaian untuk latihan industri dilakukan oleh penyelia syarikat latihan industri dan pensyarah Politeknik Malaysia (mengikut zon) yang dilantik berdasarkan format penilaian yang ditetapkan.

KLASIFIKASI KURSUS PROGRAM



Bil.	Klasifikasi	Jam Kredit	Peratus (%)
i.	(a) Wajib	14	15
	(b) Bhs. Kebangsaan A**	2	0
ii.	Teras Umum	19	20
iii.	Teras Disiplin	51	54
iv.	Pengkhususan	0	0
v.	(a) Elektif	2	2
	(b) Elektif **	2	0
v.	Latihan Industri	9	9
	Jumlah Kredit	95	100

Bil.	Klasifikasi	Jumlah Jam	Peratus (%)
i.	Kuliah	36	37
ii.	Praktikal	60	61
iii.	Tutorial	2	2
	Jumlah Jam Pertemuan	98	100

BIDANG PENGAJIAN



SEMESTER 1

- Pengajian Malaysia
- Communicative English 1
- Unit Beruniform 1
- Occupational Safety & Health
- Fundamentals of Tourism & Hospitality
- Fundamental of Recreation
- Recreation Operation

SEMESTER 2

- Pelancongan & Hospitaliti dalam Islam (ATAU) Nilai Masyarakat Malaysia
- Entrepreneurship
- Unit Beruniform 2
- Customer Service for Tourism and Hospitality
- Muslim Friendly Hospitality Service
- Recreational Facility Design and Maintenance
- Terrestrial Recreational Tourism

SEMESTER 3

- Principles Of Accounting For Tourism & Hosp.
- Recreational Policies
- Tourist Guiding Technique
- Recreational Planning And Programming
- Tourism expedition

BIDANG PENGAJIAN



SEMESTER 4

- Principles Of Accounting For Tourism & Hosp.
- Recreational Policies
- Tourist Guiding Technique
- Recreational Planning And Programming
- Tourism expedition

SEMESTER 5

- Communicative English 3
- Recreational Volunteerism
- Recreational Resources Management
- Recreational Risk Management
- Recreational Project
- Elective – Community based Tourism

SEMESTER 6

- Industrial Training

RINGKASAN KURSUS



SEMESTER 1

FUNDAMENTALS OF TOURISM AND HOSPITALITY exposes students to the profile, complexity, trends and interrelation of recreation. Students are also introduced to the career and academic prospects which exist in the industry. The reality of workplace demands and employability skills in recreation profession are also shown. Students are exposed to the importance of sustainable tourism practice in recreation. Students are given the opportunity to gain experience through talks on tourism and hospitality industry delivered by invited guest speakers.

RECREATIONAL OPERATION exposes students to recreation concept and principle, recreational management, performing traditional play, indoor based activities and outdoor adventure recreation. Student will understand about instructorship and safety; and management planning in recreation within the tourism industry. Student will also be competent in the overall operation of green indoor and outdoor recreational.

CUSTOMER SERVICE FOR TOURISM AND HOSPITALITY exposes students to skills required for establishing a specific career path offered through personal and professional development. Student should be given knowledge and basic understanding on how customer service being established practiced and organized in the hospitality and tourism industry. Students also should be able to demonstrate positive and hospitable attitude that has been practiced in hospitality and tourism industry and how the public sector is responding to them.

RINGKASAN KURSUS



OCCUPATIONAL SAFETY AND HEALTH course is designed to impart understanding of the self-regulatory concepts and provisions under the Occupational Safety & Health Act (OSHA). This course presents the responsibilities of workers in implementing and complying with the safety procedures at work. Understanding of notifications of accidents, dangerous occurrence, poisoning and diseases and liability for offences will be imparted upon students. This course will also provide an understanding of the key issues in OSH management, incident prevention, Emergency Preparedness and Response (EPR), fire safety, Hazard Identification, Risk Control and Risk Assessment (HIRARC) and guide the students gradually into this multi-disciplinary science.

SEMESTER 2

ENTREPRENEURSHIP focuses on the fundamentals and concept of entrepreneurship in order to inculcate the value and interest in students to choose entrepreneurship as a career. This course can help students to initiate creative and innovative entrepreneurial ideas. It also emphasizes a preparation of a business plan framework through business model canvas.

TOURISM AND HOSPITALITY MARKETING provides knowledge on theories, concepts and strategies applied in marketing tourism and hospitality product and services. The current practices and methods of professional selling provide opportunities to practice and develop communication skills, organizational skills, and other skills necessary to succeed in any career particularly in the profession of selling. The course focuses on the use of eight marketing mix (8Ps) strategies, consumer behavior, marketing research, market segmentation and positioning and marketing plan in tourism and hospitality industry.

RINGKASAN KURSUS



CUSTOMER SERVICE FOR TOURISM AND HOSPITALITY exposes students to skills required for establishing a specific career path offered through personal and professional development. Student should be given knowledge and basic understanding on how customer service being established practiced and organized in the hospitality and tourism industry. Students also should be able to demonstrate positive and hospitable attitude that has been practiced in hospitality and tourism industry and how the public sector is responding to them.

RECREATIONAL FACILITY DESIGN AND MAINTENANCE exposes students to the foundation of recreation facility management, facility design and development, equipment management, facility maintenance and auxiliaries of recreation facilities within the tourism and recreation industry. Students will develop competencies in the overall recreation facility operation in managing and maintenance the recreational equipment. To ensure successful implementation of this course, the teaching and learning process must being conduct in indoor and outdoor learning programme strategies in recreational organizations.

TERRESTRIAL RECREATIONAL TOURISM exposes students to terrestrial-based recreation activities within the tourism industry. Students will develop competencies in the overall operation and management of terrestrial-based recreational activities. All terrestrial-based recreational activities are conducted based on international safety and risk management plan standards. For assessment purpose, students are required to plan and implement the terrestrial-based recreation activities. To ensure successful implementation of this course, the teaching and learning process must apply flexible and innovative scheduling strategies.

RINGKASAN KURSUS



SEMESTER 3

NATURE INTERPRETATION SERVICES expose students to the understanding of the definition, objective, roles, principle and career opportunity in nature interpretation services. The students will have the skills and attributes on how to become a successful nature interpreter. Students will have to display ethics and effective guiding techniques in performing nature interpretation program. To ensure successful implementation of this course, the teaching and learning process must apply and conduct outdoor learning programme strategies.

MARINE RECREATIONAL TOURISM exposes students to marine-based recreational activities for the tourism industry. Students will develop competencies in overall operations and management of marine-based recreational activities. All recreational activities will be conducted based on international safety and risk management plan standards. In order to ensure successful implementation of this course, the teaching and learning process must apply flexible and innovative scheduling strategies.

SEMESTER 4

PRINCIPLES OF ACCOUNTING FOR TOURISM AND HOSPITALITY provides basic accounting concepts and principles as well as green accounting in various business transactions. This course gives emphasis on fundamental accounting system and accounts recording procedures generally used within the tourism and hospitality industry.

RINGKASAN KURSUS



GREEN TECHNOLOGY COMPLIANCE course is designed to introduce students with fundamentals of green technology, green practices, and green compliances towards the ultimate target of sustainable living. Students will be exposed to different feasible technologies in achieving goals that show developments in rapidly growing fields such as sustainability, innovation, viability and natural sources reduction. Students will also learn other areas where green technology is implemented such as energy, transport, building, water and waste management.

TOURISM EXPEDITION equips students with real life experience on planning, organizing and managing domestic and international tourism expedition. Students are required to plan activities for fundraising and sponsorship for tourism expedition. This course emphasizes on tourism expedition proposal preparation, conducting a trip to the tourist attraction area, conducting tourism survey, preparing report and presentation whereby students are required to conduct tourism expedition programme at the selected destination area

RECREATIONAL POLICIES expose students to relevant policies and guidelines implementation in tourism and recreation management. Students will gain knowledge related to the policies in terms of frameworks, importance, policies development and decision making process in organization, roles of stakeholders and board members. This course also focuses on the relevant guideline implementation of open space and recreation development, ethics and regulation in recreation management in Malaysia. Students are also exposed to the policy implementation of sustainable development to reduce environmental impact.

RINGKASAN KURSUS



RECREATIONAL PLANNING AND PROGRAMMING course will focus on the knowledge of both planning and programming recreation in the tourism and hospitality industry. This course examines the theories and strategies used in the organization and delivery of recreation program. Students will demonstrate the program planning including needs assessment, program design, implementation strategies, leadership and teamwork skills and also evaluation of recreation programs.

SEMESTER 5

RECREATIONAL VOLUNTEERISM exposes students to the knowledge and understanding of volunteering concept. Students will also gain knowledge on the functions of national and international organizations involved in community volunteerism. Students are required to prepare program budgets, set program objectives, plan and organize an efficient program. The course also looks at the operational planning as well as management, implementation and evaluation of the program

RECREATIONAL RESOURCE MANAGEMENT exposes students to the knowledge of recreation resources management, recreation resources inventory process, maintenance of recreation resources, land and water resources for outdoor recreation, outdoor recreation partners and providers. Students will be exposed to the issues in recreation resources management. Furthermore, students will also learn to understand the recreation resources inventory process and responsibility of a recreation resource inventory.

RINGKASAN KURSUS



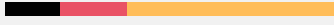
RECREATIONAL RISK MANAGEMENT exposes students to the knowledge and understanding of the primary component of leisure and recreation risks management. This course will equip students with basic knowledge and skills in planning and managing risks in various situation and locations at the recreational area. Students will also learn how to handle risk management to the guests or customers when accidents occur during leisure and recreational activities. Students are also exposed to the implementation of low impact activities to reduce environmental impact.

SEMESTER 6

INDUSTRIAL TRAINING

* Sila gunakan versi Bahasa Inggeris untuk maksud lebih tepat. Kurikulum versi Jun 2020 bagi DUP dan DRT adalah kurikulum yang telah dimurnikan, Oleh itu ringkasan kursus untuk semester 1 sahaja yang boleh dipaparkan buat masa ini. Rujuk CIDOS dan pensyarah kursus.





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