

## Hotel Professional Diploma

### Foundation Courses

#### Hotel Professional Certificate

FBS 1.5 – F&B Service Techniques (EQF Level-2)  
HAD 1.1 – Introduction to Office Tools (EQF Level-3)  
HSP 1.1 – Introduction to Hospitality Operations (EQF Level-2)  
HSP 1.2 – Mathematics Fundamentals (EQF Level-2)  
KIP 1.5 – Hygiene & Occupational Health Practices (EQF Level-2)  
ROP 1.1 – Laundry Operations (EQF Level-2)  
ROP 1.2 – Introduction to Front Office (EQF Level-2)  
ROP 1.3 – Housekeeping Operations (EQF Level-2)  
LG 1.1 – English Essentials

### Intermediate Courses

#### Hotel Professional Certificate

HSP 2.1 – Customer Service Excellence (EQF Level-3)  
HAD 2.1 – Excel Fundamentals (EQF Level-3)  
HSP 2.2 Verbal & Non-Verbal Communication  
KIP 2.5 – Basics of Culinary Arts (EQF Level-2)  
ROP 2.1 – Front-Office Operations I (EQF Level-3)  
ROP 2.2 – Housekeeping Operations II (EQF Level-3)  
ROP 2.3 – Goods Management & Environmental Practices (EQF Level-3)  
ROP 2.4 – Rooms Division Operations (EQF Level-3)  
LG 2.1 – Applied English

### Advanced Courses

#### Hotel Professional Certificate

HSP 3.1 – People Training and Development (EQF Level-4)  
HSP 3.2 – Cultural Awareness (EQF Level-4)  
HSP 3.8 – Hotel Trends and Innovation (EQF Level-4)  
KIP 3.5 – F&B Pop-up Concept Creation (EQF Level-4)  
ROP 3.1 – Front-Office Operations II (EQF Level-4)  
ROP 3.2 – The Art of Butler Service (EQF Level-4)  
LG 3.1 – Professional English

**Hotel Professional Certificate:  
Hotel Communications Specialisation**

- HSP 3.5 – Hotel Sales & Marketing (EQF Level-4)
- HSP 3.6 – Principles of Marketing Communications (EQF Level-4)
- HSP 3.7 – Digital Marketing Fundamentals (EQF Level-4)

**Advanced Courses Hotel Certificate:  
Hotel Rooms Division Specialisation**

- HSP 3.4 – Principles of Hospitality Marketing (EQF Level-4)
- ROP 3.3 – Purchasing & Inventory Systems (EQF Level-4)
- ROP 3.4 – Rooms Administration Principles (EQF Level-4)

**Advanced Courses Hotel Certificate:  
Hotel Administration Specialisation**

- HAD 3.1 – Principles of Accounting and Budgeting (EQF Level-4)
- HAD 3.2 – Hospitality Administration and Law (EQF Level-4)
- HSP 3.4 – Principles of Hospitality Marketing (EQF Level-4)