

# Programme Modules

Introduction to the Events Industry (ENT03001RU)	3
MICE Events (ENT03003RU)	3
Event Site Selection (ENT04004RU)	4
Financial Accounting and Control (ENT04008RU)	4
ICT Essentials (ENT04009RU)	5
Coordinate Suppliers for an Event (SPT05001RU)	5
Develop Tools to Organise an Event (SPT05008RU)	6
Develop Budgets and Forecasts (TSM05001RU)	6
Manage Personal and Professional Development (TSM05006RU)	7
Use Business Ethics in the Workplace (BNS05001NU17)	8
Plan and Effective Work Roster (TSM05002RU)	8
Lead and Develop an Effective Team (TSM05003RU)	9
Event Industry Internship (SPT05007RU)	9
Supervise Meetings (ADM05006NU17)	10
Pitch an Entrepreneurial Idea for the Service Industry (BNS06003RU24)	10
Develop an Entrepreneurial Idea for the Service Industry (BNS06008RU24)	11
Design a Digital Marketing Campaign (BNS06009RU24)	11
Assess and Enhance a Digital Marketing Campaign (BNS06001RU24)	12
Work on a Live Service Industry Project (BNS06007RU24)	13
Present a Live Service Industry Project (BNS06010RU24)	13
Explore the Fundamentals of Strategic Management (BNS06002RU24)	14
Use Strategic Management Tools in a Business Simulation (BNS06006RU24)	14
Manage an Exhibition (ENT06001RU24)	15
Manage Sponsors for an Event (ENT06002RU24)	15
Plan and Coordinate In-House Events (ENT06003RU24)	16
Prepare to Manage a Workplace Project (BNS06004RU24)	17
Research Methods in the Service Industry (ENT06004RU24)	17
Managing Customer Relationships (HOS06001RU24)	18
Use Excel to Analyse and Visualise Data (BNS06005RU24)	19
Manage a Destination (TSM06001RU24)	19
Source an Events Industry Internshin (ENTO6005R1124)	20



Set objectives for an Events Industry Internship (ENT06006RU24)	21
Work on an Events Industry Internship (ENT06008RU24)	21
Reflect on an Events Industry Internship (ENT06007RU24)	22

# **Credit Explanation**

DCT Programmes are Nationally Recognised Qualifications, accredited by the National Qualification Centre who sit within the UAE's Ministry of Education. Our Awarding Body is KHDA and we follow the Qualification Framework of the United Arab Emirates, found in the QFEmirates handbook.

A Level 6 Advanced Diploma qualification consists of 132 credits. As per NQC regulations, of these 132 credits, a maximum of 20 credits can be from modules that are at Level 4 and a maximum of 70 credits can be from modules that are at Level 5.

One credit = 15 hours of study time. Therefore 132 credits equate to 1,980 notional hours of study. Every 15 hours of study time is comprised notionally of 11 hours formal instruction and 4 hours formally structured skills development for Knowledge and Skills-based modules.

There are compulsory Application-based modules which we call 'Industry Internships' at DCT. Students must participate in credit-baring internships each year, resulting in a minimum of 37 weeks spent on an official work-placement by the time they graduate.



	TOLD D		AIVAGEIVI	LITT (LITTOUOUINQL+)			
Introduction to the Events Industry (ENT03001RU)							
Credit value	4	QF Emirates Level	4	Duration (hours)	60		
This module aims to provide learners with an introduction to the events industry and its importance to the tourism sector both globally and within Dubai. The module will actively develop the skills and knowledge required to source and use current and emerging information on the events industry. This includes industry structure, technology, laws and ethical issues, marketing and environmental impacts specifically relevant to the events industry. Learners will be introduced to career paths and roles within the events industry, alongside the skills that they require.							
Module Learning Outcomes							
At the end of this module, learners will be able to:							
1. Explore the fundamentals of the events industry							
2. Research sources of information available in the events industry							
3. Identify roles within the events industry and their associated skills							
4. Describe the impacts of events							

MICE Ever	nts (E	NT03003RU)				
Credit value	3	QF Emirates Level	4	Duration (hours)	45	
Aim	This module provides learners with an introduction to the MICE (Meetings, Incentives, Conferencing and Exhibitions) industry. The module explores segments in the within MICE, providing learners with a basic knowledge of the industry. Upon completion of the module, learners will be able to clearly describe what MICE entails, the structure of the industry and its impact. Learners will also be able to explain what constitutes MICE and give examples for each of the segments. This module aims to prepare students for careers in professional conference organisations, destination management companies, association management companies, associations, or other event-related businesses.					
Module Learning Outcomes  At the end of this module, learners will be able to:						
Explore the fundamentals of MICE events.						
2. Design a MICE event programme.						



- 3. Define stakeholders and their importance to MICE events.
- 4. Examine the positive and negative impacts that MICE events can have on attendees, the community, and the environment.

Event Site Selection (ENT04004RU)						
Credit value	3	QF Emirates Level	4	Duration (hours)	45	
Aim	This module aims to provide learners with the knowledge and skills required to source and select sites and venues for events. This includes the ability to analyse event briefs in order to determine venue or site requirements, to develop selection specifications and contract					
At the end of t	Module Learning Outcomes  At the end of this module, learners will be able to:  1. Source venues for events considering event details and site requirements					
2. Describe the potential risks and regulations associated with event sites and venues						
3. Explain the tools and criteria used to inspect and evaluate shortlisted event sites and venues						
4. Describe the steps and documentation involved in confirming a venue for an event						

Financial Accounting and Control (ENT04008RU)						
Credit value	4	QF Emirates Level	4	Duration (hours)	60	
Aim	require service financia informa of this analysi calcula	e in terms of facilitating industry context. Learn al information used by ation on operational an module, students will be and calculations, create and explain key perfe	effective for the series will according an isation of the series and interest of the series o	basic analytical skills that e inancial planning, control a equire the skills and knowle ons to monitor business per hental financial activities. O Interpret financial statemen erpret budgeting and forecandicators such as financial r	nd decision making in a dge required to interpret formance and provide n successful completion its, perform breakeven asting data as well as	
Module Learr	ning Out	comes				

4



At the end of this module, learners will be able to:
Examine financial accounting systems in current use
2. Apply financial accounting techniques effectively
3. Apply tools for effective financial planning and control
4. Calculate financial ratios accurately

ICT Essent	ials (E	NT04009RU)				
Credit value	6	QF Emirates Level	4	Duration (hours)	90	
This module provides learners with a basic understanding and hands on application of ICT concepts and standard computer applications that are commonly used to support administrative functions in a work environment. Learners will gain proficiency in the basic use of word processing applications and spreadsheets that are essential to use in business environments where computer, smart phone, tablet use is required. This module covers content that fulfils the requirements for learners to sit for the Basic Skills Certificate examinations for ICDL: an industry standard in ICT.						
Module Learning Outcomes						
At the end of this module, learners will be able to:						
1. Use devices to create and manage files across networks using safe data practices						
2. Use essential online skills						
3. Use Microsoft Word to carry out basic word processing tasks						
4. Use Microsoft Excel to create basic spreadsheets						

Coordinate Suppliers for an Event (SPT05001RU)							
Credit value	3	QF Emirates Level	5	Duration (hours)	45		
Aim	compare of supplie engage w to Reque	and engage with supers involved in variou with suppliers depend st for Proposal (RFP)	pliers for an s types of eve ing on what documents, a	the knowledge and skills event. Learners will be in ents, and will look at appoint are procuring. Lear and will be taught to cressmane supplier proposa	ntroduced to the variety propriate times to ners will be introduced rate a supplier RFP for a		



criteria, and how to select the most appropriate supplier to meet the needs of the event brief taking into consideration parameters such as cost, reputation, reliability, sustainability and services offered.

# **Module Learning Outcomes**

- 1. Identify types of suppliers for an event and when to engage with them
- 2. Create a Request for Proposal for an event supplier
- 3. Compare technical and commercial supplier proposals

Develop Tools to Organise an Event (SPT05008RU)									
Credit value	4	4 QF Emirates Level 5 Duration (hours) 60							
This module aims to provide learners with the knowledge and skills to use the tools required to manage and evaluate the outcomes of an event within a defined scope, budget and timeframe. Students will be exposed to using various tools and techniques that can add structure and rigor to the event initiation and planning processes, such as stakeholder mapping, scope and objective setting, event budgeting, Gantt charts and tools for gathering feedback and measuring the success of an event. Supporting and managing events requires excellent communication and time management skills, as well as the ability to solve problems during the implementation stage and report project outcomes in a timely manner. The module is brought to life through relevant and local case studies, some of which are shared live by industry experts.									
Module Learning Outcomes  At the end of this module, learners will be able to:									
Explain the steps and activities involved in initiating a professional event									
2. Develop industry standard tools that are used to organise an event									
3. Judg	3. Judge the success of an event and how to improve it								

Develop E	Budget	ts and Forecasts	(TSM05	001RU)			
Credit value	Credit value 4 QF Emirates Level 5 Duration (hours) 60						



Aim

This module aims to develop learners' understanding of the methods and practices for the preparation of operating budgets and investment analysis. Learners will forecast income and expenditure in order to prepare budgets and prepare budgetary information to management. Analysing the impact of internal and external factors on budgets will also be studied and learners will appraise budgetary control measure to improve organizational financial performance. The module will also employ research skills, numeracy skills for financial calculations and analysis as well as IT skills for developing and using spreadsheets. Authentic projects and case studies will create a holistic understanding and impact of financial performance in a simulated business environment.

## **Module Learning Outcomes**

At the end of this module, learners will be able to:

1. Forecast income and expenditure

enhancing professional identity

- 2. Prepare budgets in the Service industry
- 3. Review the impacts of internal and external factors on budgets

Credit value	4	QF Emirates	5	Duration (hours)	60		
Aim	This module aims to provide learners with the knowledge and skills required to manage their own personal and professional development, to successfully enter the workplace and become committed lifelong learners. Learners will be equipped with a range of practical skills that will increase their employability. They will be introduced to online courses that can be used to aid their long-term career and personal development, and will have the opportunity to undertake a number of free online courses as part of their assessment. The practice of self-reflection will be a big focus of this unit, and learners will be equipped with the tools and techniques to become true reflective practitioners. They will document their learning journey through developing an e-portfolio, which they will be able to share with future employers.						
Module Learning Outcomes							
At the end of this module, learners will be able to:							
1. Res	earch career <sub>l</sub>	paths relevant to prog	gramme of stu	dy			
Explore the importance of ongoing professional development and self-directed learning in							

3. Reflect on learnings and experiences using recognised reflective theories



4. Develop an online portfolio to communicate key employability skills and professional development journey

Use Business Ethics in the Workplace (BNS05001NU17)							
Credit value	3	QF Emirates Level	5	Duration (hours)	45		
Aim	The aim of this unit is to introduce learners to the concept of business ethics and develop knowledge and skills in ethics in the workplace considering business objectives and responsibilities.						
Module Learr	ing Outco	mes					
At the end of t	his module	e, learners will be able	e to:				
Evaluate the principles of ethics in the workplace							
2. Evaluate the value of organisational ethics							
3. Evaluate ethics in workplace relationships							
4. Review the appropriate action to follow during any suspected breaches of ethical codes							

Plan and Effective Work Roster (TSM05002RU)							
Credit value	2	QF Emirates Level	5	Duration (hours)	30		
Aim	This module aims to provide the learners with the skills and knowledge required to develop work rosters effectively in line with employment and business requirements. Learners will explore why team scheduling is important and what good scheduling looks like. They will then learn to prepare work rosters from a given scenario, ensuring that employees are scheduled fairly and effectively.						
Module Learning Outcomes							
At the end of this module, learners will be able to:							
1. Exp	Explain the purpose of employee scheduling						
2. Plan team resources effectively							



LLVLL O ADVA	INCED DIP	LOIVIA IN EVENT IVIAI	VAGEIVIEIV	I (ENTODUCINQ24)		
Lead and	Develo	o an Effective Te	am (TSN	ло5003RU)		
Credit value	4	QF Emirates Level	5	Duration (hours)	60	
Aim	This module aims to provide the learners with the skills and knowledge required to lead teams effectively in a work environment. Learners will explore the stages involved in building a team and will be exposed to a number of leadership styles. They will learn the					
Module Learn	ing Outco	mes				
At the end of t	this module	e, learners will be able t	o:			
1. Describe the activities, processes and considerations involved in building a high performing team in a culinary workplace environment						
2. Compare qualities of an effective leader including leadership styles and when to use them						
3. Den	nonstrate	how to manage a team	's performa	nce and development		

Event Indu	ustry l	nternship (SPTO	5007RL	J)			
Credit value	6	QF Emirates Level	5	Duration (hours)	600 (15 weeks)		
Aim	This module aims to provide learners with the opportunity to apply the skills and theoretical knowledge they have acquired throughout their studies in a real work setting within the events industry. The internship aims to provide the learner with a fresh perspective and new ideas, as well as an opportunity to build brand advocacy and raise local presence and profile. Learners will be encouraged to reflect on their learnings from their Level 4 Certificate internship and use them the create new learning objectives and goals for this workplace experience. They will be expected to implement their learnings from managing teams and take on at least one supervisory role or project, and get feedback on their performance in this new position. The learner will be required to take responsibility for building a relationship with their line manager throughout their internship, asking for informal feedback on a regular basis from both their supervisor and colleagues.						
Module Learning Outcomes							
At the end of this module, learners will be able to:							
1. App	Apply intermediate event organisation principles in the workplace						
2. Set objectives in the workplace and monitor progress towards them							



- 3. Demonstrate event organisation skills in the workplace
- 4. Reflect on events internship experience and personal performance using recognised reflective cycles

Supervise	Meetir	ngs (ADM05006NU	J17)				
Credit value	4	QF Emirates Level	5	Duration (hours)	60		
Aim	This unit describes the competencies, skills and knowledge required to supervise a range of meetings including overseeing the meeting preparation processes, chairing meetings, organising the minutes and reporting meeting outcomes.						
Module Learn	ing Outco	mes					
At the end of this module, learners will be able to:							
1. Evaluate processes to prepare for meetings							
2. Eval	2. Evaluate processes to conduct meetings						
3. Analyse processes to follow up meetings							

Pitch an E	ntrepren	eurial Idea for t	the Service	e Industry (BNS0	D6003RU24)
Credit value	4	QF Emirates	6	Duration (hours)	60
Aim	conceptual industry wi a business i competitive	ising an entrepreneur th a feasible value proidea, and to create as e advantage and reve	rial idea in the oposition. Stud strategy frame on the streams, 1	Culinary, Events, Touridents will learn how to ework detailing their tathet can be used as the	assess the viability of rget market,



Module Learning Outcomes
At the end of this module, learners will be able to:
1. Develop a feasible entrepreneurial idea in the service industry
2. Apply a strategic framework to a business opportunity using the Business Model Canvas
3. Deliver a persuasive pitch to gain investor interest

Develop a	n Entrepr	eneurial Ide	a for the	e Service Industry (BNS06008RU24)			
Credit value	4	QF Emirates	6	Duration (hours) 60			
Aim	This module has been designed to equip learners with the knowledge and skills involved in creating a go-to-market business plan for a new business. Learners create a business plan that details the nature of the business offerings, target market, marketing strategies and projected financials. This module builds on the business concept created and pitched in the DCT Level 6 module Pitch an Entrepreneurial Idea for the Service Industry.						
Module Learr	ning Outcome	es					
At the end of	At the end of this module, learners will be able to:						
1. Exp	1. Explore the ways in which a business sets itself up to offer value to its customers						
2. Conduct market research to determine the servable target market for a business							
3. Exp	3. Explore the marketing efforts required to promote a new business						
4. Create a financial plan for a new business using projected income and costs							

Design a D	)igital Ma	rketing Campa	ign (BNSO	6009RU24)	
Credit value	4	QF Emirates	6	Duration (hours)	60
Aim	the success understand their custor	ful marketing of orga ing of how organisati ners and maintain a c	nisations. The lons use variou competitive ad	to digital marketing a module will enable stu is digital tools and tech vantage. Digital marke anisations. The digital l	udents to develop an nniques to engage eting is a major



continually evolving, it is important for marketers to stay ahead of their competitors and deliver cutting-edge digital marketing approaches and strategies. Learners will explore the fundamentals of the digital marketing including key terms, types of media and the basis of a digital strategy. They will then work towards creating a full digital marketing campaign, developing content for defined customer buying personas and deciding on channels, ad types and a content calendar for distribution.

# Module Learning Outcomes At the end of this module, learners will be able to: 1. Explore the fundamentals of digital marketing 2. Set objectives and define the customer for a digital marketing campaign 3. Develop content for a digital marketing campaign 4. Justify digital marketing campaign tools and tactics

Credit value	4	QF Emirates	6	Duration (hours)	60
This module will provide learners with the knowledge and skills to assess the success of a enhance the effectiveness of a digital marketing campaign. This module follows on from the module 'Design a Digital Marketing Campaign' Learners will assess the campaign they have designed and describe techniques for evaluating, monitoring and measuring the success of a campaign. They will learn how to establish and measure digital marketing KP various metrics and how to use analytics platforms. Learners will gain the skills and knowledge to use Search Engine Optimisation and Search Engine Marketing to enhance digital marketing campaigns, and will explore creative routes that companies use to wide their reach. As part of this module, learners will be expected to successfully complete the Google Garage Google Analytics training to further enhance their understanding.					
Module Lear	ning Outcome	es es			
At the end of	this module, l	earners will be able	to:		
	•	-	_	digital marketing campa	aign in line with
m	arketing obje	ctives to increase en	gagement an	d conversions	
2. Use	e online tools	to add value to a dig	ital marketin	g campaign	
2.5	lava havv Caa	gle Analytics 4 can b	a usad far m		



Work on a	Live Serv	vice Industry P	roject (BN	S06007RU24)				
Credit value	4	QF Emirates	6	Duration (hours)	60			
This module aims to provide learners with the knowledge and skills required to develop an understanding of business problems and issues particularly at the strategic level and provide them with the opportunity to apply key academic theories and models to develop solution(s) that meet the client's needs. Learner will work in groups as 'business consultants' and will be matched with a client in their industry of study who has a current relevant issue that needs solving. They will spend 10 weeks working as a high performing team and applying the tools and techniques they have learnt in other modules to provide researched solutions. These solutions will then be professionally presented to the client in the next module titled 'Present a Live Service Industry Project'.								
Module Learning Outcomes								
At the end of this module, learners will be able to:								
1. Manage a	Manage a business consultancy project as a team							
2. Research	2. Research a client's organisation and industry using reliable sources of information							
3. Use recog	gnised busine	ess tools and acader	mic theories t	o develop solutions to	o a client problem			

Credit value	4	QF Emirates	6	Duration (hours)	60	
Aim	This module aims to provide learners with the knowledge and skills required to develop a professional presentation to a client that contains the results of an industry project. This module is to be taught after the module titled 'Work on a live service industry project'. Having worked in groups as 'business consultants' and developed solutions to a live industry project, in this module learners will be taught how to storyboard a professional presentation, how to reflect on their project work in relation to the 5 areas of project evaluation and how to deliver a succinct and professional presentation to a client.					
Module Lear	ning Outcome	es es				
At the end of	this module, l	earners will be able to	o:			
1. Prepare a	professional p	oresentation for a clie	ent			



3. Deliver a professional presentation to an industry client

Credit value	4	QF Emirates	6	Duration (hours)	60		
Aim	This module aims to provide learners with the knowledge and skills required to understand the importance of strategic management for any organisation that wants to succeed.  Learners will be introduced to the basic concepts, principles and practice of business strategy, including key terms and the benefits of planning ahead. They will learn the purpose of mission and vision statements and how to analyse examples from the tourism and hospitality industry. Learners will be introduced to key tools that are used across businesses to analyse the internal and external environments, which in turn are used to create informed strategic plans.						
Module Learning Outcomes							
At the end of	this module, l	earners will be able to	<b>)</b> :				
1. Explore th	e basic conce	pts, principles and pra	actices of strat	egic management			
2. Analyse mission and vision statements for organisations in the tourism and hospitality industry							
3. Discuss the	e types of stra	itegies and strategic o	decisions that	tourism and hospitalit	y organisations make		
4. Assess an tools	organisation's	external and interna	l environment	using recognised stra	tegic management		

Use Strate	egic Mana	gement Tools	in a Busine	ess Simulation	
(BNS0600	0	.0			
Credit value	4	QF Emirates	6	Duration (hours)	60
Aim	their knowl Learners wi extensive re understand each week, as a year in	edge of strategic mar ill take on the role of esearch into the mark ing of the business er using and applying m	nagement in a business consu ket, sector, and nvironment an nodels they ha earners will co	knowledge and skills re business simulation as ultants and will be requ d industry of a given bu d then make strategic ve learnt about in class empete against each ot	part of a team. uired firstly carry out usiness, gain an business decisions
Module Learning Outcomes					

Module Learning Outcomes



At the end of this module, learners will be able to:
 Analyse the current strategic position of a business
 Analyse the successes and failures of a business using strategic management concepts
 Recommend strategic initiatives to improve business performance
 Reflect on working in a team on a strategic business simulation

	I	on (ENT06001F	,	Duration (hours)	60		
Credit value Aim	This module aims to provide learners with the knowledge and skills to develop, manage and assess the success of an exhibition, which includes designing an exhibition plan and prospectus, managing exhibitor bookings and stakeholder invites and working to ensure exhibitor requirements and needs are met. Learners will manage the entire exhibit from initiation to close, and will gather feedback from exhibitors, exhibit owner and attendees to evaluate the success of the event.  Please note – this unit is to be taught concurrently with the level 6 module 'Manage Sponsors for an Event'.						
Module Learning Outcomes  At the end of this module, learners will be able to:							
1. Develop a	n exhibition p	lan for an event conc	ept				
2. Manage ex	xhibitor book	ings					
3. Coordinate	e creation and	d distribution of exhib	oition prospect	tus and invites			
4. Manage a live exhibition as part of a team							

Manage S	ponsors f	or an Event (EN	NT06002R	U24)	
Credit value	4	QF Emirates	6	Duration (hours)	60



This module aims to provide learners with the knowledge and skills to source, and manage
sponsorship for an event. Learners will be introduced to what sponsorship is and why it is
necessary, different types of event sponsorship that is commonly sourced and when it is
appropriate to use which type. They will learn how to determine sponsorship
requirements, source and negotiate with potential sponsors and manage sponsorship
arrangements. Methods for sponsorship monitoring, reviewing and evaluating will also be
explored.

Aim

This module is applicable to event managers who are responsible for making a range of financial and operational decisions.

Please note – this module is to be taught concurrently with the level 6 module 'Manage an Exhibition'. The Learning Outcomes 2 and 3 will be assessed together, as described in section 12 and 13 of this module descriptor.

### **Module Learning Outcomes**

At the end of this module, learners will be able to:

- 1. Analyse types of event sponsors and sponsorship packages
- 2. Develop sponsorship documents based on event requirements
- 3. Manage sponsorship operations for a live event

Plan and (	Coordinat	e In-House Eve	ents (ENTO	)6003RU24)	
Credit value	4	QF Emirates	6	Duration (hours)	60
Aim	and function within a had understand of target manding a way the Learners with the same of the same of target manding a way the same of target manding a way the same of target manding and function and function and function are same of target manding and function and function are same of target manding are same of targe	ons within a hospitalith notel or resort. Skill ling of the features of arkets that hotels typinat leads to the exec	y establishments and knowled hotels that madically cater to, button of an edge of common	nt, with a particular for edge that this modu ake them suitable venu how to attract and liais vent that matches the in-house event setups	an and organise events cus on planning events le covers includes an es for events, the types e with event customers e client's expectations.

#### **Module Learning Outcomes**

- 1. Describe how hotels are equipped to host a variety of events
- 2. Present recommendations based on client requirements



- 3. Create a client value proposition, proposal and contract
- 4. Carry out tasks related to the setup and close down of an in-house event

Credit value	4 QF Emirates 6 Duration (hours) 60							
This module aims to provide learners with the knowledge required to manage a work-based project. They will be introduced to the fundamentals of project management, the project management lifecycle and what skills are required to manage a project efficiently. They will explore types of projects in the service industry through real life case studies and hearing from guest speakers, and will learn how to initiate a project and agree objectives, engage with stakeholders and understand a scope of work. Learners will explore the importance of monitoring and reporting project progress, and explore examples of where projects have gone wrong. Finally they will learn about closing down a project effectively and evaluating project success and team performance.								
Module Learr	ling Outcome	S						
At the end of	this module, I	earners will be able t	o:					
Examine the project lifecycle and the key factors that should be considered when project managing								
2. Analyse the importance of project objectives, a clear scope of work and a project management plan								
2. Analyse the	e importance (	or project objectives, a	r cicar scope or	work and a project ma	magement plan			
	<u> </u>		<u> </u>	oject progress to stakel				

Research Methods in the Service Industry (ENT06004RU24)							
Credit value	4	QF Emirates	6	Duration (hours)	60		
Aim	research to to use quali considering	pics across the touris tative and quantitative accurate data collect	m, hospitality ve research me tion, data anal	e scientific methods to or events industry. Stu ethods and to apply the ysis, sampling, and eth h question within the	dents will learn how ese methods while		



events industry that enables them to practice using a research method, designing their questionnaire and selecting appropriate statistical methods to analyse data.

#### **Module Learning Outcomes**

- 1. Review literature related to a chosen research question within the service industry
- 2. Select a research methodology for a given scenario based on knowledge of qualitative and quantitative tools
- 3. Design common qualitative and quantitative research tools
- 4. Explain the use of basic statistical analysis tools

Managing	g Custome	r Relationships	(HOS060	01RU24)				
Credit value	4	QF Emirates	6	Duration (hours)	60			
Aim	This module will provide learners with an understanding of customer relationship management (CRM) as a data-driven and technologically supported approach to handling customer interactions. Students will learn to identify common CRM strategies, understand why relationships are important, recognise the varied value of different types of customers to a business, explain the uses of customer- related data and describe the people, tools and systems that enable any CRM initiative. In this module we focus only on CRM in Business to Consumer (B2C) contexts.							
	this module, I	earners will be able t	o:					
1. E	Explore the fundamentals and purpose of CRM and customer profiling							
	explain the requirements, sources, issues and considerations relating to the use of customer lata							
3. C	reate a CRM s	reate a CRM strategy that maps channels to each touchpoint in a customer journey						
	xplain the step roject	plain the steps and processes involved in implementing a customer relationship management oject						



	,	e and Visualise	,	,			
Credit value	4 QF Emirates 6 Duration (hours) 60						
Aim	This module aims to provide learners with the knowledge and skills required to understand the meaning and importance of digital business intelligence, and the role that Excel can play in analysing and visualising data to help business professionals make informed decisions. Learners will begin by exploring the basics of business analytics, data mining, data visualisation, data tools and infrastructure, and best practices to help organisations to make more data-driven decisions. They will then begin to explore practical tools and techniques using excel, which is still one of the most common pieces of software used in workplaces worldwide. They will learn to use basic and intermediate excel functions to sort, cleanse and manipulate data, and to use charts and pivot tables to visualise data. Learners will be able to explain the importance of data mining and use time series lines to predict or dismiss trends in data.						
Module Learn	ing Outcome	es					
At the end of	this module, I	earners will be able t	o:				
1. Explor	e digital busir	ness intelligence and i	its importance	in modern business p	ractice		
2. Use ex	cel functions	to analyse and visual	ise data				
3. Create	pivot tables	in excel to analyse da	ta				
4. Explor	e time series	and trends in excel					

Manage a	Destinati	ion (TSM0600)	1RU24)		
Credit value	4	QF Emirates	6	Duration (hours)	60
Aim	destination Economy as real-life sce (DMOs) in co equipped w skills and co identify the	management and m nd Tourism (DET) in I nario. Learners will i developing and imple vith analytical skills a ompetencies. On suc	parketing. It ain Dubai to review nvestigate the ementing mark and will be given cessful complete tourism deve	to a range of concepts instoutilise links with to approaches to destination Maleting campaigns. More in an opportunity to pration of this module leaselopment at the destination impacts.	he Department of ation marketing in a arketing Organisations cover, learners will be actice industry-specific rners will be able to
Module Learr	ning Outcome	es			



- 1. Assess the role of a Destination Marketing Organisation in increasing a destination's competitiveness
- 2. Analyse the factors affecting Dubai's destination growth and development.
- 3. Analyse the key elements of destination marketing campaigns in meeting campaign objectives.
- 4. Propose three strategic solutions to support Dubai's destination growth and development

Credit value	e 4	QF Emirates	6	Duration (hours)	60			
Aim	theoretical within the internship around within interviews  Note that Level 6 M	This module aims to provide learners with the opportunity to apply the skills and theoretical knowledge they have acquired throughout their studies in a real work setting within the Events industry. Learners will be required to search for and apply to relevant internship placements, demonstrating the skills they have gained in previous modules around writing applications, creating a CV and online e-portfolio and performing job interviews.  Note that this Module will be completed and assessed simultaneously with the following Level 6 Modules:  • Set objectives for an Events Industry Internship						
		<ul> <li>Work on an Events Industry Internship</li> <li>Reflect on an Events Industry Internship</li> </ul>						
		- Reflect on an Events moustry internsing						
	Combined	duration of Work Ba	ased Learning	is 16 weeks.				
Module Le	arning Outcon	nes						
At the end	of this module	, learners will be able	e to:					
1. Apply to	internship po	sitions in the Events	industry thro	ugh relevant channels				



Credit value	4	QF Emirates	6	Duration (hours)	60	
Aim	This module aims to provide learners with the opportunity to apply the skills and theoretical knowledge they have acquired throughout their studies in a real work setting within the Events industry. Learners will be required to demonstrate initiative on their internship and set SMART objectives with their supervisor, agreeing workplace expectations and goals. Learners will be encouraged to reflect on their performance and learnings from their Level 5 internship and use them the create their learning objectives and goals for this workplace experience. Once SMART objectives are set, the learner will be expected to regularly monitor and record progress towards the objectives with their line manager, adjusting them if required. e learner will be required to take responsibility for building a relationship with their line manager throughout their internship, asking for informal feedback on a regular basis from both their supervisor and colleagues.  Note that this Module will be completed and assessed simultaneously with the following Level 6 Modules:  Source an Events Industry Internship  Work on an Events Industry Internship  Reflect on an Events Industry Internship  Combined duration of Work Based Learning is 16 weeks.					
<b>Module Lear</b>	ning Outcom	es				
		learners will be able	e to:			
Set SMART objectives in the workplace						

Work on an Events Industry Internship (ENT06008RU24)							
Credit value	4	QF Emirates	6	Duration (hours)	60		
Aim	4 QF Emirates 6 Duration (hours) 60  This module aims to provide learners with the opportunity to apply the skills and theoretical knowledge they have acquired throughout their studies in a real work setting within the Events industry. The internship aims to provide the learner with a fresh perspective and new ideas, as well as an opportunity to build brand advocacy and raise local presence and profile. Learners will be expected to implement their learnings from managing teams and take on at least one supervisory role or project, and get feedback or their performance in this new position.  The learner will be required to take responsibility for building a relationship with their line manager throughout their internship, asking for informal feedback on a regular basis from both their supervisor and colleagues.						



Note that this Module will be completed and assessed simultaneously with the following Level 6 Modules:

- Source an Event Internship
- Set Objectives for an Events Industry Internship
- Reflect on an Events Internship

Combined duration of Work Based Learning is 16 weeks.

## **Module Learning Outcomes**

At the end of this module, learners will be able to:

- 1. Lead on a functional stream of the event planning phase in the workplace
- 2. Lead on a functional stream of the event execution phase in the workplace

Reflect on an Events Industry Internship (ENT06007RU24)								
Credit value	4	QF Emirates	6	Duration (hours) 60				
Aim	4 QF Emirates 6 Duration (hours) 60  This module aims to provide learners with the opportunity to reflect on their learnings from their Level 6 Advanced Diploma internship, to use them to recommend improveme in projects that they were involved in during their experience from an event management point of view, and to create new learning objectives and goals for their career.  The learner will be required to take responsibility for building a relationship with their liming manager throughout their internship, asking for informal feedback on a regular basis from both their supervisor and colleagues.  Note that this Module will be completed and assessed simultaneously with the following Level 6 Modules:  Source an Events Industry Internship  Set Objectives for an Events Industry Internship  Work on an Events Industry Internship  Combined duration of Work Based Learning is 16 weeks.							
Module Learning Outcomes								

- 1. Recommend management improvements for an event executed as part of an internship experience
- 2. Reflect on an events internship experience and personal performance using recognised reflective cycles
- 2. Create short- and long-term career goals